

Equality Impact Assessment (EIA)

This document demonstrates how the council is meeting its duties under the Equality Act 2010, by giving due regard to the requirement to: eliminate discrimination; advance equality of opportunity; and promote good relations.

1. Background

Directorate	Adult Social Care, Wellbeing and Communities
Service area	Adults - Integrated Commissioning Hub Children's – Children's and Families Commissioning Hub
Title of the activity being assessed i.e. the strategy, plan, policy or service	Extension of existing contracts for Gloucestershire Adult and Young Carers Support
Brief outline of the proposal(s)	<p>To seek the approval to invoke the 2-year extension in the current carers support contracts due to commence 1st April 2024.</p> <p>Carers Support is a jointly funded and commissioned service for Adult Carers and Young Carers, which is firmly rooted within the Integrated Care System.</p> <p>The initial 5-year contracts commenced 2019 with the following organisations:</p> <ul style="list-style-type: none"> • People Plus Limited for the provision of support for Adult Carers • Gloucestershire Young Carers for the provision of support for Children and Young Adult Carers <p>The option to extend the contracts for an additional two years was a provision within the initial contracts if the services were deemed to be providing appropriate support to Carers across Gloucestershire. Following review of the working provision, both organisations were considered effective in their practice.</p>
Who is affected by the proposals?	<p>Service users <input checked="" type="checkbox"/> Workforce <input type="checkbox"/></p> <p>Other, please specify: <input style="width: 200px; height: 20px;" type="text"/></p>
Decision to be taken and decision maker	<p>To invoke the option to extend the current contracts with:</p> <ul style="list-style-type: none"> • People Plus Limited for the provision of support for Adult Carers

	<ul style="list-style-type: none"> Gloucestershire Young Carers for the provision of support for Children and Young Adult Carers, for the period 1st April 2024 – 31st March 2026 inclusive. <p>Cabinet approval is sought.</p>
Person(s) responsible for completing this assessment	Verona Crossfield Kim George
Date of this assessment	April 2023

2. Information Gathering

Briefly outline your approach to consultation and engagement, together with details of any other information and data sources you have utilised:

Research, Consultation and Engagement	
Service users	<p>Gloucestershire Carers Hub (GCH) gain feedback from carers on a regular basis by a variety of different avenues, for example:</p> <ul style="list-style-type: none"> Phone conversations or face to face meetings Annual survey Case studies of carers who use the services offered Events, such as Carers Rights day to help reach more carers who may not be registered Carers Voice – Carers response group Peer group feedback Voluntary organisations Quarterly newsletter <p>GCH review feedback and update commissioners within the two-weekly update meetings and in the quarterly monitoring meetings. A response is given to all feedback and the appropriate action taken where needed. From reviewing feedback, we are confident that Gloucestershire carers are satisfied with the service offered and appreciate the support.</p> <p>Engagement is embedded within the regular review with Gloucestershire Young Carers. We listen to the voice of the child from our feedback and case studies to understand their feelings and amplify their experiences. We have identified that children using the service are satisfied with what is currently provided. We review needs regularly and any changes in the future will be informed by demand and any legislative changes. We do place an emphasis on gathering feedback and reviewing this each quarter.</p>

	<p>We have Case studies capturing stories of young people who have used the service and the outcomes.</p> <p>Gloucestershire Young Carers also hold outreach assemblies within schools around the county called 'Young Carer Aware' which is part of their strategy, to uncover 'hidden young carers' that are not yet known to the school or other services by taking a whole school approach to raising awareness and understanding.</p> <p>A newsletter 'We Care, We Count' has been produced by GYC to reach, GP's, Schools, corporate and community supporters and friends of Gloucestershire Young Carers by post and shared on social media.</p>
Workforce	<p>All support services and representatives from Children's and Adults social Care have been consulted on the proposal to extend the service with the current Providers.</p> <p>A range of colleagues are and will continue to be consulted with throughout the duration of the extension process.</p>
Partners	<p>The Carers Partnership Board have been briefed on this process and Board members have expressed satisfaction with the present providers and have positive working relationships with them.</p>
Other	<p>Small specific carer communities we support have expressed their satisfaction of the present providers.</p>

3. Equality Assessment

Briefly explain your assessment of the impact of the proposed activity on the protected characteristics below. This section evidences how the council is giving due regard to the three aims of the general equality duty, which are to: eliminate discrimination; advance equality of opportunity; and promote good relations.

Protected Characteristic	Service Users	Workforce
Age	<p>The current Providers will continue to work inclusively with all carers regardless of their age; Gloucestershire Young Carers will work with all Children and Young Adults, with People Plus Limited supporting all Adults.</p> <p>Both Providers will continue to employ only staff who have a heart and passion for supporting people with caring responsibilities.</p>	Not affected

	<p>GCH work with adults of all ages and the service offer is individualised, adaptable and varied to suit different age carers – for example communications come in a variety of medium from digital, to hard copies, to in person to phone calls.</p> <p>Appendix 1 shows a breakdown by age of the service users registered with the GCH from the Service user diversity report 2021/22 for adult carers. From monitoring data we know the lower cohort of carers registered with the GCH are the 18-24 age bracket and the GCH work closely with GYC to identify and support these carers. Over age 85 carers is the next age bracket and GCH work with a variety of organisations, such as Age UK to help reach out to these carers, many of which may not identify them self as a carer. This self-identification of being a carer is a barrier to all age carers accessing the service. GCH have listened to carer feedback and have re branded marketing materials and communications to say “do you support someone” instead of “are you a carer” This appears to have had a positive impact as referrals have increased since this change was introduced. From monitoring data we know the working age carers (26-64) is the largest proportion of the carer cohort followed by 65-84 age banding. GCH offer a variety of support options out of working hours to support working carers. GCH have developed an Employers toolkit to help employers recognise, identify and support carers in workplaces.</p> <p>GCH are actively promoting the Carers Response group which is a forum to hear carer feedback this forum will feed directly into the Carers Partnership Board.</p> <p>Continuous service provision will ensure that carers are able to access the support they need, ensuring that they feel heard and supported with their caring responsibilities.</p>	
--	---	--

<p>Disability</p>	<p>The current Providers will continue to work inclusively with all carers regardless of their disability and will continue to employ only staff who have a heart and passion for supporting people with caring responsibilities.</p> <p>From the Service user diversity report 2021/22 for adult carers– one-fifth of registered carers had a physical or mental health condition of their own and had accessed the service. More detail can be found in Appendix 1.</p> <p>GCH work with various organisations such as GP surgeries, hospitals and condition specific organisations to promote early identification of carers. GCH offer a variety of condition specific activities and support sessions for carers who might have a disability themselves, for example dementia coffee mornings and Mental health support groups, which are very well attended. Feedback carers suggest a hybrid service offer is the preference, some online some in person. GCH offer is adaptable to suit the audience needs. For example the Be Empowered offer of support, offered face to face , on line or soon to be via E learning (as a result of carer feedback).</p> <p>GCH are members of various Partnership Boards such as Carers Partnership Board, Mental Health and Wellbeing Board, Learning Disability and Autism Partnership Board, Physical Disability and Sensory Impairment. In each Board the GCH highlight the carers role and support available and listen to feedback. GCH also sit on a number of Clinical Commissioning Groups. GCH strive to ensure services are inclusive for example, training can be online or in person and venues are assessed for accessibility. The GCH website has translation options and meets accessibility standards. GCH will continue to review their offer and accessibility.</p> <p>Continuous service provision will ensure that carers are able to access the support they need,</p>	<p>Not affected</p>
-------------------	--	---------------------

	ensuring that they feel heard and supported with their caring responsibilities.	
Sex	<p>The current Providers will continue to work inclusively with all carers regardless of their sex and will continue to employ only staff who have a heart and passion for supporting people with caring responsibilities. GCH aims to offer inclusive services and actively engage with carers to ensure the service is as required for example working with male carers to ensure the offer is appealing and needed.</p> <p>From the Service user diversity report 2021/22 for adult carers - more females were registered as carers than males in 2021/22, 72.3%, The GCH are actively trying to reach male carers.</p> <p>Continuous service provision will ensure that carers are able to access the support they need, ensuring that they feel heard and supported with their caring responsibilities.</p>	Not affected
Race	<p>The current Providers will continue to work inclusively with all carers regardless of their race and will continue to employ only staff who have a heart and passion for supporting people with caring responsibilities.</p> <p>GCH strive to be inclusive in the service offer for example, GCH have a translation offer for carers whose first language is not English. The GCH website has translation options and leaflets can be downloaded in a variety of languages.</p> <p>GCH monitor ethnicity of registered carers and actively work with a variety local groups to be inclusive with the offer of support across Gloucestershire. From the last monitoring report April 2023, we noticed a small increase in registrations from several ethnic minority communities. This is an area of focus and is monitored on an ongoing basis. Continuous service provision will ensure that carers are able to access the support they need, ensuring that they</p>	Not affected

	<p>feel heard and supported with their caring responsibilities.</p> <p>GYC have noted that the Asian and Chinese uptake for carers support has remained low and is believed to be mainly cultural, meaning young people do not see themselves as a young carer and is just part of normal family life. The school awareness programmes has help raised awareness of what a carer is among young people and they have seen an growing increase among these groups.</p>	
Gender reassignment	<p>The current Providers will continue to work inclusively with all carers regardless of their gender reassignment and will continue to employ only staff who have a heart and passion for supporting people with caring responsibilities.</p> <p>GCH are allies of the LGBT+ partnership and support many PRIDE events. Continuous service provision will ensure that carers are able to access the support they need, ensuring that they feel heard and supported with their caring responsibilities.</p>	Not affected
Marriage & civil partnership	<p>The current Providers will continue to work inclusively with all carers regardless of their marital status and will continue to employ only staff who have a heart and passion for supporting people with caring responsibilities.</p> <p>Continuous service provision will ensure that carers are able to access the support they need, ensuring that they feel heard and supported with their caring responsibilities.</p> <p>GCH capture the marital status of carers and this is highlighted in Appendix 1. GCH support more married carers than single carers which is to be expected, as carers are often supporting a partner. Changes to communication which include</p>	Not affected

	<p>supporting a neighbour or friend will continue to be promoted.</p>	
<p>Pregnancy & maternity</p>	<p>The current Providers will continue to work inclusively with all carers regardless of whether they are pregnant or not and will continue to employ only staff who have a heart and passion for supporting people with caring responsibilities.</p> <p>Continuous service provision will ensure that carers are able to access the support they need, ensuring that they feel heard and supported with their caring responsibilities.</p>	<p>Not affected</p>
<p>Religion and/or belief</p>	<p>The current Providers will continue to work inclusively with all carers regardless of their religion or beliefs and will continue to employ only staff who have a heart and passion for supporting people with caring responsibilities.</p> <p>GCH work with community carer groups and reach out to religious organisations to help raise awareness of the caring role and the support available.</p> <p>Continuous service provision will ensure that carers are able to access the support they need, ensuring that they feel heard and supported with their caring responsibilities.</p>	<p>Not affected</p>
<p>Sexual orientation</p>	<p>The current Providers will continue to work inclusively with all carers regardless of their sexual orientation and will continue to employ only staff who have a heart and passion for supporting people with caring responsibilities.</p> <p>GCH are allies of the LGBT+ partnership and support many PRIDE events.</p> <p>Continuous service provision will ensure that carers are able to access the support they need,</p>	<p>Not affected</p>

	ensuring that they feel heard and supported with their caring responsibilities.	
--	---	--

4. Completed Actions

Set out how the proposed activity has already been amended following the equality assessment, to maximise the positive impact or minimise the negative impact:

Change	Reason for Change
No changes proposed	
No changes proposed	
No changes proposed	

5. Planned Actions

Set out improvements that will be undertaken, following the equality assessment, to further maximise the positive impact or minimise the negative impact:

Potential impact (positive or negative)	Action	By when	Owner
Positive	Continue to reach out to more male carers and assess the offer	During year 5 of the contract	Jenny Cooper, Kim George and GCH
Positive	Further review information, advice and guidance to ensure it is accessible	During year 5 of the contract	Jenny Cooper, Kim George and GCH
Positive	Develop the translation offer so more carers are aware it is an option to support.	During year 5 of the contract	Jenny Cooper, Kim George and GCH


6. Monitoring and review

The following processes/actions will be put in place to keep this 'activity' under review:


Contracts will be reviewed regularly and more formally at the quarterly and annual review meetings held with both organisations.

7. Officer / Decision-maker Sign off

Officer: By signing this statement off as complete you are confirming that 'you' have examined sufficient information across all the protected characteristics and used that information to show due regard to the three aims of the general duty. This has informed the development of the activity

Signature of Senior Officer	
Name of Senior Officer	Sarah Scott
Date	9.6.23

Decision maker: I am in agreement that sufficient information and analysis has been used to inform the development of this 'activity' and that any proposed improvement actions are appropriate and I confirm that I, as the decision maker, have been able to show due regard to the needs set out in section 149 of the Equality Act 2010.

Signature of decision maker	
Name of decision maker	Cllr Carole Allaway-Martin
Date	9.6.23

8. Publication

If this document accompanies a Cabinet report or an Individual Cabinet Member (ICM) decision report it will be published, as part of the report publication process, on the GCC website. If this statement is not to be submitted with a Cabinet report or an Individual Cabinet Member (ICM) decision report, please maintain a copy for your own records that can be retrieved for internal review and also in case of future challenge.

Appendix 1 – Service User Data

Details of service users affected by the proposed activity

Protected Characteristic	Service User Data and Information
<p>Age <i>percentage/profile of service user ages</i></p>	<p>According to the 2021 Census there were 51,862 unpaid carers aged 5 plus (8.5% of the population) in Gloucestershire in 2021.</p> <p>The 38.9% of carers are in the age bracket 50-64 years old, with the 65 years and over being 24.9%. Carers aged 5-15 1.6% and young carers 16- 24 is 4.4%.</p> <p>The Gloucestershire Carers Hub had 1.8k carers transferred over at the start of the contract. GCH now have over 8000 adult carers registered with them currently and have supported over 11,000 carers since the contract started in April 2019.</p> <p>From the Service user diversity report 2021/22 for adult carers – More than half of the registered carers were working age, between 26-64 years 54.3%. There are just over one-third of carers aged 65-84 years in 2021/22 37.3%.and 7.3% of people aged over 85 years. A small proportion of carers were aged 18-25 years (1.2%).</p> <p>The Gloucestershire Carers Hub offer range of services designed to support a variety of ages.</p>
<p>Disability <i>percentage/profile of service users who have a disability</i></p>	<p>There was 16.8% of Gloucestershire’s population classed as disabled under the Equality Act (2010) in 2021. Around 30% of households in Gloucestershire had at least one disabled person living in it and we can predict that many of these will be supported by unpaid carers or are unpaid carers themselves.</p> <p>From the 2021 Census 16.8% of Gloucestershire carers are disabled under the Equality Act.</p> <p>From the Service user diversity report 2021/22 for adult carers– one-fifth of carers had a physical or mental health condition of their own. Around 7% of carers had a mental health condition, while around 5% had a</p>

	<p>physical disability or impairment relating to mobility. Just under 2% of Carers had a sensory impairment (eyesight or hearing). A small proportion of carers had a learning disability or Asperger's or Autism (0.5%). Around 7% of carers felt their condition related to another category that had not been specified. 57.8% of carers stated that they had no disability. For one-fifth of carers, this information had not been obtained.</p>
<p>Sex <i>percentage/profile of service users who are male and who are female</i></p>	<p>Overall, there were 329,832 women and 315,244 men living in Gloucestershire on Census Day 2021, equivalent to a 51.1% to 48.9% split.</p> <p>The 2021 Census recorded more female (59.2%) than male carers (40.8%) in Gloucestershire.</p> <p>From the Service user diversity report 2021/22 for adult carers - more females were carers than males in 2021/22 (72.3%, up from 67.8% prior to the pandemic). A small proportion of carers stated that they were non-binary (0.1%).</p>
<p>Race <i>percentage/profile of service users who are from black and minority ethnic backgrounds</i></p>	<p>In 2021 6.9% of the Gloucestershire Population were from BAME ethnic groups. In 2011, 6.1% of households in Gloucestershire were made up of different ethnic groups, this increased to 7.8% in 2021.</p> <p>From the Service user diversity report 2021/22 for adult carers the majority of adult carers were white (93.2%, white British, white Irish, white other). 1.3% each of carers were black or Asian. Under 1% each were travellers/gypsy heritage or were from a mixed-race background</p> <p>In 2021, 95.7% of the population chose English as their main language in Gloucestershire which was in-line with the South-West figure but higher than the national data.</p> <p>Polish, Romanian and Portuguese were the most widely spoken languages in Gloucestershire other than English.</p> <p>GCH website can be accessed in different languages and they have a translation offer for those whose English is not their first language.</p>
<p>Gender reassignment</p>	<p>According to the Census 2021 data, 94.4% of Gloucestershire's population identify as the same sex registered at birth, and 0.4% identify as either transgender, non-binary or 'gender identity different from sex registered at</p>

<p><i>percentage/profile of service users who have indicated they are transgender</i></p>	<p>birth but no specific identity given' (2,163 people). The question was omitted by 5.2% of the population over 16 (over 27,600 people).</p> <p>GCH do not collect this data as not needed for the support offered.</p>
<p><i>Marriage & civil partnership percentage/profile of service users who are married or in a civil partnership</i></p>	<p>From the 2021 Census, for all residents aged 16 and over:</p> <ul style="list-style-type: none"> - 33.6% are single and have never married or registered a civil partnership - 47.8% are married; - 0.2% are in a registered civil partnership; - 2% are separated but still legally married or still legally in a civil partnership; - 9.9% are divorced or formerly in a civil partnership which is now legally dissolved; - 6% are widowed or a surviving partner from a civil partnership. <p>From the Service user diversity report 2021/22 for adult carers - around three-quarters of carers were married, in a civil partnership or living with a partner (75.6%). The marital status for 12.6% of our carers has not been obtained and around 10% of carers are single.</p>
<p><i>Pregnancy & maternity percentage/profile of service users who are female and who are pregnant or on a maternity leave</i></p>	<p>There were 6,124 live births in Gloucestershire in 2019. The highest proportion of deliveries were to women aged 30 to 34. Births to mothers aged 25-44 account for a slightly higher proportion of total births in Gloucestershire than they do nationally, whilst those to mothers aged under 25 account for a slightly lower proportion. At district level:</p> <ul style="list-style-type: none"> • Gloucester has a higher proportion of births to mothers aged under 20 (3.2%) than Gloucestershire and England. • Cheltenham, Cotswold and Stroud have a higher proportion of births to mothers aged 35+ than Gloucestershire and England <p>GCH support parent carers, along with the Parent Carer Forum and the GCH have over 1k currently registered as parent carers.</p>
<p><i>Religion and/or belief</i></p>	<p>From 2021 Census data, out of Gloucestershire's population, 41.4% said they had no religion. This is a higher proportion than in 2011 when 26.7% of the population answered that they had no religion.</p>

<p><i>percentage/profile of service users religious beliefs</i></p>	<p>The biggest change in proportion out of the categories given was the Christian category which decreased from a 63.5% share of the population in 2011 to a 49.2% share of the population in 2021. This was followed by no religion which accounts for 41.4% of the total population, and the question was omitted by 6.2%. Of the remaining 3.2%, Muslims accounted for 1.4%, followed by Hindu (0.6%), 'Other' (0.5%), Buddhist (0.4%), Sikh (0.1%) and Jewish (0.1%). We do not have district level comparisons for this data yet.</p> <p>GCH do not collect this data as not needed for the support offered.</p>
<p><i>Sexual orientation percentage/profile of service users who are lesbian, gay, bisexual, heterosexual</i></p>	<p>The 2021 Census indicates that approximately 3% of Gloucestershire's population aged 16 and above identify as non-heterosexual (14,906) although it should be noted that approximately 7% of the population (36k people) did not respond to the question, so there may well be more.</p> <p>GCH do not collect this data as not needed for the support offered.</p>

Appendix 2 – GCC Workforce Data

Details of Gloucestershire County Council staff affected by the proposed activity

Protected Characteristic	Total number of GCC staff affected:
Age	N/A
Disability	N/A
Sex	N/A

Race	N/A
Gender reassignment	N/A
Marriage & civil partnership	N/A
Pregnancy & maternity	N/A
Religion and/or belief	N/A
Sexual orientation	N/A
