

Equality Impact Assessment: Homecall

The Equality Act 2010 includes a general duty which requires public authorities, in the exercise of their functions, to have due regard to the need to:

- **Eliminate discrimination**, harassment and victimisation and any other conduct that is prohibited by or under the Act.
- **Advance equality of opportunity** between people who share a relevant protected characteristic and people who do not share it.
- **Foster good relations** between people who share a relevant protected characteristic and those who do not

In order to comply with the general duty authorities must assess the impact on equality of decisions, policies and practices. These duties do not prevent the authority from reducing services where necessary, but they offer a way of developing proposals that consider the impacts on all members of the community.

Authorities which fail to carry out equality impact assessments risk making poor and unfair decisions which may discriminate against particular groups and worsen inequality.

Committee name and date:	Report Title	Decisions being recommended:	People with protected characteristics potentially impacted by the decisions to be made:
Executive 16 December 2025	Budget Strategy and Medium Term Financial Plan	Review of Homecall, to increase the customer base of the service across Exeter and the wider area	Race & Ethnicity Disability Age

Factors to consider in the assessment: For each of the groups below, an assessment has been made on whether the proposed decision will have a **positive, negative or neutral impact**. This must be noted in the table below alongside brief details of why this

conclusion has been reached and notes of any mitigation proposed. Where the impact is negative, a **high, medium or low assessment** is given. The assessment rates the impact of the policy based on the current situation (i.e. disregarding any actions planned to be carried out in future).

High impact – a significant potential impact, risk of exposure, history of complaints, no mitigating measures in place etc.

Medium impact – some potential impact exists, some mitigating measures are in place, poor evidence

Low impact – almost no relevancy to the process, e.g. an area that is very much legislation led and where the Council has very little discretion

Protected characteristic/ area of interest	Positive or Negative Impact	High, Medium or Low Impact	Reason
Race and ethnicity (including Gypsies and Travellers; migrant workers; asylum seekers).	Negative	Low	Homecall is only available to purchase for those that have an address, mobile or landline, a modern 3-pin electricity plug socket, a nominated 'keyholder' or have a key safe which will impact on Gypsies and Travellers who do not have permanent addresses. However most Gypsies and Travellers who are travelling live in groups and are therefore unlikely to be alone and require this service.
Disability: as defined by the Equality Act – a person has a disability if they have a physical or mental impairment that has a substantial and long-term adverse impact on their ability to carry out normal day-to-day activities.	Positive	High	Homecall alarms are available to anyone who needs one, provided they have an address, mobile or landline, a modern 3-pin electricity plug socket, a nominated 'keyholder' or have a key safe. This includes the elderly, those with mobility or medical problems or those in sheltered housing. If the individual isn't able to purchase a key safe or have a nominated individual, they are unable to become a customer, as emergency services may need to access their property. There could be a scenario where an individual is unable to afford Homecall, the team guide the individual to grant funding opportunities within the City Council and from other sources.
Sex	N/A	N/A	
Gender reassignment	N/A	N/A	

Protected characteristic/ area of interest	Positive or Negative Impact	High, Medium or Low Impact	Reason
Religion and belief (includes no belief, some philosophical beliefs such as Buddhism and sects within religions).	N/A	N/A	
Sexual orientation (including heterosexual, lesbian, gay, bisexual).	N/A	N/A	
Age (children and young people aged 0-24; adults aged 25-50; younger older people aged 51-75/80; older people 81+; frail older people; people living with age related conditions. The age categories are for illustration only as overriding consideration should be given to needs).	Positive	High	<p>Homecall alarms are available to anyone who needs one, provided they have an address, mobile or landline, a modern 3-pin electricity plug socket, a nominated 'keyholder' or have a key safe. This includes the elderly, those with mobility or medical problems or those in sheltered housing. If the individual isn't able to purchase a key safe or have a nominated individual, they are unable to become a customer, as emergency services may need to access their property.</p> <p>There could be a scenario where an individual is unable to afford Homecall, the team guide the individual to grant funding opportunities within the City Council and from other sources.</p>
Pregnancy and maternity including new and breast feeding mothers	N/A	N/A	
Marriage and civil partnership status	N/A	N/A	

Actions identified that will mitigate any negative impacts and/or promote inclusion

- Prepare a communications plan that is accessible for all identified protected characteristics within this EQIA

Officer: Head of Service City Centre & Net Zero

Date: 18 November 2025