

## EQUALITY IMPACT AND NEEDS ANALYSIS

<b>Directorate</b>	Adult Social Care and Public Health
<b>Service Area</b>	Commissioning
<b>Service/policy/function being assessed</b>	Specialist Day Services in Richmond – Future Model (Service EINA)
<b>Which borough (s) does the service/policy apply to</b>	Richmond
<b>Staff involved in developing this EINA</b>	<ul style="list-style-type: none"> <li>• Di Manning, Assistant Director Commissioning (Market Shaping)</li> <li>• Abdul Muktadir, Policy and Projects Officer, Commissioning</li> <li>• Dawn Patrick, Commissioning Officers – Policy and Projects</li> <li>• Trudy Jones, Interim Programme Manager</li> </ul>
<b>Date approved by Directorate Equality Group (if applicable)</b>	Tuesday 22 <sup>nd</sup> October 2024
<b>Date approved by Policy and Review Manager</b> All EINAs must be signed off by the Policy and Review Manager	Monday 18 <sup>th</sup> November 2024
<b>Date submitted to Directors' Board</b>	Thursday 14 <sup>th</sup> November 2024

### 1. Summary

#### Background

Day services in Richmond currently offers Adult Social Care services for older adults, people with dementia and people with physical disabilities and neurological conditions. The service also offers respite support for service user's unpaid carers including transportation services to and from the day centres. Over the past few years, the attendance rate at our specialist services has reduced, and the Council e mandated a programme of change which will increase utilisation, improve access and modernise the service – the offer will bring integrated care opportunities and seek synergy and support from the voluntary and community sector and their services.

Officers are currently preparing for a Committee decision in December 2024, this EINA supports that report and the Commissioning Strategy will seek to recommend to Members to proceed with the proposed day services reconfiguration starting from January 2025.

If Committee approve the Commissioning Strategy the programme will then move to its next phase of implementation to remodel the provision over a phased period with full implementation by 2027.

This EINA will be continuously reviewed and updated throughout the programme's lifecycle via an Implementation Action Plan, which will include equalities monitoring and performance setting undertaken by the relevant Commissioning Team.

#### Summary findings

- 83% of service users are aged 65 and above, with most day centre attendees having primary support needs of either physical support (74%) or memory and cognition (15%). As expected, this is higher than the proportion of Richmond residents as a whole.

- There are significant data gaps in terms of religion and sexual orientation. Currently 68% of service user's religion and 56% of their sexual orientation is unknown. Future service design should consider how best to improve recording and monitoring of these protected characteristics to ensure that services are personalised and best suit individual needs.
- There is no data on the number of service users at the centres who have caring responsibilities or are unpaid carers. It is recommended that any proposals include this monitoring requirement to ensure services are designed to best support service users who may have caring responsibilities and/or are unpaid carers.

## 2. Evidence gathering and engagement

### a. What evidence has been used for this assessment? For example, national data, local data via DataRich or DataWand

Evidence	Source
Service user data	Mosaic
Local population data, ONS Census, 2021	ONS
Snapshot service users list	Day Centres
Levels of deprivation	Indices of Multiple Deprivation (IMD)

### b. Who have you engaged and consulted with as part of your assessment?

Individuals/Groups	Engagement results	Date	What changed as a result of the engagement
Service users and their unpaid carers – listening events across all three day centres, in person.	Healthwatch Richmond was commissioned to undertake an 'appreciative enquiry' research on behalf of the Modern Day Services Project Board – the outputs of this research gave a snapshot view of what a good day service should look like, that any future provision should strive to incorporate varied and purposeful activities where people are able to socialise and receive personalised care and support. There should be reliable, available and safe transport fleet with trained and dedicated support workers. The future service delivery design should integrate with other support services available, for example closer ties with other providers and health partners across the borough, to establish deeper support networks and care	June to July 2024	The results of the service users and unpaid carers engagement has informed the scope, service principles and direction of the programme of work, particularly the phased approach where any physical changes to the assets will take place over time with minimal disturbance to day service users. The Project Team is informed about the needs of the current users, from wanting enhanced 'open access' provision to the more intense specialist care (those eligible for statutory support under the Care Act). The latter is a priority for the Commissioning Team as we know demand for specialist care for people living with dementia will increase in the future and that day service provision will need to be manage

	<p>pathways. Unpaid carers will be assessed as part of the phased service redesign work, where they are actively referred to support provision where and when they need it and that Council operations staff are fully aware of referral routes. Mealtimes are important to service users for socialisation, and nutritious hot and cold food is available, giving people choice and control.</p> <p>Throughout the programme of work service users and their unpaid carers will be engaged with, and the next phase of face to face engagement will take place in 2025 after the Committee decision in December 2024.</p>		<p>the increase in demand for more intensive support and deliver a preventative function.</p> <p>Service users have also told us that they value the services but would value improvement to ensure that they can be supported to live active, fulfilling and independent lives.</p>
<p>Internal stakeholders – engaged through the Modern Day Services Offer Project Board and associated project workstreams and ‘task and finish’ groups.</p> <p>Our Richmond Coproduction group (People with lived experience) is engaged and will continue to be through the phases.</p>	<p>Operational teams including social workers, front door staff, commissioning, referral team, Public Health, Property Services, and Communications and Engagement teams are all engaged, and representation on the Modern Day Services Offer Project Board is balanced.</p>	<p>January 2024 onwards</p>	<p>The results of the engagement has ensured that internal stakeholders with a vested interest in day services are kept informed and aware of progress. By connecting people better, we have seen a slight increase in referral rates to the day centres and will continue to improve the way in which we signpost and communicate about the services the day centres offer currently and the aspirations for the future.</p>
<p>External stakeholders - Partners to the Council engaged through the Future Design Working Group</p>	<p>The Group comprises key partners to the Council, and membership includes representation from the key Community Independent Living Service (CILS) partners, Richmond Carers, Healthwatch Richmond, Age UK, Richmond Co-production Chair, Alzheimer’s Society, to name but a few. Richmond Placed-Based</p>	<p>January 2024 onwards</p>	<p>By establishing the Future Design Working Group with key stakeholders we have a special insight into what works and what doesn’t work for day services to integrate with wider older people’s provision. The Group has decided to continue to meet throughout the lifecycle of the programme of work as it also</p>

	<p>Partnership is also engaged (LA, NHS and VCS).</p> <p>Furthermore, the Project Team is also working closely with community associations and those working on major Council-run programmes of work across the borough (e.g. Ellera Hall, Linden Hall and Ham Close Regeneration Programme Team) to ensure we maximise opportunities for joined up working and use of assets</p>		<p>enables closer working between partners (not just the Council) - all participants are committed to ensuring that provision for day services is preserved and modernised.</p>
<p>Occupiers at each of the three day centres are engaged and will continue to be so through the phases.</p>	<ul style="list-style-type: none"> <li>• Woodville Day Centre – SoS and Girl Guides who use a separate but attached space at Woodville Day Centre</li> <li>• Sheen Lane – Caring Café who use the centre on weekends</li> <li>• Whitton Day Centre – Age UK and Multicultural Richmond who occupy dedicated space at Whitton Day Centre under leases/licences from the Council</li> </ul>	<p>January 2024 onwards</p>	<p>The Project Team has a greater understanding of how the day centres are used by services other than those provided by Adults Social Care and can work in partnership to ensure solutions are designed together for appropriate accommodation and service delivery for the future, aligned to the wider council and VCS strategies</p>

3. Analysis of need

Potential impact on this group of residents and actions taken to mitigate impact and advance equality, diversity and inclusion

Where figures are asterisked (\*), they are small numbers (below 5), or are totals that contain sections that have figures below 5

Protected group	Findings																																																																			
Age	<div><div>Data</div><table><tr><th></th><th colspan="4">Commissioned service use</th><th colspan="2">Richmond population</th></tr><tr><th></th><th>Whitton Day Centre</th><th>Sheen Lane Day Centre</th><th>Woodville Day Centre</th><th>% Service users</th><th>Disabled</th><th>Not disabled</th></tr><tr><td>Under 55</td><td>9</td><td>*</td><td>*</td><td>8%</td><td>42%</td><td>67%</td></tr><tr><td>55-64</td><td>8</td><td>*</td><td>*</td><td>10%</td><td>16%</td><td>16%</td></tr><tr><td>65-74</td><td>*</td><td>7</td><td>6</td><td>12%</td><td>16%</td><td>10%</td></tr><tr><td>75-84</td><td>*</td><td>22</td><td>18</td><td>33%</td><td>16%</td><td>5%</td></tr><tr><td>85+</td><td>0</td><td>30</td><td>19</td><td>38%</td><td>11%</td><td>1%</td></tr></table><p>Figure 1: Age of commissioned Day Centre attendees Apr 22 - Apr 24 and percentage of disabled adult (18+) population in Richmond (Mosaic 2024, ONS Census 2021)</p><div><div></div><div><p>Please note: the snapshot data contains 13 self-funders in addition to the commissioned attendees on Mosaic:</p><table><tr><th></th><th>Commissioned</th><th>Self-funder</th></tr><tr><td>&lt;55</td><td>6</td><td></td></tr><tr><td>55-64</td><td>5</td><td>*</td></tr><tr><td>65-74</td><td>7</td><td>*</td></tr><tr><td>75-84</td><td>15</td><td>6</td></tr><tr><td>85+</td><td>13</td><td>*</td></tr></table><p>All self-funders are at Woodville</p></div></div><p>Figure 2: Age of Day Centre attendees, snapshot 2024 (Day Centre data 2024)</p><div><div>Key findings</div><ul style="list-style-type: none"><li>• The number of people who will be directly affected by the service reconfiguration is small but age is a significant factor and people aged 75+ make up over 70% of attendees.</li><li>• Whitton Day Centre is the only one of the three centres that has had a significant minority of attendees under the age of 55 in the last 2 years.</li><li>• The snapshot of day centre data from 2024 shows 13 self-funders, all aged 55+, at Woodville in addition to the attendees at the time.</li><li>• Richmond’s population who are counted as disabled under the Equalities Act have a significant minority of 42% aged 65 plus, compared with just 17% of the non-disabled population. All day centre attendees would be counted as disabled under the Equalities Act, however the proportion in the older age groups is significantly higher than that of the wider disabled population.</li></ul><div>Impact<ul style="list-style-type: none"><li>• The reconfigured day services design’s primary focus is on older people with disabilities, for those needing ‘open access’ support (independent/less frailty), through increasing frailty to requiring specialist care (personal care/more frailty). Day Services provide personal care support for older adults with physical and sensory disabilities and provides building-based social interaction and mental wellbeing support for those with memory and cognition issues.</li></ul></div></div></div>		Commissioned service use				Richmond population			Whitton Day Centre	Sheen Lane Day Centre	Woodville Day Centre	% Service users	Disabled	Not disabled	Under 55	9	*	*	8%	42%	67%	55-64	8	*	*	10%	16%	16%	65-74	*	7	6	12%	16%	10%	75-84	*	22	18	33%	16%	5%	85+	0	30	19	38%	11%	1%		Commissioned	Self-funder	<55	6		55-64	5	*	65-74	7	*	75-84	15	6	85+	13	*
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Protected group	Findings
	<ul style="list-style-type: none"><li>Whilst the focus of the reconfigured day services will be on older people aged 65 +, the age criteria will not be a barrier for adults who are younger than 65 years having met the criteria for eligible specialist need under the Care Act and need building-based support – this will be managed locally and by exception.</li><li>An improved process of recording key indicators will be introduced to the service, including closer management and monitoring processes so the service can consistently report on positive and negative impacts on each protected characteristic, and be ready to address any gaps identified in relation to individualised support.</li></ul>

Disability

Data

	Whitton Day Centre	Sheen Lane Day Centre	Woodville Day Centre	% Service users
Learning Disability	*	*	*	4%
Memory and Cognition	*	5	12	15%
Mental Health	*	*	*	3%
Physical Support	13	50	27	74%
Sensory Support	*	*	*	3%
Social Support	*	*	*	2%

Figure 3:Primary Support Reason for commissioned Day Centre attendees Apr 22 – Apr 24 (Mosaic 2024)

	15+ population
Disabled under the Equality Act: Day-to-day activities limited a little	13,728 (9%)
Disabled under the Equality Act: Day-to-day activities limited a lot	8,120 (5%)
Not disabled under the Equality Act: Has long-term physical or mental health condition but day-to-day activities are not limited	12,754 (8%)
Not disabled under the Equality Act: No long-term physical or mental health conditions	123,533 (78%)

Figure 4: Disabled population in Richmond, 15+ (ONS Census 2021)

	Whitton Day Centre	Sheen Lane Day Centre	Woodville Centre	All attendees
Wheelchair	5	12	*	36%
Walking aid (not in wheelchair)	*	9	6	27%
Standing hoist only	*	*	*	14%
Track hoist only	*	*	*	8%
Both standing and track hoist	*	*	*	2%

Figure 5: Mobility needs of Day Centre attendees, snapshot 2024 (Day Centre data 2024)

	Whitton Day Centre	Sheen Lane Day Centre	Woodville Day Centre	All attendees
2 support workers	*	10	9	36%
Personal care	6	16	26	81%
Medication prompt	*	12	*	29%
Support with eating	6	5	8	32%

Figure 6: Care needs of Day Centre attendees, snapshot 2024 (Day Centre data 2024)

Key findings

- All service users are disabled under the Equality Act and are, therefore, part of the 14% of the population in Richmond that is disabled. Most will be part of the 5% of the population whose activities are limited a lot.
- Most day centre attendees have primary support needs of either physical support (74%) or memory and cognition (15%).
- The snapshot of day center attendees shows 63% with mobility needs including 36% using a wheelchair.
- 24% of attendees need a hoist, 14% need a standing hoist and 10% a track hoist (48 people in total requiring some form of physical support).
- The majority of attendees (81%) have personal care needs, and a significant minority (36%) require assistance from two support workers.
- Medication prompts (29%) and support with eating (32%) are also required by significant numbers of attendees.
- People are now living longer with life limiting health conditions. It is therefore estimated that older age groups, whilst only a small part of Richmond’s population overall, will be increasing at a higher rate than the rest of the population<sup>1</sup>. Since the prevalence for dementia increases with age, this will have a significant impact on the number of people in Richmond who are living with dementia<sup>2</sup>. It is estimated that there will be an increase of 40% in the number of older residents (65+) living with dementia by 2040<sup>3</sup>.

Impact

- The reconfigured day services design has a primary focus on **older people with disabilities**, for those needing ‘open access’ support (independent/less frailty), through increasing frailty to requiring specialist care (personal care/more frailty). Day Services provide personal care support for older adults with physical and sensory disabilities and provides building-based social interaction and mental wellbeing support for those with memory and cognition issues.
- Whilst the focus of the reconfigured day services will be on people with these disabilities, the type of disability will not be a barrier for adults who have learning disabilities having met the criteria for eligible specialist care under the Care Act and need building-based support – this will be managed locally and by exception.
  - An improved process of recording key indicators will be introduced to the service, including closer management and monitoring processes so the service can consistently report on positive and negative impacts on each protected characteristic, and be ready to respond to any gaps identified in relation to individualised support.

Sex

Data

	Whitton Day Centre	Sheen Lane Day Centre	Woodville Day Centre	Disabled population
Female	9	43	23	56%
Male	11	15	18	44%

Figure 7: Gender of commissioned Day Centre attendees Apr 22 – Apr 24 and percentage of disabled population in Richmond (Mosaic 2024, ONS Census 2021)

<sup>1</sup> GLA population projections

<sup>2</sup> Dementia UK: Update (2014) prepared by King’s College London and the London School of Economics for the Alzheimer’s Society

<sup>3</sup> GLA projections & Dementia UK: Update (2014) prepared by King’s College London and the London School of Economics for the Alzheimer’s Society

Male

7516

Female

31810

05101520253035

Access Project

Sheen Day Centre

Woodville Centre

Please note: the snapshot data contains 13 self-funders in addition to the commissioned attendees on Mosaic:

	Commissioned	Self-funder
Female	26	5
Male	20	8

All self-funders are at Woodville

Figure 8: Gender of Day Centre attendees, snapshot 2024 (Day Centre data 2024)

Key findings

- Sheen Day Centre has had significantly more female than male attendees since April 2022. This can also be seen in the snapshot of attendees. This is due to:
  - Greater life expectancy for women
  - The focus at Sheen Lane Day Centre on the frail elderly
  - Men often not naturally coming forward to ask for help

Impact

- Given that there are more females than male attendees at the day centres, the reconfigured day services Project Team will explore how males can be better supported.
- An improved process of recording key indicators will be introduced to the service, including closer management and monitoring processes so the service can consistently report on positive and negative impacts on each protected characteristic, and be ready to address any gaps in support.

Gender reassignment

The Equality Act 2010 says that people must not be discriminated against because of gender reassignment. People can be at any stage in the transition process, from proposing to reassign their sex, undergoing a process of reassignment, or having completed it. It does not matter whether or not they have applied for or obtained a Gender Recognition Certificate, which is the document that confirms the change of a person's legal sex. However, some people identify as trans without falling under the legal definition of gender reassignment. This section looks at all people who identify as trans.

Data

	Richmond Population	% of total Richmond population	Outer London	London	England
Same as sex registered at birth	146,450	93.98%	91.48%	91.21%	93.47%
Different from birth (unspecified)	230	0.15%	0.45%	0.46%	0.25%
Trans woman	140	0.09%	0.15%	0.16%	0.10%
Trans man	110	0.07%	0.17%	0.16%	0.10%
Non-binary	60	0.04%	0.05%	0.08%	0.06%
Other gender identity	70	0.05%	0.03%	0.05%	0.04%
Not answered	8,780	5.63%	7.67%	7.88%	5.98%

Figure 9: Gender identity of Richmond population (ONS Census 2021)



### Key Findings<sup>4</sup>

- In Richmond, the percentage of people known to identify as trans is less half that of London in general and also lower than the England figure as a whole.
- There is no relevant routine national monitoring data for gender reassignment status by local authority.
- There are legal protections which prevent anyone with knowledge of someone's trans status to identify them to others without permission.
- Trans people can face discrimination, harassment, social exclusion, increased risk of violence or hate crimes including regular attacks by the media. Trans people also experience greater health inequalities.
- Older people may have concerns about disclosing their trans status.
  - Coming out as trans may disrupt existing relationships and social networks
  - Trans people often report past experiences of discrimination
  - Trans people may have concerns about respect for identity as they age (e.g. being called by the correct name or dressed in appropriate clothing) and for respectful provision of personal care.
  - Another concern for older trans people is the loss of identity associated with dementia
- Some people transition in later life, this may be due to increased freedom and acceptance, retirement or the death of a partner or spouse.
- There are still unanswered questions about what later life and health are like for the earlier generations of trans people in their 60s and over who have taken hormone therapy for 40 years or more. Many trans people may be living with gender reassignment surgeries performed using different techniques of the 1960s and 70s.
- There are health and care issues that specifically affect older trans people, some of these are recently known as the first generation of people who have been through hormone therapy and possible surgery reach older age.
  - Both trans men and trans women may have health issues relating to long-term hormone treatment, to organs relating to their birth gender and to prosthetics or implants.
  - Both trans men and trans women may also have body issues that impact on the provision of personal care. These may be psychological, emotional or physical and may be related to whether or not they have had any surgery.
  - There are some issues around the process of aging that trans people may find especially challenging.
  - The transition process can take many years and someone who starts the process in later life may still be in the process whilst in day centre provision.

### Impact

- The current service does not collect any information for this protected characteristic.
- An improved process of recording key indicators will be introduced to the service, including closer management and monitoring processes so the service can consistently report on positive and negative impacts on each protected characteristic, and be ready to address any gaps identified in delivering personalised support.

### Marriage and civil partnership

### Data

	Whitton Day Centre	Sheen Lane Day Centre	Woodville Day Centre	Disabled population
Cohabiting	*	*	*	8%
Divorced	*	4	7	11%
Married	*	14	16	38%

<sup>4</sup> [Trans issues and later life \(ageuk.org.uk\)](https://ageuk.org.uk), [Ensuring trans people in Wales receive dignified and inclusive health and social care in later life: The Trans Ageing and Care \(TrAC\) project, 2016-18 | PolicyBristol | University of Bristol](#) & [Working with older trans people pt web.pdf \(researchinpractice.org.uk\)](https://researchinpractice.org.uk)

	Separated	*	*	*	3%
	Single	14	9	7	29%
	Widowed	*	21	11	11%
	Unknown	5	15	5	8%
	<i>Figure 10: Marital status of commissioned Day Centre attendees Apr 22 – Apr 24 and percentage of disabled population in Richmond (Mosaic 2024, ONS Census 2021)</i>				
<b>Key Findings</b>					
<ul style="list-style-type: none"><li>• The data available shows that there are more people with partners attending Sheen Lane Day Centre than Whitton Day Centre and Woodville Day Centre.</li><li>• It is known that the day services provide opportunities for people to socialise with their partners and their friends at the day centres. Unpaid carers need more respite support and short breaks so that they are able to manage their caring responsibilities and keep well themselves. Single people attending the day centres have specific needs as well; many attend the day centres (the less frail) for company with friends and with the day centre staff.</li><li>• Unpaid carers who have lost a loved one who attended a day centre and who are now ‘widowed’ – the support the unpaid carer received as their partner’s carer should continue beyond this time as they will need a different kind of support.</li></ul>					
<b>Impact</b>					
<ul style="list-style-type: none"><li>• A key feature of the future model will be to strengthen and expand the support available to unpaid carers to ensure people can remain independent for as long as possible. When people need support, the support provided is personalised which can be flexed to the individual’s changing needs and the needs of the people caring for them.</li><li>• An improved process of recording key indicators will be introduced to the service, including closer management and monitoring processes so the service can consistently report on positive and negative impacts on each protected characteristic, and be ready to address any gaps identified in delivering personalised support.</li></ul>					

<b>Pregnancy and maternity</b>	<b>Data</b>
	There is no data on pregnancy and maternity on Mosaic for day services. There are around 2,400 pregnancies in Richmond of women aged 16 to 50 with around 23% ending in abortion.
	<b>Key Findings</b>
	<ul style="list-style-type: none"><li>Whilst the majority of women attending the day centres are above the age of childbearing, there are some for whom pregnancy may be a possibility, particularly those under 50.</li><li>The number of women under 50 years attending the day centres are too small to reference.</li></ul>
<b>Impact</b>	
<ul style="list-style-type: none"><li>An improved process of recording key indicators will be introduced to the service, including closer management and monitoring processes so the service can consistently report on positive and negative impacts on each protected characteristic, and be ready to address gaps in support.</li></ul>	

Race/ethnicity	Data				
		Whitton Day Centre	Sheen Lane Day Centre	Woodville Day Centre	Disabled population
	Asian	*	5	*	7%
	Black	*	*	5	2%
	Mixed	*	*	*	5%
	Other	*	*	*	4%

	White	14	43	31	83%					
	Unknown	*	17	*						
	<i>Figure 11: Ethnicity of commissioned Day Centre attendees Apr 22 – Apr 24 and percentage of disabled population in Richmond (Mosaic 2024, ONS Census 2021)</i>									
<b>Key Findings</b>										
<ul style="list-style-type: none"><li>Because of the small numbers of people in other ethnic groups, the only significant difference in the proportion of the disabled population and the proportion of those attending a day centre is the small difference (76% of day centre attendees, 83% of the disabled population) who are white.</li></ul>										
<b>Impact</b>										
<ul style="list-style-type: none"><li>The reconfigured service will aim to increase attendance from ethnic minorities by offering a range of culturally appropriate activities.</li><li>An improved process of recording key indicators will be introduced to the service, including closer management and monitoring processes so the service can consistently report on positive and negative impacts on each protected characteristic, and be ready to address gaps in support.</li></ul>										

<b>Religion and belief, including non-belief</b>	<b>Data</b>				
		Whitton Day Centre	Sheen Lane Day Centre	Woodville Day Centre	Disabled population
	Christian	*	12	13	47%
	Hindu	*	*	*	2%
	Muslim	*	*	*	4%
	No religion	*	*	*	36%
	Other	*	*	*	4%
	Unknown	14	45	28	7%
	<i>Figure 12: Religion of commissioned Day Centre attendees Apr 22 – Apr 24 and percentage of disabled population in Richmond (Mosaic 2024, ONS Census 2021)</i>				
	<b>Key Findings</b>				
	<ul style="list-style-type: none"><li>68% of people attending the day centres do not have a religion recorded on Mosaic (section in monitoring form left blank), 36% record themselves as having ‘no religion’ and 47% of the disabled population refer to themselves as Christian.</li></ul>				
	<b>Impact</b>				
	<ul style="list-style-type: none"><li>Activities currently provided at Sheen Lane Day Centre include visiting faith groups. The reconfigured service will look at new ways of introducing purposeful activities appropriate to individual belief systems.</li><li>An improved process of recoding key indicators will be introduced to the service, including closer management and monitoring processes so the service can consistently report on positive and negative impacts on each protected characteristic, and be ready to address any gaps in support.</li></ul>				

<b>Sexual orientation</b>	<b>Data</b>			
		Whitton Day Centre	Sheen Lane Day Centre	Woodville Day Centre
	Gay or Lesbian	*	*	*
	Straight / heterosexual	8	34	23
Unknown		16	36	27

	Richmond	Outer London	London	England
Heterosexual or Straight	89.0%	88.0%	86.2%	89.4%
Gay/Lesbian	1.9%	1.3%	2.2%	1.5%
Bisexual	1.2%	1.1%	1.5%	1.3%
Other	0.3%	0.4%	0.5%	0.3%
Not known	7.6%	9.1%	9.5%	7.5%

Figure 14: Percentage of the population by sexual orientation

**Key Findings**

- There are proportionally slightly more people in Richmond who identify as LGBT+ than in outer London boroughs but the proportion is lower than that of London as a whole.
- On Mosaic, 56% of day care attendees do not have a sexual identity recorded and only 1 person has a sexual identity recorded that is LGBT+.

**Impact**

- An improved process of recording key indicators will be introduced to the service, including closer management and monitoring processes so the service can consistently report on positive and negative impacts on each protected characteristic, and be ready to address any gaps in support.

<p><b>Across groups i.e. older LGBT service users or Black, Asian &amp; Minority Ethnic young men.</b></p>	<p><b>Data, key findings and impact</b></p> <ul style="list-style-type: none"><li>Data across groups has been examined in the previous sections where available.</li></ul>
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**Socio-economic status**  
**(to be treated as a protected characteristic under Section 1 of the Equality Act 2010)**  
**Include the following groups:**

- Deprivation (measured by the 2019 English Indices of Deprivation)**
- Low-income groups & employment**

**Data**

- Deprivation, low income and employment**

	Whitton Day Centre	Sheen Lane Day Centre	Woodville Day Centre
IMD	9	9	3

Figure 15: Indices of multiple deprivation (IMD), where 1 is the most deprived and 10 being the least deprived, based on the postcodes of where the day centres are located

	Whitton Day Centre	Sheen Lane Day Centre	Woodville Day Centre
Carer respite	*	*	21
Social isolation	7	*	5
Both	*	23	*
Unknown	*	*	*

Figure 156: Reasons for Day Centre attendance, snapshot 2024 (Day Centre data 2024)

- Carers**  
No date available however this group will be impacted.
- Care experienced people**  
No data available however this group may be impacted.
- Single parents**

- Carers
- Care experienced people
- Single parents
- Health inequalities
- Refugee status

No data available however this group may be impacted.

- **Health inequalities**

Data available but to be assessed - this group will be impacted.

- **Refugee status**

	Richmond upon Thames <sup>5</sup>
<b>Homes for Ukraine - not including super sponsors (arrivals)</b>	873
<b>Afghan Resettlement Programme (total) (population)</b>	26
interim	0
settled in LA housing	18
settled in PRS housing	8
<b>Supported Asylum (total) (population)</b>	22
Initial Accommodation	0
Dispersed Accommodation	11
Contingency Accommodation	0
Other Accommodation	0
Subsistence only	11
<b>All 3 pathways (total)</b>	921
<b>Borough population</b>	195,232
<b>Per capita (%)</b>	0.47%

## Key findings

### Deprivation, Low income groups and employment

- The Indices of Multiple Deprivation shows that the ward of Ham, Petersham and Twickenham Riverside has a high level of deprivation – which is 6% of the population of Richmond as a whole (10,828 residents<sup>6</sup>).
- Where the day centres are located, Woodville is situated in this ward and therefore more deprived postcode area. Consequently, it may need more local provision of this type.

### Carers

- There are many people in Richmond who have unpaid caring responsibilities – estimated to be at 7.2% of the population (an estimated 14,054 residents)<sup>7</sup>.
- A key aim of this improvement programme is to reach as many unpaid carers as possible of older adults with disabilities attending the day centres.

### Care experienced people

- There is no Mosaic data on whether day centre attendees are also care experienced people.
- The majority of the research and evidence relating to care experienced people focusses on people aged 25 or under and there is little evidence about later life.

### Single parents

- There is no data on whether any of the day centre residents are sole carers for minor children.

### Refugee status

- There is no data on this protected characteristic for day services attendees. However, Richmond is a borough of sanctuary and is committed to supporting refugees and victims of violence. 0.47% of the borough's population is supported through the Homes for Ukraine, Afghan Resettlement Programme and Supported Asylum Programme which may include care home residents.

<sup>5</sup> [Home Office - Immigration system statistics data tables](#)

<sup>6</sup> <https://data.cdrc.ac.uk/dataset/index-multiple-deprivation-imd>

<sup>7</sup> ONS Census 2021

**Impact**

- Carers – this programme will positively impact on unpaid carers because the support is extended to adults with disabilities *and* their carers (family/ friends).
- An improved process of recording key indicators will be introduced to the service, including closer management and monitoring processes so the service can consistently report on positive and negative impacts on each protected characteristic, and be ready to address any gaps in support.

**Data gaps**

<b>Data gap(s)</b>	<b>How will this be addressed?</b>
Gender reassignment: no data on Mosaic	Improved monitoring wherever possible and strive to be a responsive service
Autism: no data on Mosaic	Improved monitoring wherever possible and strive to be a responsive service
Additional support and care needs as well as the primary support reason: no data on Mosaic	Improved monitoring wherever possible and strive to be a responsive service
Marriage and civil partnership: incomplete data on Mosaic	Improved monitoring wherever possible and strive to be a responsive service
Religion: incomplete data on Mosaic	Improved monitoring wherever possible and strive to be a responsive service
Sexual orientation: no data on Mosaic	Improved monitoring wherever possible and strive to be a responsive service
Socio-economic status: all groups may be impacted but there is no available data to analyse	Improved monitoring wherever possible and strive to be a responsive service

**4. Impact**

The fundamental purpose of reconfiguring day services in Richmond is to ensure people continue to be supported through personalised-centred provision, from ‘open access’ services for people who are more independent, through to those who are dependent on more specialist personal care. Future services must meet people’s needs. We know the older population as a whole, and the older population with disabilities, is predicted to increase by 34% by 2039<sup>8</sup>. This rise will have a negative impact on the people who have caring responsibilities including family and friends who provide unpaid support. The service will have a positive impact on unpaid carers and older adults with disability support needs – in their homes, in their local communities, and at modernised, well-equipped, trained staffed and welcoming buildings across the borough.

Barriers to access the Council’s day services and address under-representation will be reviewed as part of the service reconfiguration work starting in 2025. The Future Design Working Group will work in collaboration with Council staff to ensure the service meets future needs – this is a developmental piece and opportunities for co-production and co-designing the service sits at the heart of the programme.

This EINA focuses on the data where it is known – there is a cohort of people in Richmond who do not currently access day services; the future service will ensure Richmond day services foster good relationships with partners and integrate their services with other services wherever appropriate (e.g. statutory and non-statutory, health services and in-reach provision into the day centres,

<sup>8</sup> Emerson & Hatton, Estimating Future Need/Demand for Supports for Adults with Learning Disabilities in England, June 2004 - national prevalence rates and GLA Population Projections

working more closely with the voluntary and community sector, and making links with the private sector).

Any gaps in our equalities assessment will be addressed during the next stage of the programme. As mentioned above, as part of the reconfiguration an improved process of recording key indicators for equalities and diversity will be introduced, including a new equalities monitoring process so that the service can proactively respond to changing trends and be ready to address any gaps in personalised support. Following a positive response from Adult Social Services Health and Housing Committee in December, a comprehensive Action Plan for phased implementation will be developed further.

There are no negative impacts arising from this equalities impact assessment – the redesign of day services in Richmond for older people with disabilities will impact positively on all the protected groups because it is an *improvement* programme, aimed to increase connectivity and encourage collaboration.

The future service will ensure that all requirements of the Equality Act of 2010 will be upheld, ensuring that the commissioning strategy will protect residents from discrimination and promote positive outcomes regardless of a service user's background.

Protected group	Positive	Negative
<b>Age</b>	Improving access to day services in Richmond for older adults	<b>NONE</b>
<b>Disability</b>	Improving access to day services in Richmond for older adults with disabilities	<b>NONE</b>
<b>Sex</b>	Improving access to day services in Richmond for men	<b>NONE</b>
<b>Gender reassignment</b>	Improving access to day services in Richmond for people who identify as a different gender to their sex as registered at birth.	<b>NONE</b>
<b>Marriage and civil partnership</b>	Improving access to respite support and short breaks in Richmond for couples married/ cohabiting and attending day centres; widows	<b>NONE</b>
<b>Pregnancy and maternity</b>	Improving access to health support/ referrals and signposting	<b>NONE</b>
<b>Race/ethnicity</b>	Improving access to day services by increasing purposeful and culturally appropriate activities	<b>NONE</b>
<b>Religion and belief, including non-belief</b>	Improving access to day services by increasing purposeful and culturally appropriate activities	<b>NONE</b>
<b>Sexual orientation</b>	Improving access to day services by increasing purposeful and culturally appropriate activities	<b>NONE</b>

<b>Socio-economic status (to be treated as a protected characteristic under Section 1 of the Equality Act 2010)</b> <b>Include the following groups:</b> <ul style="list-style-type: none"> <li>• Deprivation (measured by the 2019 English Indices of Deprivation)</li> <li>• Low-income groups &amp; employment</li> <li>• Carers</li> <li>• Care experienced people</li> <li>• Single parents</li> <li>• Health inequalities</li> <li>• Refugee status</li> </ul>	Improving access to day services by increasing support to unpaid carers	<b>TO BE DETERMINED</b>
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## 5. Actions to advance equality, diversity and inclusion

Action	Lead Officer	Deadline
Day Services – Future Model Implementation Action Plan with section on equalities and diversity monitoring – to be developed to monitor the specific positive and negative impacts during the programme’s lifecycle.	Di Manning	January 2025
Establish a workstream in the Future Design programme to design approaches to increase access to day services for residents from Black, Asian or Ethnic Minority groups	Di Manning	2025
Baseline data for all protected characteristics where available will be used to inform service improvements and improvements made to the data will be done as part of the wider Mosaic work. The aim is to improve access to day services for relevant groups.	Di Manning	Wherever available
Key performance targets have not yet been set; these will be developed from January 2025.	Di Manning	December/January 2025

## 6. Further Engagement

Engagement planned	Date of engagement
Internal and external engagement and communications activities with key stakeholders will continue throughout the programme lifecycle. For example, in early 2025 there will be personalised support meetings	Early 2025 through to 2027/28 at project closure



<p>undertaken with service users and their unpaid carers; internal and external engagement with key frontline teams and statutory and voluntary community sector will continue; wider comms with the general public planned and undertaken. The Future Design Working Group (external partners) will continue throughout the course of the implementation phase. A Communication and Engagement Strategy and Plan supports this work. This EINA will be kept under review and be updated following any relevant discussions from future communication or engagement sessions.</p>	
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