



**KENT COUNTY COUNCIL**  
**EQUALITY IMPACT ASSESSMENT**  
**FINAL VERSION 02 January 2018**  
**UPDATED POST CONSULTATION 02 April 2018 & 03 May 2018**

**Directorate: Strategic and Corporate Services**

**Name of policy, procedure, project or service**

Adults Homelessness Support Service Commissioning

**What is being assessed?**

Commissioning Services for Homeless Adults including Supported Housing, Floating Support Services and Rough Sleeper Outreach Services.

**Responsible Owner/ Senior Officer**

Clare Maynard

**Date of Initial Screening**

<b>Version</b>	<b>Author</b>	<b>Date</b>	<b>Comment</b>
1	Sarah Peacock	22 July 2017	
2	Sarah Peacock	04 August 2017	Update
3	Sarah Peacock	12 October 2017	Addition of data
4	Sarah Peacock	09 November 2017	Further data added
5	Melanie Anthony	07 December 2017	Melanie Anthony revising
6	Sarah Peacock	03 January 2018	Incorporating Akua Agyepong suggestions
7	Sarah Peacock	03 April 2018	Post consultation amendments
8	Sarah Peacock	01 May 2018	Impact of YP services added
9	Akua Agyepong	03 May 2018	Amendments and comments



## Screening Grid

No	Characteristic	Could this policy, procedure, project or service affect this group less favourably than others in Kent? YES/NO If yes how?	Assessment of potential impact HIGH/MEDIUM LOW/NONE UNKNOWN		Provide details: a) Is internal action required? If yes what?  b) Is further assessment required? If yes, why?	Could this policy, procedure, project or service promote equal opportunities for this group? YES/NO - Explain how good practice can promote equal opportunities
			Positive	Negative		
1	Age	No	High	None	a. No, this specific service will be open to all those who are 18 years old and over. There is no upper age limit. All interventions will be delivered to all individuals who are assessed as requiring it.	Yes. The provider will be expected to deliver a range of interventions and activities in order to meet the needs of various target age groups within this characteristic.  The service specification will require the service provider to be particularly mindful of ensuring that the service is accessible both to younger and older people.
2	Disability	No	High	Low	a. No, this service will deliver interventions to all individuals who are assessed as requiring it, who are aged over 18 and classed as disabled as described within the Equality Act 2010.	Yes. The provider will be required to offer interventions to all individuals who meet the specified criteria and are assessed as requiring treatment irrespective of disability.  The provider will be required to design activities and treatment/support packages that do not marginalise any individual who could be recorded within this characteristic.  It is expected that the service will meet the communication and access needs of all disabled people, including those with sensory impairments and those with learning difficulties. Those with literacy and/or sight impairments may/will require information in various formats depending on need.  There is a broad spectrum of recognised learning difficulties and

						<p>the service will need to be able to accommodate presenting needs. Some of those with learning difficulties may need information in an easy-read format.</p> <p>Accessibility relates to mobility, physical impairment, mental impairment, hearing and sight impairment, Dyslexia and literacy impairment. Data collected from current service provision demonstrates that 32% of service users considered themselves as living with a disability whilst 80% considered themselves as living with mental health disabilities.</p> <p>KCC aim to ensure that the services commissioned are delivered in premises that are compliant with the Equality Act 2010 (previously the Disability Discrimination Act 2005) where possible. All premises must have a current and up to date Access Audit, along with an action plan if required.</p> <p>The service specification has an Equality, Diversity and Accessibility section which highlights all of the characteristics and related requirements.</p> <p>This characteristic will be assessed within the Equality section of the submitted tenders.</p> <p>Quarterly performance monitoring and reporting will enable us to effectively establish any trends or potential unmet needs within this group.</p>
<b>3</b>	<b>Gender</b>	No	High	Low	a. No, this specific service will be open to all individuals who are assessed as requiring it, who are aged over 18.	<p>Yes. The provider will be required to offer interventions to all individuals who meet the specified criteria and are assessed as requiring support irrespective of gender.</p> <p>According to a report published by Homelessness Link 70% of people who use homelessness services are men whereas around 30% of people who use homelessness services are women, of these around 32% will be homeless due to domestic violence and 64% are likely to suffer with mental health issues compared to 46% of men in homeless services. Regional data in Kent showed that the numbers of men using adults</p>

						<p>commissioned services in 14/15 as 79% and women were just 21%.</p> <p>The service specification will have an Equality, Diversity and Accessibility section which highlight all of the characteristics and related requirements.</p> <p>The revised model will require service providers to actively promote the service to people in the community and to tailor the services offered to all who need it ensuring accessibility to women as a greater percentage of women use younger people's services therefore it is likely that more women will use these services.</p> <p>This characteristic will be assessed within the Equality section of the submitted tenders.</p> <p>Quarterly performance monitoring and reporting will enable us to effectively establish any trends or potential unmet needs within this group.</p> <p>Those who are affected by domestic abuse will be directed towards domestic abuse services, which will be able to offer additional support.</p>
4	<b>Gender identity</b>	No	High	Unknown	a. No, this specific service will be open to all individuals who are assessed as requiring it, who are aged over 18.	<p>Yes. We aim to ensure that all services we commission are delivered to meet all requirements of the population. We expect all providers to have a skilled and competent workforce. This will ensure that workers will be able to understand this group and be able to offer the interventions which are requested and delivered as required.</p> <p>A person who identifies as either male, female or does not wish to identify with a particular gender must be treated as such. It is understood that some individuals do not wish to be identified as a particular gender, not all individuals will necessarily wish to disclose this information and it is our aim that all of our services are engaging to all groups.</p>

						<p>Community based support will provide appropriate interventions to all individuals meeting the criteria for support, regardless of their gender identity.</p> <p>Accommodation based provision will be required to offer a range of suitable solutions to all of those requiring this intervention. For those individuals undergoing a transitional process the service will be expected to assess the needs of the individual before placing in accommodation sensitively, and with consideration for any additional needs.</p> <p>This particular group will inevitably be vulnerable through past experiences with other aspects of their lives and we expect this to be respected and understood.</p> <p>The service will be expected to respond sensitively and appropriately to the support needs of this group.</p> <p>The service specification will have an Equality, Diversity and Accessibility section which highlight all of the characteristics and related requirements.</p> <p>This characteristic will be assessed within the Equality section of the submitted tenders. A further ongoing action is included to gain a further understanding.</p> <p>Quarterly performance monitoring and reporting will enable us to effectively establish any trends or potential unmet needs within the area.</p>
5	Race	No	High	Low	a. No. We aim to ensure that the service provision meets the specific needs of people from different racial backgrounds. We have a multi-racial society and the service will need to show this through its workforce and experience.	<p>Yes. The provider will be required to offer a range of interventions to all individuals who meet the specified criteria and are assessed as requiring treatment irrespective of nationality or ethnicity.</p> <p>Policies and procedures must be in place to deliver appropriate services for example racial harassment.</p> <p>Within the service specification there is an expectation placed on the provider to ensure that documents are available in more than</p>

						<p>one language and interpreters' are available for those who English is not their first language.</p> <p>The provider will be expected to engage with the Gypsy / Traveller communities, and be able to support victims of honour based violence, forced marriage, FGM and modern slavery together with displaying awareness of the Prevent agenda, identifying and reporting radicalisation and extremism.</p> <p>According to homelessness data collected by the Department of Communities and Local Government (DCLG - P1E data) in the first quarter of last year (2017) 1400 were accepted as homeless and in priority need across Kent of these 86% are white, 1% are other, 1% are mixed, 2% are black and 9% did not state ethnicity this largely matches the demographics of Kent as a whole as per 2011 census data. The sector does have experience of recognising cultural and racial needs, and this work will be built on within the new service offer.</p> <p>The service specification will have an Equality, Diversity and Accessibility section which highlight all of the characteristics and related requirements. This characteristic will be assessed within the Equality section of the submitted tenders.</p> <p>Quarterly performance monitoring and reporting will enable us to effectively establish any trends or potential unmet needs within this group.</p>
<b>6</b>	<b>Religion or belief</b>	No	High	Low	a. No. We aim to ensure that those who are assessed as requiring a service intervention will be able to access this service provision and are treated equally irrespective of their religion or belief.	<p>Yes. We aim to ensure that all services we commission are delivered to meet requirements of the population. We expect all providers to have a skilled and competent workforce. This will ensure that workers will be able to understand the potential needs of this group and be able to offer the interventions which are requested and delivered as required.</p> <p>The Equality Act 2010 protects employees as well as people who use the service. The provider will be expected to recognise the different religions and beliefs within their workforce. They will be expected to recognise that different beliefs may require time off for religious festivals / celebrations. The provider will also be</p>

						<p>expected to recognise the different religions and beliefs within their workforce when designing the building layout to ensure there is a faith/quiet space available for prayer if required.</p> <p>The service specification will have an Equality, Diversity and Accessibility section which highlights all of the characteristics and related requirements.</p> <p>This characteristic will be assessed within the equality section of the submitted tenders.</p> <p>Quarterly performance monitoring and reporting will enable us to effectively establish any trends or potential unmet needs within this group.</p>
7	<b>Sexual orientation</b>	No	High	Low	a. No. We aim to ensure that those who are assessed as requiring a service intervention will be able to access this service provision and are treated equally irrespective of their sexual orientation.	<p>Yes. We aim to ensure that all services we commission are delivered to meet requirements of the population. We expect all providers to have a skilled and competent workforce. This will ensure that workers will be able to understand this group and be able to offer the interventions which are requested and delivered as required.</p> <p>The service will be expected to respond appropriately to the needs of people supported from the LGBT community.</p> <p>According to Census data collected in 2011 approximately 1.9% of Kent's population is LGBT, this data is considered unreliable by the ONS but is used by KCC as estimation.</p> <p>The service specification will have an Equality, Diversity and Accessibility section which highlights all of the characteristics and related requirements.</p> <p>This characteristic will be assessed within the Equality section of the submitted tenders.</p> <p>Quarterly performance monitoring and reporting will enable us to effectively establish any trends or potential unmet needs within this group.</p>



8	<b>Pregnancy and maternity</b>	No	High	Unknown	<p>a. No. We aim to ensure that those who are assessed as requiring a service intervention will be able to access this service provision and are treated equally irrespective of their current/previous or pending parental/maternal/paternal status.</p>	<p>Yes. We aim to ensure that all services we commission are delivered to meet all requirements of the population. We expect all providers to have a skilled and competent workforce. This will ensure that workers will be able to understand this group and be able to offer the interventions which are requested and delivered as required.</p> <p>It is recognised that pregnancy can be a trigger point for domestic abuse to commence or escalate, and also that this time may put victims at elevated risk of homelessness. For example, in Thanet this is the third highest cause of homelessness in the district. Those who are affected by domestic abuse will be directed towards domestic abuse services, which will be able to offer additional support.</p> <p>The service specification will have an Equality, Diversity and Accessibility section which highlights all the characteristics and related requirements.</p> <p>This characteristic will be assessed within the Equality section of the submitted tenders.</p>
9	<b>Marriage and Civil Partnerships</b>	No	High	Unknown		<p>The service specification will have an Equality, Diversity and Accessibility section which highlight all of the characteristics and related requirements.</p> <p>This characteristic will be assessed within the Equality section of the submitted tenders.</p>
10	<b>Carers responsibilities</b>	No	High	Unknown	<p>a) Further exploration took place during the public consultation.</p>	<p>8% of respondents to the public consultation indicated a caring responsibility. No unmet needs for people who are carers who may have a need for this commissioned service have been identified but this will need to be continually reviewed.</p> <p>The service specification will have an Equality, Diversity and Accessibility section which highlight all the characteristics and related requirements.</p> <p>This characteristic will be assessed within the Equality section of the submitted tenders.</p>

## Part 1: INITIAL SCREENING

**Proportionality** - Based on the answers in the above screening grid what RISK weighting would you ascribe to this function – see Risk Matrix

Low	Medium	High
Low relevance or Insufficient information/evidence to make a judgement.	Medium relevance or Insufficient information/evidence to make a Judgement.	High relevance to equality, /likely to have adverse impact on protected groups.

Based on the initial screening, the commissioning of an integrated homelessness support service presents a **low** risk of adverse impact on protected groups. This is because the new service will specify that commissioned providers must take action to make the service accessible to those from protected groups, and tailor support interventions to meet the needs of the diverse range of homeless people. This activity is designed to enhance and extend existing provision, and potential providers will be fully tested during the tender process to ensure a capacity and willingness to deliver effectively to those with protected characteristics.

The service will be accessible to anyone who is homeless or at risk of homelessness, regardless of protected characteristics. Buildings used to deliver services will need to be accessible, and staff will need to be sufficiently trained to meet the needs of those accessing the service.

The proposed model underwent a full, proactive public consultation, after which equalities data was analysed to ensure sufficient responses from individuals with protected characteristics.

The consultation process included proactive elements to ensure the views of those who access the service are taken into consideration, and learning from the consultation is key to developing a final service specification.

Once procured, there will be improvements to equality data collection from delivery partners, to monitor engagement. This will then be managed through performance monitoring to ensure that expected levels are delivered. This improved data collection will also provide a more holistic, reliable basis from which to make future commissioning decisions.

### Context

This commissioning work is being undertaken by Strategic Commissioning, in the Strategic and Corporate Services Directorate which is part of Kent County Council. This exercise is being led by commissioning staff who are responsible for commissioning housing related support services for vulnerable adults across Kent.

A specific commissioning framework including Commissioning Success will be followed which has been developed over years of learning and experience. This will lead to improved openness, transparency and consistency in the commissioning process.

This commissioning exercise proposes to bring together a number of existing services within contracts which deliver efficiencies and seamless pathways for homeless people which include supported housing services, generic floating support, BME (black, minority, ethnic) floating support and rough sleeper outreach, see further detail overleaf.

Current services include:

- 20 short term supported housing services, providing 340 bed spaces of accommodation in hostels and shared houses
- 9 offender short term accommodation services providing 80 bed spaces

- 2 generic floating support services delivering community based support to 1,015 households at risk of homelessness
- 2 BME floating support services to support people from a minority or ethnic background and find it more difficult to access services. This is available for up to 42 people at any one time.
- 2 rough sleeper outreach services supporting 74 entrenched rough sleepers.

In relation to housing related support services the council has agreed the following: -

- There is a primacy of support for children in care and care leavers in line with the Council's corporate parenting duties
- Priority is given to those areas where HRS can prevent the need for people to be placed in residential or institutional care
- Where housing related support can prevent pressure on other budgets e.g. homelessness in vulnerable people and domestic abuse

The changes in Children's and Younger People's service eligibility are likely to displace the demand for housing related support from vulnerable, homeless, young adults aged 18-25. As a result of these changes, commissioners anticipate an increase in demand from these vulnerable homeless people in seeking assistance from Adult Social Care.

Service Provider(s) will work in partnership with Kent County Council (KCC) Commissioned Services to contribute towards the following outcomes and will consider all opportunities to enhance the aims of the service outcomes:

- 1.1 To support people who are homeless, at risk of homelessness or in temporary accommodation with consideration to;
  - 1.2 Shelter and Accommodation
    - 1.2.1 Improved mental and physical health and wellbeing
    - 1.2.2 Previous trauma suffered (if applicable)
    - 1.2.3 Family, friends and children
    - 1.2.4 Facilitating access to education, skills and employment
    - 1.2.5 Signposting to appropriate agencies surrounding drugs and alcohol
    - 1.2.6 Improved outlook, attitudes, motivation and taking responsibility
    - 1.2.7 Social networks and relationships
    - 1.2.8 Belongings and pets
    - 1.2.9 Self-care and daily living skills
    - 1.2.10 Managing money, personal administration and benefits
    - 1.2.11 Staying safe
    - 1.2.12 Being active
    - 1.2.13 Helping others
    - 1.2.14 Caring for the environment
- 1.3 Improved capacity to establish and maintain independent living.
- 1.4 A reduction in the need for interventions by Social Care and Health Services.
- 1.5 A reduction in level of harm caused to rough sleepers
- 1.6 A reduction in homelessness/repeat homelessness and placement in temporary/emergency accommodation.

This Equality Impact Assessment has been completed to ensure that all potential positive or adverse impacts are highlighted and addressed accordingly. These impacts relate directly with the young person's homelessness service, drug and alcohol service specification, live well Kent and the integrated domestic abuse specification.

The service specification will clearly identify the expectations for the homelessness service for vulnerable people which the successful bidder will be required to establish and deliver.

## Aims and Objectives

The homelessness service specification intends to bring together supported housing, outreach services and floating support services into one holistic and therapeutic provision.

The integrated service will ensure that homeless people are able to access consistent, high quality support across the county. Every member of society has a range of the protected characteristics and those who are rough sleeping, homeless or at risk of homelessness will be able to benefit equally.

The service will:

- Promote fair access and diversity to existing people who use the service and ensure that services are flexible and accessible to the wider communities.
- Ensure that vulnerable people do not become dependent on support
- Promote involvement of people who use the service and consultation

The service will deliver interventions that will aim to meet the needs of all existing and new service users from within all of the protected characteristic groups.

## Beneficiaries

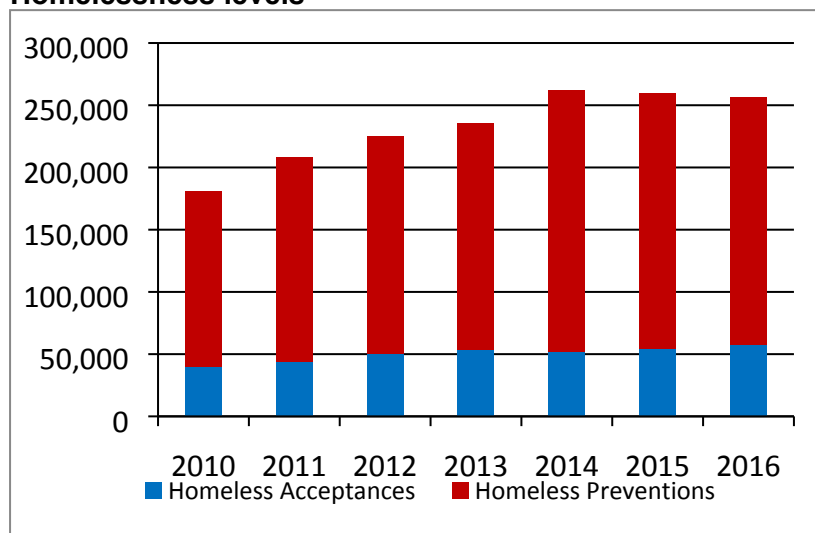
The proposed service will address the needs of socially excluded groups and will apply the principles of equal opportunities and fair access.

The intended beneficiaries of the proposed service are vulnerable homeless people in need of support, advice and guidance who are over 18 and are ordinary resident within the specified area.

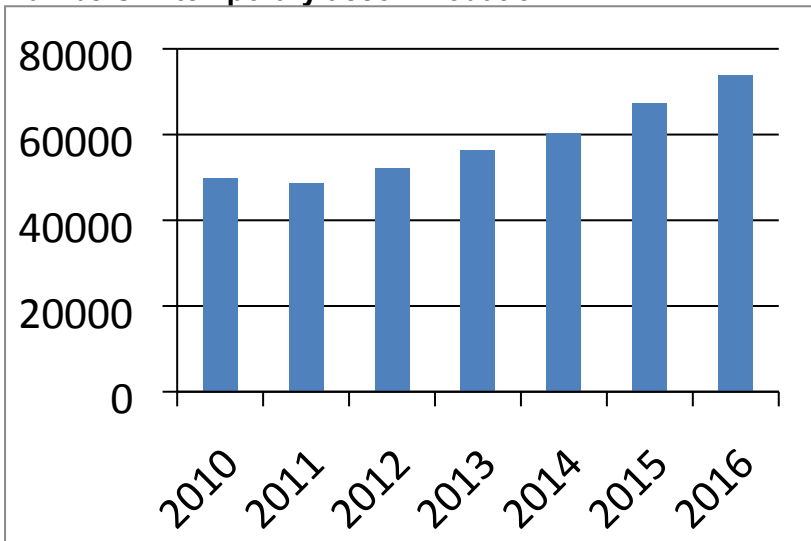
## Information and Data used to carry out your assessment

### National Context

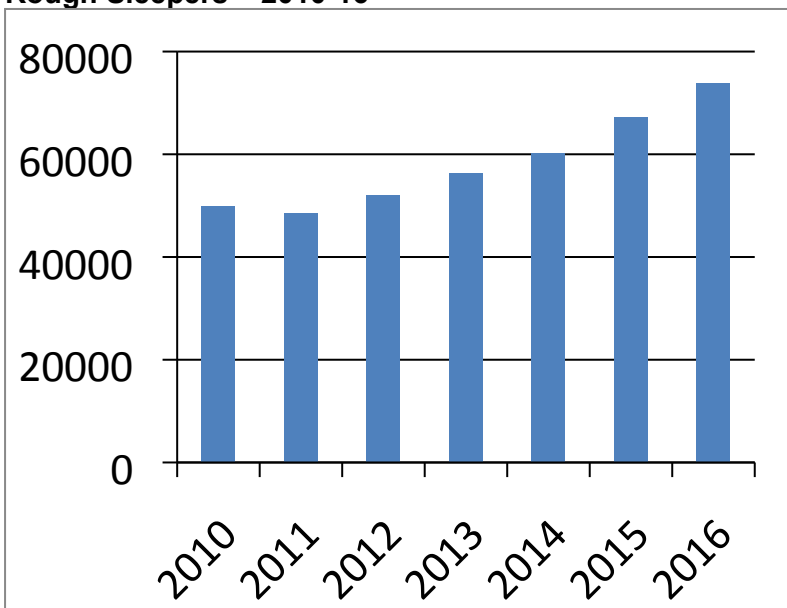
#### Homelessness levels



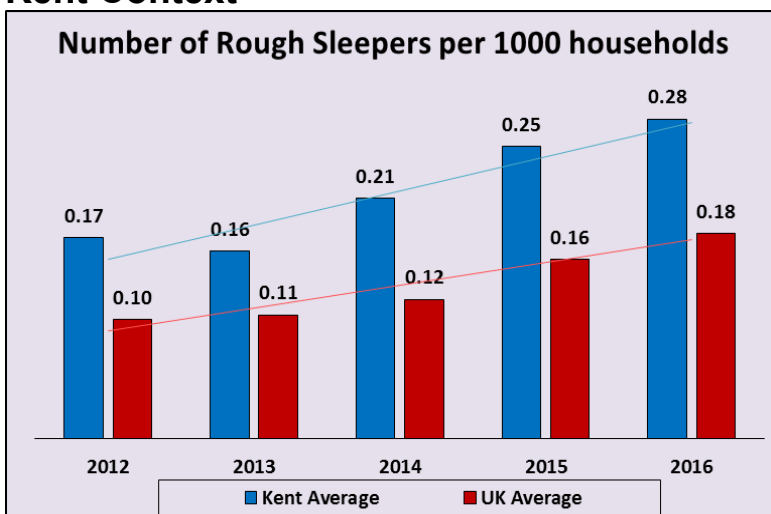
### Numbers in temporary accommodation

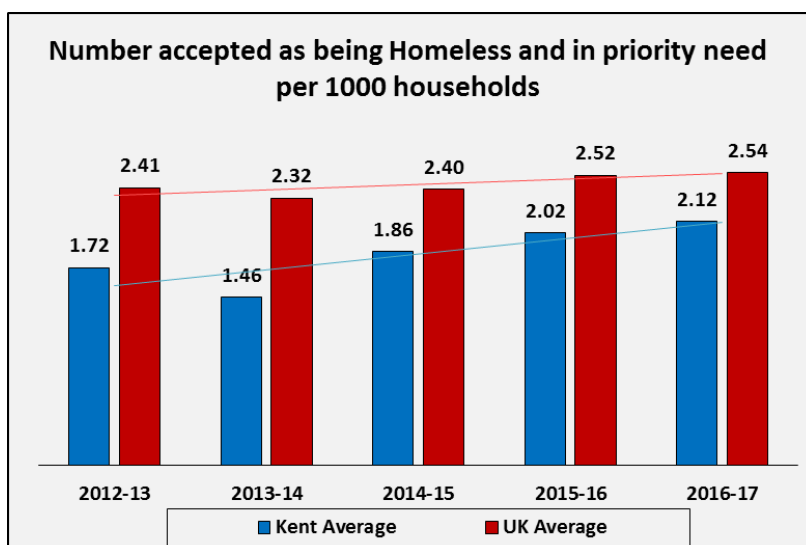
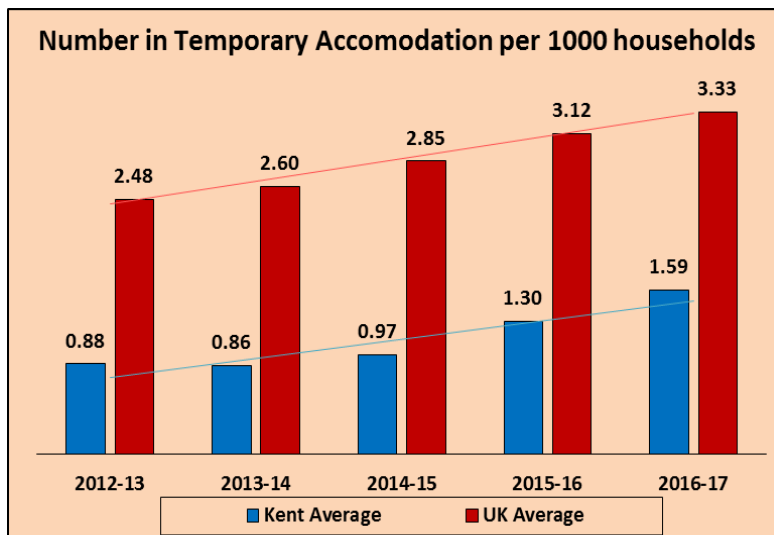


### Rough Sleepers – 2010-16



### Kent Context





The charts above evidence the growth in homelessness across the Country and are based on DCLG data. The figures demonstrate that rough sleeping in Kent has increased by 40% since 2010, with levels of statutory homelessness cases increasing by 29% in the same period. The 2017 national count of rough sleepers in England gave an estimated total of 4751, of those 222 (4.7%) were in Kent. The data also reveals that Kent has a higher than average number of rough sleepers compared to its population (0.012%) than in the national population (0.007%)

The landscape of service provision for homeless people in Kent is currently disparate, with a number of key interventions delivered using a combination of district and borough schemes, commissioned services by Kent County Council and charitably raised monies. Local housing authorities are required to report numbers of homeless people to the Department of Communities and Local Government which we have utilized to consider appropriately commissioned services; however information regarding those with protected characteristics is limited to race only.

Each local housing authority is required to have in place a homelessness strategy and each authority meets regularly to discuss its rough sleeping population and agree associated actions in partnership with community safety, police and housing officers.

Due to the unavailability of some data on those with protected characteristics (i.e. age, marriage, civil partnership status, carer responsibilities and pregnancy) an under-representation cannot be clearly evidenced within service provision, this will be addressed in the commissioning of a new support offer, with the consultation on a proposed model targeted specifically at those groups who are not accessing support currently.

Data is not collected currently on all protected characteristics, but was previously collected therefore the information below is taken from 2014/15. In future we will ensure information is collected so that we can make informed commissioning decisions based on intelligence gathered.

The tables below indicate the protected characteristics of people across Kent homelessness support services (adults) from 2014/15.

Age Band	Total Number	%
0-15	0	0%
16-17	16	1%
18-24	320	19%
25-34	414	25%
35-49	534	32%
50-59	230	14%
60-64	67	4%
65-74	45	3%
75-84	22	1%
85+	2	0%

Gender	
Male	79%
Female	21%

Ethnicity	
White: British	92%
Black/Black British: African	3%
Black/Black British: Other	1%
Mixed: White & Black Caribbean	1%
Asian/Asian British: Other	1%
Black/Black British: Caribbean	1%
White: Other	1%

Transgender	
No	99%
Don't Know	0.5%
Yes	0.5%

Religion	
None	48%
Christian (all denominations)	23%
Not Known	15%
Do not wish to disclose	8%
Any Other Religion	3%
Jewish	1%
Muslim	1%
Buddhist	1%

Sexual Orientation	
Heterosexual	92%
Gay man	5%
Bisexual	1%
Does not wish to disclose	1%
Lesbian	1%

Disability	
Mental	59%
Chronic	13%
Mobility	10%
Learning	6%
Autism	4%
Other	4%
Visual	4%
Hearing	0%

The tables below detail some protected characteristics of individuals using services for younger people who will soon be accessing 18+ service provision.

### Age

Age	Actual	%
16	23	4.57%
17	74	14.71%
18	106	21.07%
19	85	16.90%
20	69	13.72%
21	58	11.53%
22	37	7.36%
23	30	5.96%
24	21	4.17%
<b>Total</b>	<b>503</b>	<b>100%</b>

The Housing Related Support Services offer support for 16-25-year olds. The majority of service users are aged 17-21, making up 77.9% of the overall service users. The figures given in the table above include 55 care leavers and homeless 16/17-year olds which would not be accessing adult services. However, vulnerable homeless people aged 18-25 are included in these figures which would be in future unable to access younger persons services and would then need to access adult services therefore services commissioned will need to deliver a range of interventions and activities to meet the needs of various target age groups within this characteristic.

### Gender

Gender	Actual	%
Male	225	44.73%
Female	278	55.27%
<b>Total</b>	<b>503</b>	<b>100%</b>

A slightly higher percentage of females (55.3%) are accessing services than males (44.7%)



From the service users in this cohort, males are underrepresented in Kent (Male 44.7%, Kent 49%), whereas females are overrepresented (Female 55.3%, Kent 51%)<sup>1</sup>. Comparing the table above to the adults' services gender table we can see that a much larger percentage of women access younger persons services therefore service provision for adults will need to ensure that services are fully accessible and appropriate for women.

## Race

	Race	Actual	%
White:	White British	460	91.45%
	White Irish	1	0.20%
	Other White Background	6	1.19%
Mixed/Multiple Ethnic Group:	White & Asian	1	0.20%
	White & Black African	4	0.80%
	White & Black Caribbean	9	1.79%
	Other Mixed Background	5	0.99%
Asian/Asian British:	Pakistani	2	0.40%
Black/African/Caribbean/Black British:	African	6	1.19%
	Caribbean	1	0.20%
	Other Black Background	4	0.80%
Other Ethnic Group:	Any other ethnic group	4	0.80%
	<b>Total</b>	<b>503</b>	<b>100%</b>

The majority of young people accessing a service are White British (91.45%), this is very similar to the cohort accessing adult's services.

White racial groups are slightly underrepresented when compared to the wider Kent population, (Service Users 92.84%, Kent 93.7%)<sup>2</sup>

Black racial groups (Service Users 2.19%, Kent 1.11%) and Mixed (Service Users 3.78%, Kent 1.51%)<sup>3</sup> are both overrepresented when compared with the wider Kent population.

Data collected from current service provision demonstrates that 32% of service users considered themselves as living with a disability of this figure 59% considered themselves as living with a mental health related disability. Studies suggest that the majority of homeless people (85%) have suffered from a form of trauma which may be linked to the status of their mental health. Current service providers have informed KCC that the people they support are more complex and that their need for support is more extensive than previous contractual arrangements had allowed.

Most frequently, homelessness is accompanied by poor physical and mental health. NHS data shows that life expectancy is reduced by on average 30 years when compared with the general population. In a recent survey of homeless people conducted by Crisis, 77% of respondents stated that they had experienced antisocial behaviour and/or crime perpetrated against them in the previous 12 months, with more than half going unreported to police.

The proportion of homeless people from minority ethnic communities is broadly in line with the population demographics of the county, but it is recognised that services could take further steps to ensure that provision meets needs in a culturally sensitive manner. The council will ensure that this requirement is clear throughout the procurement process and clearly documented in the contract specification.

<sup>1</sup> Kent.gov.uk Facts & Figures

<sup>2</sup> Kent.gov.uk Facts & Figures and SCS quarterly performance report July 2015

<sup>3</sup> Kent.gov.uk Facts & Figures and SCS quarterly performance report July 2015

## Potential Impact

The integrated service will ensure that vulnerable homeless people will have access to the same level of service across Kent. The service will have an offer applicable to persons with a range of protected characteristics

We have currently assessed that no protected group should be impacted in an adverse way. However, due to the displacement of younger people into adults' services the age profile of people accessing homelessness services is likely to be affected as will the gender profile. At present the majority of people using adult's services are within the 35-49 age bracket (32%), if younger vulnerable people present to current services this may adversely impact older service users who may be unable to access services they need. Eligibility criteria for these services will need to be reviewed considering these facts with reasonable adjustments incorporated for persons with impairments/illnesses. This will need to be agreed and uptake of services monitored.

It is important to note the particular vulnerabilities of homeless women and the additional numbers of younger women projected to come into adult's services who may have previously accessed younger persons services. Women using services tend to have a higher prevalence of mental illness and previous trauma. The council need to ensure that appropriate support is commissioned, and service providers are aware of this and put in place appropriate levels of support.

With the advent of service integration, BME services will be subsumed into more generic provision, it is important to note that currently only 42 people are using this service at any one time, compared to 1015 persons using generic floating support services. The newly commissioned model of support will need to retain the knowledge and expertise to support people who find it difficult to access services based on their race/ ethnicity.

All bids for the new service will be evaluated against the equality expectations we have stipulated in the specification. Bidding providers will have an opportunity to address each of the characteristics separately and prove compliance with legislation in both providing services to individuals and as an employer.

The intention of the proposed commissioning activity is to redesign the landscape of homelessness support provision, bringing services together to deliver holistic pathways for homeless people, driving dynamic strategic change within the life of this contract and ensuring that individuals needs are met regardless of their protected characteristics or not.

Stronger performance expectations and management in relation to data monitoring provide a firm basis for future collection of data, and the ability to inform future commissioning activity to a greater degree. The new offer is expected to be commissioned flexibly to allow for timely response to changing demands, particularly in the case of people with protected characteristics who are considered 'hard to reach' such as entrenched rough sleepers who have traditionally been reluctant to approach or be approached by services.

## JUDGEMENT

To date, no negative impacts have been identified because this is a fully inclusive service for homeless people.

### Justification:

**Internal Action Required**                      **YES**

The service has been assessed as a major service because it involves significant resources and will affect a significant number of people throughout the community

*Although to date, no negative impacts have been identified because this is a fully inclusive service for homeless people, we acknowledge that we need to scrutinise eligibility criteria in view of impacts of more generic service provision and displacement of younger persons into adults' services.*

To date the service has been assessed as having no adverse impacts in its delivery, and as the scope of existing delivery is being widened to be more inclusive of those with protected characteristics.

## **Equality and Diversity Team Comments**

### **Sign Off**

*I have noted the content of the equality impact assessment and agree the actions to mitigate the adverse impact(s) that have been identified.*

### **Senior Officer**

Signed: \_\_\_\_\_ Name: Clare Maynard

Job Title: Head of Commissioning Portfolio - Communities, Older and Vulnerable People

Date: 09/05/2018

### **DMT Member**

Signed: Penny Southern Name: Penny Southern

Job Title: Interim Corporate Director, Adult Social Care and Health

Date: 09/05/2018

Please forward a final signed electronic copy to the Equality Team by emailing [diversityinfo@kent.gov.uk](mailto:diversityinfo@kent.gov.uk)

The original signed hard copy and electronic copy should be kept with your team for audit purposes.

### Equality Impact Assessment Action Plan

Protected Characteristic	Issues identified	Action to be taken	Expected Outcomes	Owner	Timescale	Cost implications
All	Limited data available to measure accessibility and effectiveness of support services to those with protected characteristics.	The new commissioned service to have more robust mechanisms for collecting and reporting equalities data	It is expected that this action will facilitate a more responsive, targeted service, and improved intelligence for future commissioning, and resource allocation purposes.	Sarah Peacock	October 2018 – September 2023	NIL
All	Any issues surrounding under representation or impacts of people with protected characteristics to be analysed post consultation and taken forward.	Update EqIA post consultation. Ensure equality impacts are embedded into the service specification Embedded into reporting and performance management requirements	A service specification which meets the needs of vulnerable homeless adults both with and without protected characteristics.	Sarah Peacock Paul Stephen Melanie Anthony	March 2018 – April 2018	NIL

All	There is a lack of performance data regarding those who use the service and protected characteristics.	Consider the uptake and outcome monitoring of those who use the service by protected characteristics.	Better understanding of effectiveness of commission in relation protected groups  Improved service	Chosen service provided		
All	Due to the potential for change age profile/gender profile in existing services eligibility criteria service will need to be reviewed	Eligibility criteria to be reviewed and monitored to ensure fair access and assess impact of changes in service provision	People able to access and use service to ensure the best possible outcomes.	Sarah Peacock  Paul Stephen  Melanie Anthony	May – July 2018	Nil

Updated 03/05/2018