

Equality Impact Assessment (EqIA)

Before completing this EqIA please ensure you have read the guidance on the intranet.

Initial Information

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Date assessment started:	16 April 2020
Date of completion:	
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Part 1: Background Information

Is this (please tick or expand the box to explain)

Existing	
Changing, updating or revision	
New or proposed	X
Other	

Is this (please tick or expand the box to explain)

Internal (employees only)	
External (residents, communities, partners)	X
Both of the above	

What is the name of your policy, strategy, project or service being assessed?

Covid 19 - How well has Dorset Council responded to meeting the needs of vulnerable groups?

What is the policy, strategy, project or service designed to do? (include the aims, purpose and intended outcomes of the policy)

The purpose of this EqIA is to assess how well Dorset Council responded to meeting the needs of vulnerable communities in Dorset during the COVID-19 lockdown period.

This impact assessment has been developed using the following methods:

- Desk-top analysis of current guidance, findings and research (both local and national).
- Feedback and evidence from partners involved in the Community Shield Cell.
- Feedback from councillors via virtual roundtable discussions.

This initial impact assessment is very much a qualitative review on a constantly evolving situation with new evidence emerging on a regular basis about the nature and extent of COVID-19. As a result, this EqIA should be viewed as very much a 'live' document and be used by the council and partners to inform decision-making during the different phases of COVID-19. Mitigating actions are being developed where necessary and are summarised in the action plan of this assessment under three themes:

- **Short term improvements responding to lockdown phase**
- **Areas where more information is required to inform actions**
- **More work is required to shape action in response to medium/long term impacts of lockdown**

The results of these actions should be considered in future planning of services in relation to COVID-19.

As part of Dorset Council's response to COVID-19 several action groups (known as cells within the council) have been established, this includes the Community Shield Cell, who are responsible for ensuring vulnerable people in Dorset are cared for and supported during the COVID-19 pandemic. The Community Shield cell has worked both across the council and with community, voluntary and faith sector in responding to need.

The Community Shield Cell is made up of several sub-groups, one of which is the Mental Health & Safeguarding Sub-Group, this group initiated developing an Equality Impact Assessment. The assessment has two aims:

- To highlight groups of people in the Dorset Council area who are, or could be, vulnerable during the 'lockdown' period.
- To record how these people are being supported, to identify any gaps in that support and identify possible actions for mitigation.

This EqIA does not use the normal template for Dorset Council EqIAs, as the response to the pandemic is evolving, there is not enough information or data to comment on whether the impact is positive/negative/unclear or neutral, as such the following table has been devised and headings used to assess impact. In addition, the protected characteristic groups have also been broken down into sub-groups e.g. age includes children and young people, working age, older people etc.

Table heading	Definition
Protected Characteristic	Protected characteristics as listed in the Equality Act 2010 and additional characteristics that Dorset Council has identified as important when making decisions.
Vulnerable population sub-group	This is a more detailed description of some of the groups of people in Dorset who fall under the broader protected characteristic definitions
Why might they be vulnerable?	This is a description of how, and why, people could be vulnerable during the period of lock down and social distancing.
Description of current (DC/system partners) activity	This is a record of how vulnerable people in each category are being supported by Dorset Council and others.

Informing	This column records how we are doing at informing each group about our/others response and the support available to them.
Responding (to requests)	This column records how we are doing at responding to each group and dealing with requests for support to meet their particular needs.
Asking	This column records how we are doing at asking or engaging with each group on what support they might need in future
Mitigating action	This column is for suggesting any action that might be needed to enhance our response to the needs of a group.

Also, a RAG (Red, Amber & Green) status has been used to assess the Informing, Responding and Asking boxes and the RAG status has been defined as:

- Red – a major concern
- Amber – potential issue and may need to be considered in the future
- Green – no concerns.

It should also be noted that coronavirus will affect people differently and existing inequalities may deepen. Some people may become even more marginalised especially those with multiple protected characteristics e.g. race and disability which is also known as intersectionality. At this present time, this EqlA has not considered the cumulative impacts on different groups, but this should be considered in future EqlAs.

This EqlA covers just the 'lockdown' period and that further EqlAs may need to be undertaken as the next phases of COVID-19 develop.

What is the background or context to the proposal?

Coronavirus disease 2019 (COVID-19) is an infectious disease caused by severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2). The disease was first identified in 2019 in Wuhan, China and has since spread globally, the first confirmed cases in the UK were recorded at the end of January 2020 and on the 12 March 2020, the World Health Organisation (WHO) declared the risk and spread of the disease as a pandemic.

On the 23 March, the UK government imposed a 'lockdown', banning all 'non-essential' travel and contact with people outside one's home and closing non-essential businesses, venues, amenities and places of worship.

COVID-19 can make anyone seriously ill, but for some people the risk is higher. The NHS have defined two levels of risk:

- very high risk (clinically extremely vulnerable)
- high risk (clinically vulnerable)

A full list of who is potentially included in each of these levels of risk can be found on [NHS.UK - people at higher risk from coronavirus](https://www.nhs.uk/conditions/coronavirus/high-risk/). Those who were considered vulnerable were asked to 'shield' by the NHS or Government, these people could register on the Gov.uk website and would be able to:

- get a weekly box of basic supplies
- get priority for supermarket supplies
- ask for support around basic care needs.

They were advised to shield and stay shielded for at least 12 weeks.

As the COVID-19 pandemic has evolved emerging data is starting to show that COVID-19 is having adverse impacts on people with certain characteristics. Public Health England in their recent [research](#) have found that:

- COVID-19 diagnosis rates increased with age for both males and females
- Working age males diagnosed with COVID-19 were twice as likely to die as females
- Among people with a positive test, when compared with those under 40, those who were 80 or older were seventy times more likely to die.
- People from Black ethnic groups were most likely to be diagnosed. Death rates from COVID-19 were highest among people of Black and Asian ethnic groups.
- An analysis of survival among confirmed COVID-19 cases and using more detailed ethnic groups, shows that after accounting for the effect of sex, age, deprivation and region, people of Bangladeshi ethnicity had around twice the risk of death than people of White British ethnicity. People of Chinese, Indian, Pakistani, Other Asian, Caribbean and Other Black ethnicity had between 10 and 50% higher risk of death when compared to White British
- People who live in deprived areas have higher diagnosis rates and death rates than those living in less deprived areas. The mortality rates from COVID-19 in the most deprived areas were more than double the least deprived areas, for both males and females.
- There were 54 men and 13 women diagnosed with COVID-19 with no fixed abode, likely to be rough sleepers, the report estimates that this represents 2% and 1.5% of the known population of women and men who experienced rough sleeping in 2019. However, data is poor quality, and the report suggest a much higher diagnoses rate when compared to the general population.

The results of this very recent research need to be considered and future work should reflect that some population groups are more adversely affected by this virus.

On the 10 May 2020, the Government began a partial lifting of 'lockdown' with people who could not work from home being allowed to go to work and people being able to travel to destinations for exercise.

Following the global escalation of COVID-19, Dorset Council established a weekly Corporate Incident Management Team (IMT) on 26 February, the purpose of this group was to coordinate activity for the lifecycle of the incident.

The Community Shield Cell was established in mid-March and was responsible for the provision of food, medicine and emotional support to individuals and families on the Government shielded list.

The Community Shield Cell set up seven subgroups:

- COVID-19 support helpline and email hub
- Delivery network
- Medicine supply chain
- Food supply chain
- Mental Health Support and Safeguarding
- Volunteer Network
- Production and Management of Data

Further information about the work of each of these groups and Dorset Council's response to COVID-19 can be found in the following committee reports:

- [Dorset Council Cabinet - Covid 19](#) (Dorset Council Cabinet meeting held on the 5 May 2020)
- [Resources Scrutiny Committee - Covid-19 response](#) (Dorset Council Resources Scrutiny Committee held on the 2 June 2020).

Part 2: Gathering information

What sources of data, information, evidence and research was used to inform you about the people your proposal will have an impact on?

The following sources of data have been used:

- Census and Office for National Statistics (2011-2018) taken from [Dorset Insight](#) State of Dorset 2019
- Information collated by the sub-groups within the Community Shield Cell at Dorset Council
- Local Government Information Unit (LGIU) Briefing Note: Local government and COVID-19 - issues for disadvantaged groups (April 2020)
- Devon County Council: Equality, diversity & inclusion considerations for Pandemic Incident Management (April 2020)
- Dorset Race Equality Council: Covid-19 Dorset Ethnic Minority Communities Need Assessment (April 2020)
- Equality & Human Rights Commission - [response to Covid-19](#)
- The Women and Equalities Committee has launched an inquiry to [monitor the impact of the emergency legislation on people with protected characteristics](#)
- Public Health England; [Disparities in the risk and outcomes of Covid-19](#) (June 2020)
- The Equality Act 2010 and Public Sector Equality Duty - guidance notes
- Information gathered from roundtable discussions with councillors

What did this data, information, evidence and research tell you?

This data has helped to inform who are Dorset residents and who are some of more vulnerable groups within Dorset, this led to the development of information that is include in Part 4 of this assessment.

This information also helped to aid discussion both with the Community Shield group and the Councillors virtual roundtable discussions.

Is further information needed to help inform this proposal?

Yes, both Part 4 of this impact assessment and Part 5 - Action plan identify that there are population groups that we do not have information on and at present cannot assess the impact council response has had. In addition, the views of our stakeholders have not yet been sort and it would beneficial to get the thoughts of key equality focused organisations from the community, voluntary and faith sector. This is an initial impact assessment of a constant evolving situation with new evidence emerging regularly. As such, this impact assessment should be viewed as a 'live' document and be used during the different phases of COVID-19 to inform decision making and future planning.

Part 3: Engagement and Consultation

What engagement or consultation has taken place as part of this proposal?

The initial desktop analysis was developed during April 2020, this was shared with the following for information and feedback:

Date	Activity
April - ongoing	Mental Health & Safeguarding Sub-Group: Initiated the development of the EqIA, group members have assisted with scoping and populating Part 4 of this impact assessment and have also provided quality assurance.
28 April 2020	Virtual roundtable discussion with Dorset Council Councillors: Deputy Leader, Portfolio Holders for Adults & Social Care and Children, Education & Early Help and elected members from the Equality, Diversity & Inclusion (EDI) Executive Advisory Panel.
Mid-May 2020	Draft EqIA circulated to the different sub-groups of the Community Shield Cell for comments and feedback.
18 May- 3 June 2020	Virtual roundtable discussions with councillors. 6 virtual discussions took place, using NHS Dorset localities (East, North, Mid, Purbeck, West and Weymouth & Portland) to group councillors. All 82 councillors were invited to attend one of these sessions and 48 attended in total. The focus of these discussions was so that councillors could provide insights into the impact of COVID-19 in their wards and feedback on the draft EqIA.
9 June 2020	Discussion of final draft at Mental health & Safeguarding Sub-Group of the Community Shield Cell
10 June 2020	Discussion and feedback at Community Shield Cell meeting

How will the outcome of consultation be fed back to those who you consulted with?

Councillors have been sent notes from the roundtable discussions and a thematic summary of all the sessions has been circulated and is attached to this EqIA (Appendix 1).

Please refer to the Equality Impact Assessment Guidance before completing this section.

Not every proposal will require an EqIA. If you decide that your proposal does **not** require an EqIA, it is important to show that you have given this adequate consideration. The data and research that you have used to inform you about the people who will be affected by the policy should enable you to make this decision and whether you need to continue with the EqIA.

Please tick the appropriate option:

An EqIA is required (please continue to Part 4 of this document)	<input checked="" type="checkbox"/>
An EqIA is not required (please complete the box below)	<input type="checkbox"/>

Part 4: Analysing the impact

Protected characteristic	Vulnerable population sub-group	Why might they be vulnerable?	Description of current Dorset Council and/or partner activity	Assessment			Mitigating action
				Informing	Responding (to requests)	Asking	
Age	Children and Young People	<ul style="list-style-type: none"> Children & young people (CYP) are likely to be experiencing worry, anxiety and fear and this can include types of fear experienced by adults e.g. fear of medical treatment, fear of dying. (WHO; 2020). Children and young people's anxiety may be heightened by parents/other adults anxiety and discussion of COVID 19 With the closure of schools and youth settings, CYP may no longer have a sense of structure and stimulation and less opportunity to be with friends to get social support. Being at home can place some CYP at increased risk from safeguarding incidents including domestic abuse, online abuse, cyberbullying, access and concerns about not having access to food. Some CYP don't see that they are particularly at risk and therefore may not keep themselves and others safe. Homeless young people who don't see themselves at risk of the Coronavirus may not follow self-isolation guidelines, putting themselves, general public and support staff at risk. The long-term impact of prolonged isolation and the potential loss of the school structure for such a significant period of time may lead to poor mental health and wellbeing. The transition of moving from primary to secondary school and finishing secondary school may have an impact on mental health. Insufficient ICT equipment in homes (especially low socio-economic) to access school support and education resources - Legal case taking place against LB of Southwark on local authorities to provide a suitable education for children, whether inside or outside school and provide access to equipment and the internet. Children and young people who were not engaging with school before lockdown/school closure are difficult for teaching staff to reach or check-in with. Young people leaving education may not be able to access opportunities to develop their CVs or support accessing employment opportunities 	<ul style="list-style-type: none"> Schools & Childcare settings only open to the most vulnerable CYP or whose parents are critical workers. Government have defined both critical workers and vulnerable CYP and this is listed on the Dorset Council website. Schools have stayed open for vulnerable CYP and CYP of critical workers. Redeployed Council employees are working in schools to supporting teaching staff with vulnerable CYP. Dorset Council is working with local schools to provide meals to CYP who receive 'free school meals' <ul style="list-style-type: none"> E-vouchers are now being provided to families. Schools are contacting families directly with information on how to support CYP's learning. Arts, crafts & games resources are available on Dorset Council website. Over 270 laptops and tablets have been reconditioned and given to CYP to support on-line learning. Over 30 mobile phones purchased and given to young people in care to enable them to have video contact with parents and friends. Chat Health (11-19yrs) and Kooth provide online and text message mental Health support. Dorset Council's Educational Psychology Service has launched a helpline for parents and carers supporting young people during lockdown. Targeted face to face support is being offered by youth workers to support children who are finding it difficult to isolate. Communications campaign for parents and carers about staying safe online and reassurance that services are still here to help them both digitally and face to face Successful bid to the DfE for laptops and 4G access for children who would most benefit in partnership with schools 				Working with schools and childcare settings to welcome as many children as they can back to school before the summer holidays, prioritising those who would benefit most and tracking contact that has been made with children and families.

Protected characteristic	Vulnerable population sub-group	Why might they be vulnerable?	Description of current Dorset Council and/or partner activity	Assessment			Mitigating action
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	Working age adults	<ul style="list-style-type: none"> · COVID-19 is having an unprecedented effect on working life. Large numbers of the workforce are likely to be absent at any one time as the virus spreads. This will include not only those who become ill or must self-isolate but with the closure of childcare settings and schools many workers may not be able to work or will be balancing work from home with caring responsibilities. · People having the digital skills to work remotely, digital use is busy in households. · People being furloughed for long periods of time and issues this brings in terms of social isolation, loss of structure and support networks and financial insecurity. · University students working from home, also a significant number have lost jobs · Working age men: National research indicates that this group is a known high risk group for suicide. Whilst less likely to be in the vulnerable category eligible for targeted support, the implications of mental ill health are high, particularly for those that have been negatively impacted by loss of earning. Social connecting activities such as Men in Sheds, Men's mental health support will be unable to meet. · Pressure to return to work, when some parents/carers may be reluctant and this can impact more on women who are on low pay employment, potentially putting them at risk of poverty. 	<ul style="list-style-type: none"> · Dorset Council set up a helpline (8am-7pm), 7 days a week along with an email address. The helpline is to support people of all ages with access to food shopping and delivery, medication collection, befriending and other volunteer support activities such as dog walking. · As of 19/05/20, 1,696 incoming calls received from vulnerable people, 3,838 proactive calls to see if vulnerable people were ok and determine their needs. Dorset Council webpages have had over 266,000 views. Over 40,000 people are receiving regular updates through different social media platforms. · Dorset Council sent Council postcards to all residents in Dorset with advice and contact information, including Helpline number and opening times. · Dorset HealthCare has set up website with specific information and advice on mental health & wellbeing, this also includes 24hour helpline - Connection for urgent mental health support. · 1/05/20 - letter to be sent to all shielded and vulnerable residents with updates on where to get help and advice (Being sent to 15,000 people - 4,000 via post and 11,000 via email). Letter will also be distributed to Town and Parish Councils for them to distribute locally. As of 19/05/20 Dorset Volunteer Centre continue to coordinate 1,779 local volunteers to support vulnerable residents. · Age UK (North, West & South Dorset) have set up helpline taking calls from isolated people and signposting to agencies and linking with Adult Social Care when required. As of 19/05/20 Age UK have made 6,900 outbound phone calls to vulnerable people offering a befriending service and have received 3,800 incoming calls. · Dorset Digital Hotline has been established, a volunteer led helpline providing support to people to get online. Phone support available Mon-Fri 10am-12pm. As of 27/04/20 over 50 calls received. 				
	Older people who live alone	<ul style="list-style-type: none"> · increased risk of loneliness and isolation if they choose to stay at home, because of the closure of social and leisure activities. · May have been advised to self-isolate by the 	<ul style="list-style-type: none"> · Age UK (North, West & South Dorset) have set up helpline taking calls from isolated people and signposting to agencies and linking with Adult Social Care when required. 				- Make more use of local volunteer networks to provide

Protected characteristic	Vulnerable population sub-group	Why might they be vulnerable?	Description of current Dorset Council and/or partner activity	Assessment			Mitigating action
				Informing	Responding (to requests)	Asking	
		<p>government, immediate family/friends not able to visit.</p> <ul style="list-style-type: none"> · May not have digital skills or afford to access digital provision to stay virtually in touch with friends and families. · Older people may be less able to use cashless payment for parking, but still need to use car parks to access essential services. · Older people may be reluctant to ask for help or tell others, particularly people and organisations they don't know, that they need help. 	<p>Covid-19 Support groups developed across Dorset, information about these groups is shared on Help & Kindness website.</p>				<p>befriending or 'check in' calls to people in their community.</p>
	<p>Older people being scammed - Average age of an adult being scammed is 75. High number of COVID-19 scams taking place. Older women are known to be particularly vulnerable.</p>	<ul style="list-style-type: none"> · Higher levels of anxiety and lack of contact with friends/family leaves people more vulnerable to being scammed. · Many people may be wary of opening doors to strangers due to the risk of infection or scamming - this could impact on volunteer/ food delivery services 	<ul style="list-style-type: none"> · Dorset Council Trading Standards have produced regular communications around scams including Coronavirus related scams. · DC Trading Standards release monthly editorials to local publications and newsletters across Dorset, approx. 60 publications, which includes updates on scams. · All volunteers working on behalf of Dorset Volunteer Centre & Age UK received suitable ID badges and good practice advice on how to deliver food parcels etc. 				
	<p>Both working age adults and retired adults - people who are financially independent.</p>	<ul style="list-style-type: none"> · Loss of social activities and contacts with people, potential feeling of loss of self-purpose, structure. 	<ul style="list-style-type: none"> · Dorset HealthCare has set up website with specific information and advice on mental health & wellbeing, this also includes 24hour helpline - Connection for urgent mental health support. · Age UK (North, West & South Dorset) have set up helpline taking calls from isolated people and signposting to agencies and linking with Adult Social Care when required. · Information about signing up to volunteer on DC website. · Dorchester Trust for Counselling & Psychotherapy offering free one-off listening service for 50 minutes, alternative to regular counselling & therapy to help regain a sense of control. Information could be shared. 				<ul style="list-style-type: none"> · Signposting this group to Volunteer Centre Dorset to encourage volunteering or to support local Covid-19 Support Groups. Information being shared through sub-groups of the Community Shield on the work of Dorset Volunteer Centre

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	Active retirees	<ul style="list-style-type: none"> A group of people who post retirement participated in several social/leisure activities, which has now ceased. Reports of increased numbers of people in this group contacting primary care (GPs) around issues including loneliness, isolation, anxiety etc. 	<ul style="list-style-type: none"> Dorset HealthCare has set up website with specific information and advice on mental health & wellbeing, this also includes 24hour helpline - Connection for urgent mental health support. Age UK (North, West & South Dorset) have set up helpline taking calls from isolated people and signposting to agencies and linking with Adult Social Care when required. Information about signing up to volunteer on DC website. Dorchester Trust for Counselling & Psychotherapy offering free one-off listening service for 50 minutes, alternative to regular counselling & therapy to help regain a sense of control. Information could be shared. 				<ul style="list-style-type: none"> Signposting this group to Volunteer Centre Dorset to encourage volunteering or to support local Covid-19 Support Groups. Information being shared through sub-groups of the Community Shield on the work of Dorset Volunteer Centre
	Older people with dementia related illnesses	<ul style="list-style-type: none"> People with dementia may have difficulty coping with self-isolation, pressure on carers, confusion about services being closed or reduced, pressure to stay in. 	<ul style="list-style-type: none"> Age UK (North, West & South Dorset) have set up helpline taking calls from isolated people and signposting to agencies and linking with Adult Social Care when required. Dorset Council has provided free food parcels to those that are vulnerable. 				
	General (all ages)	<ul style="list-style-type: none"> There is potentially a generic issue of difficulty in getting prescriptions, accessing shopping slots, as some may not be recognised as a priority group. Routine hospital/screening appointments cancelled or delayed, can lead to stress & anxiety. Covid-19 will be either directly or indirectly responsible for a number of deaths. There is a possibility that there may be a high number of deaths (or excess deaths). Although all age groups are at risk contracting COVID-19, older people face significant risk of developing a severe illness due to potential underlying health conditions. A delay in treatments relating to non-COVID illnesses and long-term conditions could impact on all ages, however those of working age may be impacted on by employers who refuse to put employees on full pay instead of sick pay. People discharged from hospital for non-COVID19 reasons: can they access the support they would normally be able to? 	<ul style="list-style-type: none"> Age UK (North, West & South Dorset) have set up helpline taking calls from isolated people and signposting to agencies e.g. COVID-19 Support Groups and linking with Adult Social Care when required. An Excess Death Advisory Group has been established which includes Dorset Council and range of partners to manage this scenario and a separate EqIA covers some of this work. 				

Protected characteristic	Vulnerable population sub-group	Why might they be vulnerable?	Description of current Dorset Council and/or partner activity	Assessment			Mitigating action
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Disability	Deaf/hearing impairment	<ul style="list-style-type: none"> · Very little information about coronavirus has been made available in BSL - Government daily briefings only recently started to include a signer. · D/deaf people have different levels of signing and literacy skills and utilise a variety of mechanisms for communicating. Poor literacy skills mean that video subtitles are not accessible to all. · SMS texting / what's app are popular ways of communicating. · The encouragement of phone contact during social isolation is not suitable for people with profound or severe hearing loss. · For some D/deaf people, face to face visiting may be the only option, because they have no technology – e.g. no phone or computer and poor literacy skills · Volunteer projects to make phone contact with residents to combat social isolation may not be suitable for D/deaf/hearing impaired people · Facemasks are problematic for people who lip read. 	<ul style="list-style-type: none"> · Links on the DC website to the deaf health charity - Sign Health - who are producing signed videos of the daily government briefings. · Community information sent to Bridport Deaf Society on ad hoc basis. · Children's Services - working specifically with children diagnosed with hearing loss have continued to support CYP and families by: <ul style="list-style-type: none"> · providing equipment to enable CYP to better access the audio component of some online learning from schools. · creating and emailing out book themed resources for families of pre-schoolers ('virtual book bags') · Liaising with families and Audiology Departments about their availability and how parents can access them e.g. to obtain batteries or repairs · Continuing to accept new referrals and reports from Audiology and contacting families to discuss and plan future home visits · Milbrook Sensory Team sending out information to service users and maintaining regular contact. · Internal Skills Agency established within Dorset Council for staff to register to be re-deployed to COVID type activity. Skills list includes BSL knowledge 	Yellow	Yellow	Yellow	<ul style="list-style-type: none"> · Further work could be with Comms to share link to Sign Health via DC social media platforms. · Survey with Citizens Advice to explore access issues amongst this community, specifically adults who are not accessing council services. · Ensure council services have access to, and know how to use, telephone language and interpreting services - information to be made available on the intranet.
	Blind/visual impairment	<ul style="list-style-type: none"> · Changes to the shopping environment. layout, queuing system both inside and outside, floor markings for social distancing, requests for contactless payments. · Unease of using volunteers who are strangers 	<ul style="list-style-type: none"> · Community information sent to Dorset Blind Association on ad hoc basis. · Information on the Dorset Council website, council website fully accessible and we have avoided using PDFs instead using HMTLs · Volunteer good practice guidance includes information on communicating with residents. 	Yellow	Red	Red	<ul style="list-style-type: none"> · Survey with Citizens Advice to explore access issues amongst this community, specifically adults who are not accessing council services.
	Dual sensory loss	<ul style="list-style-type: none"> · Those with dual sensory loss (loss of hearing and sight) use touch as their communication method. · Reduced ability to maintain social distancing 	<ul style="list-style-type: none"> · No information available as 9/06/20 	Red	Red	Red	<ul style="list-style-type: none"> · Further work required to understand this group and their needs.

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	Neurodiversity (Neurodiversity relates to neurological differences including, for example, Dyspraxia, Dyslexia, Attention Deficit Hyperactivity Disorder, Autistic Spectrum and others).	<ul style="list-style-type: none"> · Lack of direct instruction and use of metaphors can be unhelpful, inconsistencies in messages can be confusing e.g. 7 day/14-day isolation. · Autism: changes to routine can be traumatic, restricted outings from the house can cause an impact on health and wellbeing. Some are selective eaters and panic buying has resulted in certain food items becoming unavailable, causing stress to individuals and parent/carers. Also selective about who they speak to and prefer the same care worker/SPOC. - Some people will need support to get back to old/adjusted routines and services after adapting to lockdown 	<ul style="list-style-type: none"> · Dorset Council uses plain English in its communications. · Weekly SEND newsletter to families on the SEND mailing list produced in partnership with Dorset CCG; newsletter includes latest updates, activities, resources etc. · Services still operating in Children's services via phone and email. 				Further work is required to understand how the impact and services on adults within this group.
	Learning disability	<ul style="list-style-type: none"> · Complex and changing information difficult to understand and follow, could result increased infections or being fined for not following guidance. · Lack of information in Easy Read both locally and from central government · Potentially more vulnerable to 'mate crime'/'cuckooing' as unusual behaviour may go unnoticed because no longer attending services/groups or because of social distancing. 	<ul style="list-style-type: none"> · Information on the Dorset Council website includes links to Easy read information on both Mencap and Gov.UK websites. · Dorset Council uses plain English in its communications · Learning Disability Child & Adolescent Service (LDCAMHS) still providing services by phone or other remote methods. · Community information sent out on an ad hoc basis to People First Dorset 				<ul style="list-style-type: none"> · Consider how comms could meet needs of this group and support other people to understand their needs when lockdown is relaxed, and social distancing measures change
	Children with special education needs (SEN)	<ul style="list-style-type: none"> · Not all SEN children will be attending school provision, could have impact on families/parents & carers. 	<ul style="list-style-type: none"> · Children's Services teams are working with families and educational settings to look at different ways to support families. · Weekly newsletters to SEND families including advice, activities and resources. · Support still available to families via phone/email. · SEND families who are eligible for 'free school dinners' are receiving E-vouchers. 				

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	People living with mental health problems	<ul style="list-style-type: none"> Support services may change or be reduced e.g. face to face to appointments may be cancelled. Constant news and social media feed about the COVID-19 could cause further stress and anxiety. Restricted outing from home, could have an impact The use of anti-psychotic medication (clozapine) which can cause white blood cells to drop, higher risk of infections. Temporary changes to the Mental Health Act with Coronavirus Act could impact on people with severe mental health illnesses. 	<ul style="list-style-type: none"> Dorset HealthCare has set up website with specific information and advice on mental health & wellbeing, this also includes 24hour helpline - Connection for urgent mental health support. Age UK (North, West & South Dorset) have set up helpline taking calls from isolated people and signposting to agencies and linking with Adult Social Care when required. 				<ul style="list-style-type: none"> Explore and identify what mental health support is needed as lockdown/social distancing is eased.
Gender reassignment	Generic	<ul style="list-style-type: none"> Hospital appointments to Gender Identity Clinics may be cancelled or delayed, can lead to stress & anxiety. Issues with Hormone Replacement Therapy e.g. injections being administered, blood tests, changes to HRT. May be living in unsafe conditions at home as their preferred gender may not be supported by family members. 	<ul style="list-style-type: none"> Dorset HealthCare has set up website with specific information and advice on mental health & wellbeing, this also includes 24hour helpline - Connection for urgent mental health support. Local support charity - Chrysalis providing virtual online support groups. Community information sent to Chrysalis & Intercom Trust on ad hoc basis. Space Youth Project facilitating online sessions, regular information being sent out. 				<ul style="list-style-type: none"> Intercom Trust undertaken a COVID-19 survey across the southwest, would be useful if this information could be shared with the council.
Marriage & Civil partnership	Generic: Following government guidance all wedding and civil partnership ceremonies are cancelled.	<ul style="list-style-type: none"> Emotional and/or financial impact of delayed or cancelled ceremonies 	<ul style="list-style-type: none"> Information on DC website about closure of registry offices 				

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Pregnancy & Maternity	Unplanned pregnancies Pregnant individuals with underlying health conditions	<ul style="list-style-type: none"> · Nationally incidents of pregnant individuals being discriminated because of self-isolation rules e.g. being told to self-isolate and not being paid, or terminating employment. · Inability to access sexual health clinics including dealing with unplanned pregnancies. · Pregnant individuals who contract respiratory conditions in their third trimester are more likely to become seriously unwell, given this risk the Government have identified this as a vulnerable group. · Women who are pregnant with significant heart disease 	<ul style="list-style-type: none"> · Information on DC website relating to Citizens Advice for support around discrimination cases /employment issues. · DC provided extra funding to Citizens Advice to run additional advice services. · Regular updated information on the NHS Dorset Maternity Matters website; this includes birth planning, home births, birth partners, birth locations. https://maternitymattersdorset.nhs.uk/covid19-updates/ 				
Race & Ethnicity	Generic	<ul style="list-style-type: none"> · There is an increased risk of hate incidents towards BAME people, particularly people who are perceived to be from countries with a high incidence of COVID-19 (e.g. China). · Public Health England are researching the impact of COVID-19 in BAME communities. There is emerging evidence that people from BAME backgrounds may be more vulnerable to the risk of COVID-19 than others. Research also suggests that people from BAME communities may have higher rates of some underlying health conditions which make them clinically vulnerable such as type 2 diabetes. · Some BAME people may be employed in sectors with an increased level of exposure to others (e.g. caring/social work/medical etc), or in the 'gig economy' or zero hours contracts, which means they may be particularly impacted financially by the lockdown. 	<ul style="list-style-type: none"> · Encourage victims of hate crimes/incidents to report incidents via the Police/on-line or through Dorset Race Equality Council 				How accessible is our information about reporting hate crimes/incidents?

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	Gypsy & Traveller community	<ul style="list-style-type: none"> · May not to be registered with GP if living on unauthorised or roadside sites, national research indicates higher levels of poor health including a higher death rate than the mainstream population. · Travelling groups will be more visible and may be more vulnerable to hate crime. · May have cultural needs affected by social distancing e.g. definition of family is broad and can lead to travelling in large groups unable to visit family members in hospital or attend funerals. It is not unusual for members of this community to travel a great distance to attend a funeral to show respect and the more people who attend, it is considered the greater the respect shown, this could be an issue as the number of people attending funerals is restricted. · Restricted movement could lead to a loss of income · Traditional travelling season is due to start (May onwards) · No evictions should be taking place during the lockdown. · Unauthorised sites may not have access to water · Gypsy & Traveller traditionally 	<ul style="list-style-type: none"> · Information circulated to 4 Dorset authorised sites and through the Gypsy & Traveller Liaison Group · Dorset Council have put any planned evictions planned on hold - D&I Officer & GLO at DC in regular contact with key contacts within the Gypsy & Traveller community including the Chaplain of Gypsies, Travellers and Nomads. No evidence from local contacts of Roma community in Dorset. · Friends, Families & Travellers website has regularly updated information including audio version, this information is detailed on the DC website. · Traveller Movement has a number of factsheets on their website e.g. attending funerals, benefits advice etc. · Local film made in partnership with Dorset CCG using members of the local community to share public health messages. · Temporary site for travelling Gypsies and Travellers has been opened and used. · Public Health advice has been shared on unauthorised encampments and private sites. 				
	People whose first language is not English	<ul style="list-style-type: none"> · May face barriers to accessing information on COVID-19 and accessing support from the community or wider volunteer networks not equipped to meet their needs. · Some communities may have low literacy levels in their first language and struggle to understand translated documents. · Those whose first language is not English, it may be very difficult to understand their employment rights or to effectively challenge employers about any concerns regarding how to return safely to work. · Some people who may be newly arrived and have no or limited access to social media may feel particularly vulnerable and isolated. 	<ul style="list-style-type: none"> · DC website includes link to Google translate · Links on the DC website to alternative formats and other languages e.g. Doctors of the World which is updated regularly and has information in over 40 languages. · Community information shared with key community groups. · Dorset Race Equality Council share information through their contacts/networks 				<ul style="list-style-type: none"> · Dorset Race Equality Council undertook a recent survey of communities, which has several recommendations and to also check whether there are any gaps in information from the council. · Identify if/how MH support online and phone services in Dorset can cater for different language needs.

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	Syrian refugee families	<ul style="list-style-type: none"> · May face barriers to accessing information on COVID-19 and accessing support from the community or wider volunteer networks not equipped to meet their needs. · Some communities may have low literacy levels in their first language and struggle to understand translated documents. 	<ul style="list-style-type: none"> · Provided instructions on how to view the gov.uk website and coronavirus advice in Arabic · Provided a Covid-19 health information sheet in Arabic (from the British Red Cross) · Regular contact from programme staff, including an Arabic speaking caseworker · Continued English lessons via WhatsApp and online programmes · Provided dual language English / Arabic books to all families · Helped access learning materials and online lessons from the schools · Provided laptops to those in need · Volunteers have kept in touch with the families via phone, WhatsApp and video calls wherever possible, however the families know to contact a named caseworker for any issues relating to Covid-19. 				
Religion & belief	Members of religious groups	<ul style="list-style-type: none"> · Excess death – ability to observe religious practice at end of life / funeral. · Social distancing policies might have different impacts e.g. in terms of end of life care for people in different religious groups, for example, where it is more important in some religions that the person sees either their family or a religious or spiritual leader or official when they are nearing death. · People's ability to observe religious festivals in the way they normally do (e.g. Ramadan) will be affected. · Public gatherings have been stopped of more than two people, this includes funerals, which can only be attended by immediate family. It is also not possible to celebrate funerals in places of worship, funeral services have to take place at the graveside or at a crematorium. 	<ul style="list-style-type: none"> · Faith organisations were involved in the development of the temporary Mortality Support Facility, to ensure that religious practice was observed. A separate EqIA has been developed for this work. · Places of worship closed - faith groups have provided support online etc · Specific comms provided for religious communities e.g. PHE advice on observing Ramadan · Faith organisations have been involved in the Community Shield work and information has been circulated through faith networks. · Engagement is taking place with faith groups to find out more about how the restrictions may impact on their community · Services from crematoriums can be live streamed on social media channels to wider family and friends can join virtually. 				

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Sex		<p>General:</p> <ul style="list-style-type: none"> · Routine screening appointments for men and women (breast, cervical, AAA) may be postponed and could increase the risk of cancer in the future. <p>Women:</p> <ul style="list-style-type: none"> · Women still bear the majority of caring responsibilities for both children and older relatives, issues with combining caring with work - either from home or elsewhere if keyworker. With schools and nurseries closed, the need for this unpaid work will only increase in the weeks to come. · Evidence suggests that women are more likely to work in a sector that has been shut down e.g. retail, hospitality. <p>Domestic Abuse:</p> <ul style="list-style-type: none"> · Increase in rates of domestic violence and abuse during shielding/lockdown, could be fuelled by loss of income, increase in anxiety, increase in alcohol use. Evidence suggests both nationally and internationally domestic abuse increased during lockdown, calls to domestic abuse helplines have risen by 25%. · Coercive control - abusers could take advantage of a victim's reduced social interaction with others. · Lockdown/shielding can cause anxiety/fear for those who are experiencing or feel at risk of domestic abuse. · Domestic homicide could go unnoticed in cases of excess death. 	<ul style="list-style-type: none"> · Helpline numbers (local, national, LGBT+ specific, honour based violence etc) are on the DC Covid-19 pages. · Information is being shared from You Trust on the number of women accessing help and advice with DC Community Safety. · Info/links available via https://www.helpandkindness.co.uk · Domestic Abuse: Information on services available is on the COVID-19 pages on the Dorset Council website. Local domestic abuse communications campaign developed to highlight the services available and focused on domestic abuse can affect anyone. Feedback from the police who are leading the campaign has identified that it has received a high level of engagement from the public, particularly those living in rural areas. Dorset Council has worked with partners to monitor the impact of COVID-19 on domestic abuse, at the start of lockdown, the Dorset Council area did not see an increase in domestic abuse issues, but as lockdown has progressed, there has been an increase in reports of family tensions and arguments and a recent increase in both domestic abuse incidents and crimes 				

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Sexual Orientation		<p>LGBT+ community:</p> <ul style="list-style-type: none"> Evidence that some members of this group experience higher levels of loneliness and isolation and poor mental health. Closure of pubs, meeting groups could exacerbate this. School/youth group closures could impact on LGBT+ young people, if not 'out' in the family, risks of isolation, self-harm and unsafe online activity to socialise. Excess death: family tensions can arise at death where family members do not respect LGBT+ identity/partners. Issues around domestic abuse - Increase in rates of domestic violence and abuse during shielding/lockdown. Research suggests that some LGBT+ people may be more vulnerable to COVID-19: the prevalence of smoking in the LGBT+ community; higher rates of HIV and cancer; and barriers to healthcare that mean some LGBT+ people may be reluctant to seek medical treatment). 	<ul style="list-style-type: none"> Information sent to known LGBT+ groups/organisations, D&I Officer in regular contact. Space Youth Project providing online support to young people. Chrysalis online/phone support http://chrysalisgim.org.uk/ Local campaign Domestic Abuse: Information on services available is on the COVID-19 pages on the Dorset Council website. Local domestic abuse communications campaign developed to highlight the services available and focused on domestic abuse can affect anyone. Feedback from the police who are leading the campaign has identified that it has received a high level of engagement from the public, particularly those living in rural areas. Dorset Council has worked with partners to monitor the impact of COVID-19 on domestic abuse, at the start of lockdown, the Dorset Council area did not see an increase in domestic abuse issues, but as lockdown has progressed, there has been an increase in reports of family tensions and arguments and a recent increase in both domestic abuse incidents and crimes. Specific campaigns are being developed by the Police e.g. LGBT+ domestic abuse campaign. 				<ul style="list-style-type: none"> DC website could display links to LGBT+ organisations (local and national including Stonewall which has detailed information on a range of topics) Intercom Trust undertaken a COVID-19 survey across the southwest. How accessible is our information about reporting hate crimes/incidents?
Dorset Council Characteristics							
Carers	<ul style="list-style-type: none"> People who provide care for someone they live with. Young people who provide care for someone they live with. People who provide care for someone they don't live with. 	<ul style="list-style-type: none"> Closure of day services (centres, schools etc) and the release of patients early from hospitals could put strain on carers, along a reduction in respite care. The impact of self-isolating as a carer for 12 weeks could also have an impact on health and wellbeing including mental health, domestic abuse. Being unable to care for a friend/relative who they can't visit could lead to increased anxiety and stress. 	<ul style="list-style-type: none"> Carers are encouraged to put together an emergency plan Respite being provided and day centres supporting people with very high needs Support for young carers available by skype/by phone/chat 				

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Single parents/ carers	<ul style="list-style-type: none"> · People living in single adult households with children 	<ul style="list-style-type: none"> · Face additional childcare challenges in the absence of school/nursery provision. Caring for children will pose barriers to completing other tasks e.g. food shopping, collecting medicines · May have to put children at risk by taking them to the supermarket & face criticism for doing so · Mental health impact of being unable to do 'one job well' when balancing childcare with other tasks · Lack of interaction with & support from other adults e.g. in usual workplace. · Pressure to return to work, when some parents/carers may be reluctant and this can impact more on women who are on low pay employment, potentially putting them at risk of poverty. 	<ul style="list-style-type: none"> · Information available on Dorset Council website on school opening and childcare availability for key workers. · Schools: some schools are calling all families/families of children identified as vulnerable · Schools providing direct support and advice to parents · Support with home learning resources 				<ul style="list-style-type: none"> · Support promotion of resources and support for single parents/carers via schools and other networks · Practical support may be needed to complete tasks that are difficult to undertake while caring for children (e.g. food shopping).
Armed Forces & families	<ul style="list-style-type: none"> · People who serve in the armed forces and their families · Armed forces veterans and their families 	<ul style="list-style-type: none"> · May face barriers accessing services and support · Foreign and commonwealth personnel may face barriers in communicating with and increased anxiety about family members living abroad · Blind veterans, a number will fall into the vulnerable group as over 70 and been advised to self-isolate 	<ul style="list-style-type: none"> · Support and liaison through DC Armed Forces Covenant Officer https://www.dorsetcouncil.gov.uk/your-community/supporting-the-armed-forces.aspx 				
Economic & Social Deprivation (poverty)	<ul style="list-style-type: none"> - Families with children who receive free school meals 	<ul style="list-style-type: none"> · More likely to be experiencing the impacts of financial stress and impacts of food poverty 	<ul style="list-style-type: none"> · E-vouchers are sent directly to parents · Post Easter holidays schools will be encouraged to join Government voucher scheme · Some schools are or will be distributing food parcels via suppliers · Business support team in Children's Services are contact point for queries csbusinesssupport@dorsetcc.gov.uk 				
	<ul style="list-style-type: none"> - People on low incomes and people who have lost their income 	<ul style="list-style-type: none"> · May experience stress and anxiety related to finances · Access to Government/DWP helpline is a significant issue at present. · Is there a need to gap fill between application and people receiving universal credit e.g. enhanced food parcels? · Some food banks struggled to meet high level of need. · Concerns that employers are not paying sick pay to people who need medical treatment (non-COVID-19 related). 	<ul style="list-style-type: none"> · CAB are providing virtual advice and phone advice; information being shared via the Community Shield volunteers' group. · CAB Help to claim Tel. 0800 144 8 444 · Cash donations/sharing of resources between food banks and from the public. · Dorset Council provided funding to food banks · Wyvern Savings and Loans have supported access to financial services (e.g. in Dorchester) · Trade Unions offering emotional and financial support to members 				<ul style="list-style-type: none"> · Understand what support will be need by people in Dorset in medium to longer term as financial impacts develop.

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	People who are homeless including young people	<ul style="list-style-type: none"> · People who are already homeless will face barriers in accessing support, healthcare and self-isolating/social distancing · People could become homeless due to eviction · The number of households presenting as homeless has increased since the restrictions were introduced. These are a separate group of people to the rough sleeping community. The main reasons for the increase relate to persons who were sofa surfing or renting a room from a friend being asked to leave due to concerns about self-isolation. 	<ul style="list-style-type: none"> · 28 people were provided with accommodation by the Council. All are supported by daily visits from support workers and have been provided with a mobile phone from charities so they can call for further support if they need it. · 8 rough sleepers have declined the offer of accommodation but continue to be supported. · Over 60 households (mainly single persons) have been accommodated since the crisis began. The Housing Team are working to secure longer term temporary accommodation options for households to move to once restrictions are lifted. 				
	People who live in poor quality and/or overcrowded housing	<ul style="list-style-type: none"> · May be vulnerable to emotional stress and reduced wellbeing as more time is spent in the home. · People who live in flats, or other accommodation types without private outdoor space, may find it more difficult to exercise or spend time outdoors. 	<ul style="list-style-type: none"> · Some are known to DC Housing team · May be receiving or have received advice from Healthy Homes Dorset · LiveWell Dorset promoting wellbeing support through Housing Associations 				<ul style="list-style-type: none"> · Identify whether this group requires specific comms or support for wellbeing during lockdown and any measures that can be put in place to tackle issues they face.
	People without access to a car	<ul style="list-style-type: none"> · Lack of transport contributes to social isolation and imposes barriers to accessing essential services. · Reduced public and community transport services will exacerbate these issues for people who cannot access a car and do not live within a walkable distance of services they rely on. 	<ul style="list-style-type: none"> · Dorset Council public transport pages include links to support pages 				<ul style="list-style-type: none"> · Identify if and where lack of access to transport is impacting on people. · Communities have set up support for those in need.
	Working families with childcare responsibilities	<ul style="list-style-type: none"> · Balancing two jobs with childcare · Tension over who works/who is doing childcare · Food bill increase from having more people at home causing financial stress · Fear over job security · Increased risk of domestic abuse and child abuse from increased tension in household. 	<ul style="list-style-type: none"> · Information available on Dorset Council website on school opening and childcare availability for key workers. · Family Partnership Zones available to provide support by phone/email · Government advice published on home learning - linked from Dorset Council website 				
Internet access/digital divide	<p>People with no or poor internet access.</p> <p>People who do not want to access digital support/services.</p> <p>People who cannot afford broadband equipment/services.</p> <p>People who do not have the skills to access digital support/services.</p>	<ul style="list-style-type: none"> · People who face barriers accessing digital services/support are likely to face challenges accessing information, practical help (e.g. online shopping, access to benefits etc) and communicating with friends, family or other support networks that rely on online chat, voice or video call platforms. 	<ul style="list-style-type: none"> · Digital champions are providing support · Children's Services have distributed laptops to vulnerable families & young people · Government support for laptop/4G routers for vulnerable children 				<ul style="list-style-type: none"> · Understand how we can support people who face barriers (financial/skills/availability) to accessing digital services in medium to longer term. · Engage with people who don't wish to access digital services to understand how they can be supported to engage with them or access alternatives.

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Gender Identity		<ul style="list-style-type: none"> · People who feel that their gender identity is different from that which they were assigned at birth may face barriers accessing support. 	<ul style="list-style-type: none"> · Information sent to known LGBT+ groups/organisations, D&I Officer in regular contact. · Space Youth Project providing online support to young people. · Chrysalis online/phone support http://chrysalisgim.org.uk/ · Intercom Trust conducting impact survey of COVID across the LGBT+ community in South West England 				<ul style="list-style-type: none"> · Review results of Intercom Trusts impact survey for Dorset.
Other vulnerable groups							
People who have been recently bereaved	People who lived with someone who has died during lockdown. People who know someone who has died during shielding period. People who live with a person/person who die during shielding period.	<ul style="list-style-type: none"> · Restrictions on grieving and access to support networks e.g. family who they would have had support from. · May have relied on a deceased person for support and social interaction. 	<ul style="list-style-type: none"> · Death registration service offered by pre-booking · Bereavement support services/charities linked from Dorset Council website 				<ul style="list-style-type: none"> · Continue to promote bereavement support services Including National Bereavement COVID19 hub. · Identify longer term impact of bereavement on individuals and identify how support/services may need to respond to their needs e.g. befriending support. Digital funeral services can be extremely helpful , more info needed to inform the public.
Farming community & rural isolation		<ul style="list-style-type: none"> · Social distancing may be easier to apply in a rural setting; however, this could have additional impact on people already experiencing isolation and loneliness. · Impact of COVID-19 on the farming community through emotional and financial stress · Concern that people may travel from urban areas/cities to rural locations to self-isolate · Potential increase in incidents of domestic abuse · Reported impact of increased/perceived increase in rural crime on mental health 	<ul style="list-style-type: none"> · NFU is providing COVID communications and advice online. · Advice from DAPTC and national association http://www.dorset-aptc.gov.uk/Home_26578.aspx 				<ul style="list-style-type: none"> · Identify how NFU and others are engaging with farming community. · Identify whether specific support is needed/being provided for farming community.

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Prisoners and their families	<ul style="list-style-type: none"> · People in prison · People recently released from prison · Families of people in prison 	<ul style="list-style-type: none"> · People in prison won't have contact with visitors and will have increased levels of anxiety about friends and family · People released from prison have less access to support services · Family and friends of people in prison will have less contact with them creating/adding to concern about their wellbeing 	<p>HMP Guys Marsh</p> <ul style="list-style-type: none"> • Telephone pin credit has been increased each week to ensure phoning friends and family is a priority. • issued letter writing packs and postcards to send home. • Twitter is being used to deliver messages to families as well as the NICCO website. • Barnardo's is still contacting family members and E-mail a prisoner has changed so that the men can also respond via e-mail. • Men are given a weekly families update which they can send out to their loved ones if they choose to. • There are some other things in the pipeline which will be determined by how long we remain in lockdown. <p>Those due to be released - Men are still being supported by Catch 22 on release although the PACT support system and Footprints are unable to mentor as they were. We supply a Resettlement folder which replaces the Academy and ensures men get the relevant information for release.</p> <p>HMP The Verne</p> <ul style="list-style-type: none"> • Not put in any extras at the moment, we are relying on the usual phone and letter contact • trying to get some signal access for a small number of mobile phones that may assist us for family contact. • have a couple of tablets coming to aid with family contact in the event of family crisis or bereavement. • Yet we are not picking up that our residents are struggling too much with our current arrangements. We are operating a limited regime, but this does mean that staff/resident contact, within social distancing guidelines is frequent. <p>Portland Prison & YOI - awaiting update</p>				<ul style="list-style-type: none"> · Add link to DC website https://www.gov.uk/guidance/coronavirus-covid-19-and-prisons (NB this is being added to CAB and Volunteer Centre websites).

Part 5: Action Plan

The action plan for EqlA is divided into three parts:

- Short term improvements responding to lockdown phase
- Areas where more information is required to inform actions
- More work is required to shape action in response to medium/long term impacts of lockdown

	Issue	Action to be taken	Person(s) responsible	Date to be completed by
Short term improvements responding to lockdown phase				
1	D/deaf & visual impairments and speakers of other languages	Work with Communications and the 'Warning and Informing Group' of the Local Resilience Forum to ensure key communications are available in alternative formats and reach a wider (national) audience. Develop guidance for translation and interpreting services including sign language.	Rebecca Forrester Susan Ward-Rice Kirsty Hillier Kirsty Snow	30 September 2020
2	Race & Ethnicity	Use both national (Public Health England) research and local (Dorset Race Equality Council - COVID-19 Dorset Ethnic Minority Communities Need Assessment) to inform how we can improve our response to the needs of BAME communities in Dorset. Liaise with Community Safety Team & Dorset Police to understand the extent of COVID-19 related hate crime/incidents.	Susan Ward-Rice Susan Ward-Rice	31 August 2020 31 August 2020
3	Understanding the financial Impacts on Dorset residents	Liaise with Citizens Advice /Wyvern Savings (credit union) to understand the impacts of COVID-19 to inform Community Shield work.	Susan Ward-Rice/ Volunteer Sub-Group of Community Shield	30 September 2020
4	Development of case studies	Scope approach for developing and sharing case studies capturing local initiatives that communities have put in place as a response to COVID-19 shared during virtual roundtable discussions with councillors.	Rupert Lloyd	30 September 2020
Areas where more information is required to inform actions				
5	D/deaf & visual Impairments	Survey to be undertaken in partnership with Citizens Advice to look at people's experience of advice & information delivered to date by DC and CAB and future needs.	Susan Ward-Rice	31 August 2020
6	Dual sensory loss	Identify how to engage with this community to ensure their needs are included in actions 1 and 2	Susan Ward-Rice	31 August 2020
7	Learning disability	Engage with this community to look at people's experience of lockdown and what support may be needed as lockdown is eased.	Susan Ward-Rice	30 September 2020
8	Gender Reassignment/ gender identity/ Sexual orientation	Engage with Intercom Trust to access COVID-19 survey data for Dorset and identify lessons to inform future working.	Susan Ward-Rice	31 August 2020
9	Data profiling & understanding how COVID-19 has affected communities	Use 2020 residents survey to fill gaps in our evidence base and improve of our understanding of COVID-19 on vulnerable communities. Commence collecting equality data of who is accessing COVID-19 helpline to inform future working.	Rebecca Forrester/ Susan Ward-Rice Claire Shiels/Anthony Palumbo	September/ October 2020 July 2020

10	Digital Exclusion	Use the 2020 residents survey to understand how we can engage with people who do not wish/face barriers to accessing services digitally.	Rebecca Forrester	September/ October 2020
More work is required to shape action in response to medium/long term impacts of lockdown				
11	Neurodiversity (Neurodiversity relates to neurological differences including, for example, Dyspraxia, Dyslexia, Attention Deficit Hyperactivity Disorder, Autistic Spectrum and others).	Identify how we engage with this community to look at their experience of lockdown and how we can improve future communications on COVID-19.	Rebecca Forrester Susan Ward-Rice Kirsty Hillier	September 2020
12	Mental Wellbeing	Identify changing impact on mental wellbeing and support needed as lockdown is eased and resources that may be required.	Paul Iggulden/Mental Wellbeing & Safeguarding sub-group of Community Shield	October 2020
13	Digital Exclusion	Review results of 2020 residents survey and initiative working party with relevant officers to address issues identified.	Paul Iggulden/Rebecca Forester	November 2020
14	Engaging with vulnerable groups / key organisations (including the community, voluntary and faith sector)	Engagement with organisations to get their thoughts and opinions on this EqIA but also to get their experiences on how key groups have coped during lockdown.	Susan Ward-Rice / Rebecca Forrester	October 2020

EqIA Sign Off

Officer completing this EqIA:	Paul Iggulden / Rupert Lloyd	Date:	18 June 2020
Equality Lead:	Susan Ward-Rice	Date:	3 July 2020
Equality & Diversity Action Group Chair:	Rick Perry	Date:	3 July 2020