

## Equality Impact Assessment (EIA) Form

The **purpose** of an EIA is to give **as much information as possible** about potential equality impacts, to demonstrate we meet our **legal duties** under the Equality Act 2010.

**Please read the EIA Guidance [on Hotwire](#) before completing this form.**

<b>1. What is the name of the policy, project, decision or activity?</b>
Referral of eligible HFSV recipients to be entered onto Thames Water's Priority Service Register for appropriate support during an emergency involving water.

*Overall Equality Impact of this policy, project, decision or activity (see instructions at end of EIA to complete):*

<b>High</b>		<b>Medium</b>		<b>Low</b>	<b>X</b>
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<b>2. Contact details</b>	
Name of EIA author	Jillian Robson
Department and Team	Fire Safety - Community Safety Care, Health and Safeguarding Team
Date of EIA	V2 Update 17 <sup>th</sup> August 2021 (V1 EIA 3 <sup>rd</sup> March 2021)

<b>3. Aim and Purpose</b>	
What is the aim and purpose of the policy, project, decision or activity?	<p>Partnership working with Thames Water to provide support to those considered more vulnerable in an emergency in the following three ways:</p> <ol style="list-style-type: none"> <li>1. To use LFB data (collected routinely during HFSVs) to identify and refer appropriate households/individuals that would benefit from additional free support from Thames Water via their Priority Service Register (PSR) in the event of a water-based emergency. The Priority Service Register is a programme that is in place to support those considered most vulnerable to an emergency concerning water supply.</li> <li>2. To start receiving referrals from Thames Water's PSR to ensure their customers that have characteristics that relate to LFB's High Risk Criteria receive an HFSV to ensure that they are safe from fire.</li> </ol>

	<p>3. Thames Water is currently working on a Utilities 'Essential Care Network' platform by which different organisations may share information on vulnerability and risk safely and securely to ensure that individuals are supported in a variety of emergency events (e.g. entry onto the Thames Water PSR will potentially allow for automatic entry onto the UK Power Networks (UKPN) PSR for electricity related emergencies, etc.).</p> <p>UKPN have commenced a data share partnership with Thames Water in 2021 (however are not currently receiving LFB data), however further organisations are still in discussion and further data sharing is not anticipated to take place in 2021. Anticipated in 2022.</p>
<p>Who is affected by this work (all staff, specific department, wider communities?)</p>	<p>1) Recipients of HFSVs who the data we hold about them indicate that they would be eligible to be entered onto the Priority Service Register (those aged over 65, households with children under age 5, those with restricted mobility or a physical disability, are registered blind or partially sighted are deaf or hard of hearing or are living with a mental health condition).</p> <ul style="list-style-type: none"> <li>- Using data from the referrals made from January – May 2022 this equated to 22% of those that had received an HFSV being referred to Thames Water PSR.</li> </ul> <p>2) Current and future customers of Thames Water's PSR who are registered under the following characteristics that LFB consider may be vulnerable to fire risk:</p> <ul style="list-style-type: none"> <li>Physical impairment</li> <li>Chronic or serious illness</li> <li>Medical condition that means you depend on water in some other way e.g. catheter usage, Crohn's disease</li> <li>Dementia or cognitive impairment</li> <li>Developmental condition (autism, Asperger's or dyslexia)</li> <li>Registered blind or partially sighted</li> <li>Deaf or hard of hearing</li> <li>Mental health condition</li> <li>Unable to answer the door</li> <li>Need someone with you if we visit</li> <li>Careline/telecare system</li> <li>Dialysis, feeding pump and /or other automated medication</li> <li>Heart, lung or ventilator machine</li> <li>Oxygen concentrator</li> <li>Oxygen use</li> <li>Stair lift, hoist or electric bed</li> </ul> <p>3) Potential in the future for other Utilities PSR customers benefitting from this multi-way data share so that entry onto one vulnerability list will ensure that they are supported appropriately in a variety of events; in the case of LFB, provision of a HFSV to reduce their fire risk (not currently in place, anticipated approx. 2022).</p>

**4. Equality considerations:** the EIA must be based on evidence and information.

<p>What consultation has taken place to support you to predict the equality impacts of this work?</p>	<p>Andy Mobbs from the Business Intelligence Team is involved in the project to ensure that the data of these groups is appropriately protected and data protection laws adhered to.</p> <p>Barbora Malikova of the Business Intelligence team was consulted to analyse the numbers of people this project may affect on a monthly basis.</p> <p>Thames Water have consulted with LFB project team to ensure their communications with these referred households/individuals are considered appropriate and that residents are able to opt out at any time and remove/control/manage their data.</p> <p>Tiffany Oarton , Equality Manager of the LFB People Services Department, has been consulted to ensure that any data labels used within the data share activity are appropriately worded in terms of equality and inclusion. It was agreed that in terms of the 'special category data', the following terms will be appropriate to use: Mental Health, Visual Impairment, Hearing Impairment, Mobility Issues. For the non-special category data: Pensionable age, Children under 5. Tiffany Oarton was also consulted to assist with identifying any other equality and inclusion matters that should be considered in the partnership activity.</p> <p>Home Fire Safety Governance Board members – consulted to assess which customers of Thames Water PSR would be best matched against the LFB High Risk Criteria for appropriate referral into the Home Fire Safety Visit work stream.</p>
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## 5. Assessing Equality Impacts

Use this section to record the impact this policy, project, decision or activity might have on people who have characteristics which are protected by the Equality Act.

Protected Characteristic	Impact: positive, neutral or adverse	Reason for the impact	What information have you used to come to this conclusion?
<i>Example: Age</i>	<i>Adverse</i>	<i>Moving this service online will adversely affect older people, who are least likely to have access to a computer or smart phone and may not be able to use the new service.</i>	<i>GLA Datastore: X% of the London community are aged 70 or over. GLA data shows that only 10% of those over the age of 70 have regular access to a computer or smart phone.</i>
<b>Age</b> (younger, older or particular age group)	Positive	This project will positively impact recipients of HFSVs who are of pensionable age as they are eligible to be entered onto the Priority Service Register based on this characteristic alone and will receive additional free services in case of an emergency. Many of this group may not be aware that they are able to access this service, or that it exists, and so this project will improve accessibility. Benefits include e.g. Receiving deliveries of bottled water if the water supply is affected. They will receive information about this service via letter and can manage their relationship with Thames Water via telephone or online, thus making the relationship accessible.	GLAs Dataset on <i>London's Diverse Population</i> (appended) shows that 12% of London's population are aged over 65.  Age UK London advise that 1.1 million people in London are aged over 65.  When reviewing the LFB HFSV Themes and Trends' Power BI Report concerning visits undertaken in the year 2019 (prior to Covid 19), this report shows that 47% of those households visited had a person aged 60+ present. Approximately 12% of households visited had at least one child aged 0-4.
	Positive	This project will positively impact households with children under 5 as they are eligible to be entered onto the Priority Service Register based on this characteristic	During the pandemic and resultant restrictions, numbers of HFSVs were affected (fewer were taking place).

	<p>Neutral</p> <p>Positive</p>	<p>alone and will receive additional free services in case of an emergency. Many of this group may not be aware that they are able to access this service, or that it exists, and so this project will improve accessibility. Benefits include e.g. Receiving deliveries of bottled water if the water supply is affected. They will receive information about this service via letter and can manage their relationship with Thames Water via telephone or online, thus making the relationship accessible.</p> <p>Persons aged between 5 and 65 would not be affected by this project unless they are eligible for the Thames Water Priority Service Register (PSR) under another characteristic/eligibility criteria. The additional PSR criteria that LFB are able to refer under (due to available data within the HFSV database) are:</p> <ul style="list-style-type: none"> <li>- Have restricted mobility or a physical disability</li> <li>- Are registered blind or partially sighted or deaf or hard of hearing</li> <li>- Are living with a mental health condition</li> </ul> <p>With regard to Thames Water PSR customers that would be referred to LFB for HFSV, this is likely to positively affect those people who fall within a higher age bracket. Although LFB will not be asking for data specifically based on age, LFB will be asking for data related to specific characteristics that best match the LFB High Risk Individual criteria indicating that they may be at risk of being killed or injured in a fire. These characteristics can be seen in section 3. Many of the characteristics listed are related to disability and as we can see from the disability section below approximately 44% of pension age adults are disabled. By offering HFSVs to those referred under</p>	<p>Looking at HFSV figures from January 2020 as a guide, approximately 1187 households would have been referred to Thames Water under the characteristic 'pensionable age' and approximately 663 households would have been referred to Thames Water under the characteristic 'children under 5' for additional services. 28 would have been referred for having both an individual over 65 AND a child under 5 in the same household.</p> <p>January 2021 figures were much lower due to Covid measures. 40 households would have been referred to Thames Water under the characteristic 'pensionable age' in January 2021, with 10 households being referred under the characteristic 'children under 5'. 2 households would have been referred for having both an individual over 65 AND a child under 5 in the same household.</p> <p><b>Total potential referrals based on 2020 yearly figures:</b>  <b>'Pensionable Age' – 4871 referrals</b>  <b>'Children under 5' – 2328</b>  <b>Pensionable Age &amp; Child under 5 - 119</b></p> <p>Thames Water have advised that they have the following currently registered with their PSR:</p> <ul style="list-style-type: none"> <li>- 26,012 London-residing individuals aged over 65</li> <li>- 1229 London-residing individuals with children under the age of 5 in their household</li> <li>- 52 London households with both an individual over the age of 65 and a child under 5</li> </ul>
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		<p>the characteristics in section 3, they will be given the opportunity to have assistance in reducing their fire risk, and receiving detection and prevention equipment appropriate to their needs if they require it.</p>	<p>It can therefore be seen that Thames Water's reach for entering these groups onto their PSR can be greatly increased by this partnership work with LFB, with benefits being realised by the individuals themselves also.</p>
<p><b>Disability</b> (physical, sensory, mental health, learning disability, long term illness, hidden)</p>	<p>Positive</p>	<p>Referral to the Thames Water PSR will positively impact HFSV recipients that fall within this group as they will gain access to support that can be tailored to their specific requirements and ensure that they are protected from harm in the event of a water-related emergency (and in the future, potential for other automatic PSR registrations for electricity and/or gas related emergencies, etc.). The following explanations also advise how this process will be accessible, and allow the individual/household to have control over this relationship.</p> <p>LFB will be referring people who have identified themselves as having restricted mobility or a physical disability, are registered blind or partially sighted, are deaf or hard of hearing, or are living with a mental health condition.</p> <p>Due to data protection considerations, LFB commenced the partnership in March 2021 not sharing details with Thames Water as to why they were being referred by LFB. Thames Water would then contact the individual/household by letter to ask them to provide further information about their circumstances so that support may be tailored to their requirements. However, analysis of the first 5 months of shared data showed that only 4 persons out of 1275 referrals actually contacted Thames Water to specify their needs. As such, the case has been accepted by LFB that disclosing the reason for referral will benefit the person/Household by making</p>	<p>GLAs Dataset on <i>London's Diverse Population</i> (appended) shows that 19% of London's population identify as being disabled.</p> <p>When reviewing the LFB HFSV Themes and Trends' Power BI Report concerning visits undertaken in the year 2019 (prior to Covid 19), this report shows that disability status was disclosed on 90% of the HFSVs in that year. 41% (29,747) of those households visited disclosed that there was a disability present.</p> <p>Scope advise that there are 14.1 million disabled people in the UK.        8% of children are disabled        19% of working age adults are disabled        44% of pension age adults are disabled  <a href="https://www.scope.org.uk/media/disability-facts-figures/">(https://www.scope.org.uk/media/disability-facts-figures/)</a></p> <p>Using data from January 2020 (prior to introduction of Covid 19 pandemic restrictions), approximately 3316 individuals/households would have been referred to the PSR.        During the whole 2020 calendar year, approximately 16,462 individuals/households would have been referred by LFB under this characteristic.</p>

		<p>them safer, allowing Thames Water to provide services in an appropriate format (e.g. Correspondence in braille, large print or use of coloured backgrounds, read over the phone or emailed) and allowing accurate prioritising of risk in an emergency event.</p> <p>The Welcome letter sent by Thames Water once added to the PSR will therefore be sent in a format that may be accessible, also providing contact details to discuss their requirements further, or to opt out of the service, therefore allowing the individual/household control over their membership of the PSR. Individuals/households will then be able to contact Thames Water by either telephone or using online methods, therefore ensuring individuals/households may access the service in a way that is appropriate to them and ensuring accessibility.</p> <p>Based on any further information the individuals/households themselves provide, the service may be further tailored to their individual needs in terms of information that LFB may not be aware of. Family members, friends or carers can also be nominated to be updated in emergencies. This will therefore make their service more accessible.</p> <p><a href="https://www.thameswater.co.uk/help/extra-care/priority-services">https://www.thameswater.co.uk/help/extra-care/priority-services</a></p> <p>If the individuals/households do not wish to provide further information on their circumstances but also do not 'opt out', they will still be provided with a level of assistance by Thames Water in the event of an emergency e.g. be provided with bottled water based on the information provided by LFB.</p> <p>During an HFSV, if a person does not wish to provide</p>	<p>It can therefore be seen that Thames Water's reach for entering these groups onto their PSR can be greatly increased by this partnership work with LFB, with benefits being realised by the individuals themselves also.</p>
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<p><b>Gender reassignment</b></p>	<p>Neutral</p>	<p>This partnership is driven by data with regard to specific eligibility criteria mentioned in section 3. The reporting does not rely on any other characteristics. As such, gender will not be taken into account when referrals are made to the PSR.</p> <p>However, individuals that identify with this characteristic will benefit from this project if they fall within the</p>	<p>The ONS Gender Identity Update report advises that '<i>Data on gender identity are still currently limited, though data collection methodology and question design are developing</i>'.</p> <p>LFB's HFSV database does not hold data regarding Gender Reassignment, and so these percentages cannot be compared to HFSV data. As this data is</p>



		<p>eligibility criteria and characteristics mentioned in section 3 by receiving wrap around support tailored to their individual needs in terms of both fire safety and water-related emergencies (with the choice of opting out).</p> <p>Communication from Thames Water takes the form of a letter, which refers to 'you' or 'someone in your household'. It may be addressed 'Dear [Title] and [Surname]', however if a title has not been provided in the HFSV database, then this field will remain empty when being transferred to Thames Water.</p> <p>This would also be the case for those Thames Water customers that are to be referred into LFB's HFSV work stream. The appropriate pro-noun to be used would have been provided to Thames Water by the individual themselves, which would then be included in the referral data. If no pronoun has been provided, then this field would remain blank.</p>	<p>not held, it will not be possible to discriminate based on this characteristic.</p>
<p><b>Marriage / Civil Partnership</b> (married as well as same-sex couples)</p>	<p>Neutral</p>	<p>This partnership is driven by data with regard to specific eligibility criteria already mentioned in section 3. The reporting does not rely on any other characteristics. As such, marriage or civil partnership status will not be taken into account when referrals are made to the PSR as LFB do not hold this information within the HFSV database. This would also be the same for the referral process from Thames Water to LFB to be offered an HFSV – LFB will be asking for referrals using specific 'Thames Water needs codes' that are related to the LFB High Risk Individual Criteria.</p> <p>However, individuals that identify with this characteristic will benefit from this project if they fall within the eligibility criteria and characteristics mentioned in section 3 by receiving wrap around support tailored to their</p>	<p>LFB's HFSV database does not hold data regarding marriage/civil partnership, and so these percentages cannot be compared to HFSV data. LFB will not be asking Thames Water for this data in the reverse referral process into HFSV. As this data is not held by LFB and is not being requested from Thames Water, it will not be possible to discriminate based on this characteristic.</p>

		individual needs in terms of both fire safety and water-related emergencies (with the choice of opting out).	
<b>Pregnancy and Maternity</b>	Neutral	<p>This partnership is driven by data with regard to specific eligibility criteria already mentioned in section 3. The reporting does not rely on any other characteristics. As such, pregnancy and maternity will not be taken into account when referrals are made to the PSR as LFB do not hold this information within the HFSV database. This would also be the same for the referral process from Thames Water to LFB to be offered an HFSV – LFB will be asking for referrals using specific 'Thames Water needs codes' that are related to the LFB High Risk Individual Criteria.</p> <p>However, individuals that identify with this characteristic will benefit from this project if they fall within the eligibility criteria and characteristics mentioned in section 3 by receiving wrap around support tailored to their individual needs in terms of both fire safety and water-related emergencies (with the choice of opting out). In terms of referrals to Thames Water from LFB, those recipients of HFSVs that are on maternity should receive a referral to the PSR as one of the Thames Water criteria is 'household with a child under 5'. Having a child under 5 does not make a household at risk of fire, and so a referral to LFB for an HFSV would only take place if a household had disclosed a characteristic related to LFBs High Risk Individual criteria (so referral is solely dependent on risk).</p>	LFB's HFSV database does not hold data regarding pregnancy and maternity, and so these percentages cannot be compared to HFSV data. LFB will not be asking Thames Water for this data in the reverse referral process into HFSV. As this data is not held by LFB and is not being requested from Thames Water, it will not be possible to discriminate based on this characteristic.
<b>Race</b> (including nationality, colour, national and/or ethnic origins)	Neutral	This partnership is driven by data with regard to specific eligibility criteria already mentioned in section 3. The reporting does not rely on any other characteristics. As such, ethnicity will not be taken into account when	GLAs Dataset on <i>London's Diverse Population</i> (appended) shows that 57% of London's population identify as 'White British', 'White Irish' and 'Other White'. As such, they appear as the

		<p>referrals are made to the PSR. This would also be the same for the referral process from Thames Water to LFB to be offered an HFSV – LFB will be asking for referrals using specific 'Thames Water needs codes' that are related to the LFB High Risk Criteria.</p> <p>However, people of different ethnicities/nationalities will benefit from this project if they fall within the eligibility criteria and characteristics mentioned in section 3 by receiving wrap around support tailored to their individual needs in terms of both fire safety and water-related emergencies (with the choice of opting out).</p> <p>In addition, one of Thames Water PSR's eligibility criteria is 'Need foreign language or further communication support (such as dyslexia)'. Although LFB are not able to refer individuals/households specifically under this criteria (as our data fields do not hold this information to allow for accurate reporting), Thames Water are able to take into account different languages for those that are referred under the characteristics mentioned above. Should any persons with language needs be referred into LFB for an HFSV through this partnership, LFB have access to fire safety advice in 27 different languages to allow for accessibility, and the LFB digital resources and website is compatible with Google Translate and is text-to-speech compliant. Interpreters are also used if required.</p>	<p>largest population group by ethnicity. 43% of London's population identify under Black and Asian Minority Ethnic groups.</p> <p>When reviewing the LFB HFSV Themes and Trends' Power BI Report concerning visits undertaken in the year 2019 (prior to Covid 19 restrictions), ethnicity information was only provided on 70% of visits (30% declining to answer). Approximately 65% of visits were to individuals that identify as White. This means that 35% of visits were to individuals that identify under Black and Asian Minority Ethnic groups. Although slightly lower than the population figures identified in the GLA data, this shows that persons from different ethnic backgrounds are being reached by HFSVs in comparison to the London figures. Thus, this partnership should assist Thames Water to reach populations of different ethnicities.</p> <p>Neither LFB or Thames Water are requesting this information (Thames Water also do not hold this information) from each other as part of this data share agreement, and so it will not be possible to discriminate based on this characteristic.</p>
<p><b>Religion or Belief</b> (people of any religion, or no religion, or people who follow a particular belief (not political))</p>	<p>Neutral</p>	<p>This partnership is driven by data with regard to specific eligibility criteria already mentioned in section 3. The reporting does not rely on any other characteristics. As such, religion or belief will not be taken into account</p>	<p>GLAs Dataset on <i>London's Diverse Population</i> (appended) shows that 48% of London's population identify as Christian, which is the largest denomination. The second largest</p>

		<p>when referrals are made to the PSR. This would also be the same for the referral process from Thames Water to LFB to be offered an HFSV – LFB will be asking for referrals using specific 'Thames Water needs codes' that are related to the LFB High Risk Criteria.</p> <p>However, people of different religions or beliefs will benefit from this project if they fall within the eligibility criteria and characteristics mentioned in section 3 by receiving wrap around support tailored to their individual needs in terms of both fire safety and water-related emergencies (with the choice of opting out).</p>	<p>denomination is 'No Religion' at 26%, then third largest being Muslim at 14% of London's population. 12% of London's population is therefore comprised of Buddhist, Hindu, Jewish, Sikh and other religions.</p> <p>LFB's HFSV database does not hold data regarding religion or belief, and so these percentages cannot be compared to HFSV data. As this data is not held, it will not be possible to discriminate based on this characteristic.</p> <p>LFB will not be asking Thames Water for this information when receiving referrals from the PSR and so it will not be possible to discriminate based on this characteristic.</p>
<p><b>Sex</b> (men and women)</p>	<p>Neutral</p>	<p>This partnership is driven by data with regard to eligibility criteria already mentioned in section 3. The reporting does not rely on any other characteristics. As such, sex will not be taken into account when referrals are made to the PSR. This would also be the same for the referral process from Thames Water to LFB to be offered an HFSV – LFB will be asking for referrals using specific 'Thames Water needs codes' that are related to the LFB High Risk Criteria.</p> <p>However, people of different sexes will benefit from this project if they fall within the eligibility criteria and characteristics mentioned in Section 3 by receiving wrap around support tailored to their individual needs in terms of both fire safety and water-related emergencies (with the choice of opting out).</p> <p>Communication from Thames Water takes the form of a letter, which refers to 'you' or 'someone in your</p>	<p>GLAs Dataset on <i>London's Diverse Population</i> (appended) shows that 11% of London's population are male over 65 and 17% female over 65. These are similar breakdowns and so although there is the chance that more females may be referred, there is no chance of discrimination based on gender.</p> <p>LFB's HFSV database does not hold data regarding sex/gender, and so these percentages cannot be compared to HFSV data. As this data is not held, it will not be possible to discriminate based on this characteristic.</p>

		<p>household'. It may be addressed 'Dear [Title] and [Surname], however if a title has not been provided in the HFSV database, then this field will remain empty when being transferred to Thames Water.</p> <p>This would also be the case for those Thames Water customers that are to be referred into LFB's HFSV work stream. The appropriate pro-noun to be used would have been provided to Thames Water by the individual themselves, which would then be included in the referral data. If no pronoun has been provided, then this field would remain blank.</p>	
<p><b>Sexual Orientation</b> (straight, bi, gay and lesbian people)</p>	<p>Neutral</p>	<p>This partnership is driven by data with regard to specific eligibility criteria already mentioned in section 3. The reporting does not rely on any other characteristics. As such, sexual orientation will not be taken into account when referrals are made to the PSR. This would also be the same for the referral process from Thames Water to LFB to be offered an HFSV – LFB will be asking for referrals using specific 'Thames Water needs codes' that are related to the LFB High Risk Criteria.</p> <p>However, people of different sexual orientations will benefit from this project if they fall within the eligibility criteria and characteristics mentioned in Section 3 by receiving wrap around support tailored to their individual needs in terms of both fire safety and water-related emergencies (with the choice of opting out).</p> <p>Communication from Thames Water takes the form of a letter, which refers to 'you' or 'someone in your household'. It may be addressed 'Dear [Title] and [Surname], however if a title has not been provided in the HFSV database, then this field will remain empty when being transferred to Thames Water. This would be the</p>	<p>GLAs Dataset on <i>London's Diverse Population</i> (appended) shows that 90% of London's population identify as heterosexual; 2.1% gay/lesbian; 0.6% Bi-sexual; 0.5% as 'other' and 6.7% advise that they 'don't know' or 'refuse' to answer the question. When broken down by age, approximately 8% of Londoner's aged over 65 consider themselves gay/lesbian, bi-sexual, 'other' or 'don't know', so it is hoped that by referring people based on being over 65 will present the opportunity for people that identify in this way to access the services.</p> <p>LFB's HFSV database does not hold data regarding sexual orientation, and so these percentages cannot be compared to HFSV data. As this data is not held, it will not be possible to discriminate based on this characteristic.</p> <p>LFB will not be asking Thames Water for this information when receiving referrals from the PSR and so it will not be possible to discriminate based on this characteristic.</p>

		<p>same with regards to referrals made from LFB to Thames Water.</p> <p>This project provides support in an emergency related to water to those considered most vulnerable by Thames Water, and likewise provides support to those that have characteristics related to LFB's High Risk Criteria suggesting that they may be at risk of fire.</p>	
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<b>6. Impacts outside the Equality Act 2010</b>
<b>What other groups might be affected by this policy, project, decision or activity?</b>
<p>Consider the impact on: carers, non-binary people, people with learning difficulties, neurodiverse people, people with dyslexia, autism, care leavers, ex-offenders, people living in areas of disadvantage, homeless people, people on low income / in poverty.</p> <p><i>Consider: how accessible is your policy/project/proposal for people with learning disabilities or neurodiverse conditions? Have you checked the colours, or used flowchart and diagrams?</i></p> <p>This partnership ensures that those people who are considered vulnerable in the event of a water related emergency or fire and are thus eligible for free additional assistance from Thames Water or LFB are able to access the service easily (even for those that don't know that these services exist).</p> <p>LFB have powers that allow them to share data if 'They can help to prevent you from dying, or from becoming injured or ill, or prevent harm to the environment ' (LFB Privacy Notice). Thames Water has been confirmed as falling into 'Category 1 &amp; 2 Responders' who are sited on the LFB website as being one of the categories of organisations that we might share data with. On accepting an HFSV and signing the LFB indemnity form, this confirms that LFB are able to undertake this partnership work. Thames Water have sought advice from the ICO that they may also act in a similar manner to make their customers safe.</p> <p>This transfer of data allows a person to be easily entered onto the priority service register without lengthy administration. Thames Water then will send a welcome letter that confirms this has taken place, but providing instructions on how to opt out of this service. Both telephone and online methods are provided by Thames Water to ensure that the service and management of the service is accessible and not reliant on access to any particular technology. Communications can also be personalized in a way that is appropriate for the individual, such as correspondence in braille, large print or use of coloured backgrounds, read over the phone or emailed. Family members, friends or carers can also be nominated to be updated in emergencies. This will therefore make their service more accessible to many different groups of people.</p>

Those considered at risk of fire may also be offered an HFSV in a timely manner following registration to the PSR. Contact will be made by LFBs experienced call handlers in the Area Teams to ascertain the support that may be required (interpreters, BSL, specialist alarms, other professionals such as carers or family members in attendance, specialist resources such as Easy Read leaflets or translated documents) and provided in a timely manner.

Andy Mobbs and Jilly Robson met with Tiffany Oarton (Equality Manager of the LFB People Services Department) to consult and agree the 'data labels' that will be used and attributed to records being referred to Thames Water regarding the reason why they were being referred (as referenced in Section 5 – Disability). This was to ensure that there were no adverse equality or inclusion impacts of the data share process. The following data labels were agreed to be used going forwards when transferring data from LFB to Thames Water: Mental Health, Visual Impairment, Hearing Impairment, Mobility Issues, pensionable age, children under 5.

With regard to single-parent families that have care of dependent children, this partnership should have a positive affect on those that identify under this group. LFB currently refer households that have 'children under 5' to Thames Water so that they may have assistance in an emergency that affects their water supply, as they are deemed as a vulnerable group if their access to water is affected. In addition, when Thames Water's Essential Care Network is fully established (as mentioned in section 3 of this document) there is the potential for those that are referred by LFB that fall under this characteristic to also benefit from assistance from other Utility Priority Service Registers that join the network (such as UK Power Networks for electricity emergencies) so they have the option to access even more free support. In addition, LFB may receive referrals from Thames Water from this group that originated from other priority service registers (such as UKPN), thus allowing those households access to LFB for support to reduce their fire risk if they fall within the characteristics related to LFB's High risk criteria – thus providing a wrap around package of free support.

The Office of National Statistics released a report on 'Families and households in the UK' in 2019 (<https://www.ons.gov.uk/peoplepopulationandcommunity/birthsdeathsandmarriages/families/bulletins/familiesandhouseholds/2019>) whereby they advise that 'London had the highest proportion of lone parent families in the UK in 2019' [19% - in comparison to other regions] and 14.9% of families in the UK were lone parent families' (2.9 million). 'Lone parent mothers remained the most common type of lone parents in 2019 (86% of this family type)... however from 1999 to 2019 the number of lone-parent fathers has grown by 22% (growing at a faster rate than lone parent mothers)'. With regards to Dependent children living with grandparents, according to ONS figures, from 2006-2017 the percentage of this group fluctuates between 2.5% and 3.4% of households with dependent children with a grandparent as head of a household.

Carers (both formal and informal) of people who require care support within their own homes (domiciliary care) may be positively impacted by this partnership. The website [homecare.co.uk](https://www.homecare.co.uk) (<https://www.homecare.co.uk/advice/home-care-facts-and-stats-number-of-providers-service-users-workforce>) advise that 'the number of people receiving domiciliary care in the UK is more than 950,000', and there were 814,000 within England alone in 2020 (source *National Audit Office*). The website also advises that 'The Department of Health & Social Care (DHSC) predicts that 57 per cent more adults aged 65 and over in England will require care in 2038 compared to 2018. The percentage increase projected for adults aged between 18 to 64 over the same period is 29 per cent, according to a report published by the National Audit Office (NAO). Domiciliary care is therefore likely to also increase going forwards and if water supply is affected for those receiving care at home this could be very harmful. People that have the conditions listed within both section 3 are considered most vulnerable if their water supply is affected. As such, if they are cared for in their homes this will assist their carers, who may not need to look for alternative accommodation or increased care if there is an emergency. Likewise, both the carers and the person they care for would have access to a Home Fire Safety Visit, to help reduce their fire risk

and to receive appropriate protective equipment.

7. Legal duties under the Public Sector Equality Duty (s149 Equality Act 2010)	
How does this work help LFB to:	
<b>Eliminate discrimination?</b>	As the referral process is based solely on specific data related to age and disabilities (based upon the Thames Water PSR criteria and LFBs access to applicable data/LFB's high risk individual criteria), this means that all individuals/households that have disclosed this information have the opportunity to benefit from this service. No other characteristics are taken into account outside of the specific criteria, which eliminates the possibility of discrimination.
<b>Advance equality of opportunity between different groups?</b>	As the referral process is based solely on specific data related to age and disabilities (based upon the Thames Water PSR criteria and LFBs access to applicable data/LFB's high risk individual criteria), this means that all individuals/households that have disclosed this information have the opportunity to benefit from this service. No other characteristics are taken into account outside of the specific criteria highlighted in section 3, which will allow people from different groups equal access.
<b>Foster good relations between different groups?</b>	This project may provide different groups opportunities to understand what additional services they are entitled to receive from Thames Water that they may not be aware of. .

8. Mitigating and justifying impacts		
Where an <b>adverse</b> impact has been identified, what steps are being taken to <b>mitigate</b> it? If you're unable to mitigate it, is it <b>justified</b> ?		
Characteristic with potential adverse impact (e.g. age, disability)	Action being taken to mitigate or justify	Lead person responsible for action



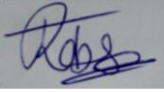

**Now complete the RAG rating at the top of page 1:**

**High:** as a result of this EIA there is evidence of significant adverse impact. This activity should be stopped until further work is done to mitigate the impact.

**Medium:** as a result of this EIA there is potential adverse impact against one or more groups. The risk of impact may be removed or reduced by implementing the actions identified in box 8 above.

**Low:** as a result of this EIA there are no adverse impacts predicted. No further actions are recommended at this stage.

**Document Control**

Signed (lead for EIA / action plan)	Jillian Robson 	Date	13 <sup>th</sup> January 2022
Sign off by Inclusion Team	Shilla Patel	Date	12 <sup>th</sup> January 2022
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