

EQUALITY IMPACT ASSESSMENT (EQIA):

Introduction to the EQIA process

An EQIA will look at 5 key areas:

1. **Identify the Policy, Project, Service Reform or Budget Option to be assessed**

A clear definition of what is being assessed and its aims

2. **Gathering Evidence & Stakeholder Engagement**

Collect data to evidence the type of barriers people face to accessing services (research, consultations, complaints and/or consult with equality groups)

3. **Assessment & Differential Impacts**

Reaching an informed decision on whether or not there is a differential impact on equality groups, and at what level

4. **Outcomes, Action & Public Reporting**

Develop an action plan to make changes where a negative impact has been assessed. Ensure that both the assessment outcomes and the actions taken to address negative impacts are publicly reported

5. **Monitoring, Evaluation & Review**

Stating how you will monitor and evaluate the **Policy, Project, Service Reform or Budget Option** to ensure that you are continuing to achieve the expected outcomes for all groups.

1. IDENTIFY THE POLICY, PROJECT, SERVICE REFORM OR BUDGET OPTION:

a) Name of the Policy, Project, Service Reform or Budget Option to be assessed

Social Work Services Social Care Charging Policy

b) Reason for Change in Policy or Policy Development

This EQIA and the Social Work Services Social Care Charging Policy align with the IJB Financial Allocations and Budgets 2025/26 paper, being presented to IJB members in March 2025 and Glasgow City Council Administration Committee in March 2025.

This annual review process of the Social Work Services Social Care Charging Policy takes a range of factors into consideration: -

- COSLA Guidance for Non-Residential Charging
- Uplifts required to service charges to reflect cost of service delivery
- Any changes required to the levers within the charging policy, which determine the level of charge made to service users, to reflect the income levels required to be generated to meet budgetary requirements
- Any changes required to the policy to reflect changes in legislation, local or national policies
- Views of service users, carers and providers which were collated as part of the bi-annual consultation on the policy, which took place between 20 January 25 and 3 February 2025.
- Any refinements required to reflect service experiences from the previous twelve months.

This EQIA considers the Policy as whole, taking into consideration updates made to previous years policies, including;

- Full policy document has been revamped into a simpler, easy read version
- Updated to reflect Regulations coming into force on 7th April 2025.
- An increase in Local Authority rates to reflect the increased cost of delivery. Most charges will see a 5% uplift other than Hot Meals at 13%. There are no increases to aids and adaptations or blue badge administration.
- An increase to Minimum Income Thresholds and Interim Charges in line with annual Department for Work and Pensions/Social Security Scotland uplifts in line with the COSLA guidance.
- Introduction of a new charge for new HSCP keysafe purchase and installation service (£100)
- An update to reflect more accurate costings for the transition from analogue to digital telecare, the differential between the

anticipated costs and actual costs has not been as high as originally anticipated. It is proposed to hold the existing Community Alarm unit cost at the same level for everyone transitioning to digital telecare for 2025/26 at £4.15. This unit cost will be reviewed for 2026/27 to ensure future cost recovery.

- Exclusion of Infected Blood Compensation Payments from the financial assessment, in accordance with Cosla guidance
- The Charging Policy Appendix updated with 2025/26 /25 rates.

c) List main outcome focus and supporting activities of the Policy, Project, Service Reform or Budget Option

This EQIA and the Social Work Services Social Care Charging Policy aligns with the IJB Financial Allocations and Budgets 2025/26 paper, being presented to IJB members in March 2025

The Glasgow City Council Social Work Service Social Care Charging Policy document (“the Policy”) sets out how the Council charges for the provision of non-residential Social Care Services and describes the services to which service user contributions apply, together with minimum income thresholds and tapers.

The Policy applies to all persons receiving social care services provided by Glasgow City Council. The level of a service user’s charges are based on the cost of delivery of the non-personal care services provided to the service user and the service user’s financial ability to meet those costs. Personal care services are provided free of charge in Scotland.

The Policy applies by:

1. Fixing the level of charges for non-personal social care services. All services are charged at a uniform rate and no service user is charged for any services they do not receive.
2. Identifying what counts as “income” for the purposes of calculating how much a service user can pay. Not all of a service user’s income is taken into account for this purpose.
3. Fixing Minimum Income Thresholds which is the minimum level of income a service user is required to receive before being considered to contribute to the cost of non-personal social care services. The thresholds are fixed by reference to similar thresholds applied to relevant DWP/SSS benefits (adjusted by application of a “buffer”). The thresholds vary depending on whether the service user is single, married or cohabiting and under or over 60.

4. Allowing provision for Disability Related Expenditure to ensure the extra costs of being disabled are taken into account so that a further disregard of income will apply where additional expenditure is incurred by a supported person as a result of living as a disabled person.
5. Fixing a “Taper” the amount of income to be taken into account, above the Minimum Income Thresholds and after deduction of any Disability Related Expenditure, when assessing a service user’s charge.
6. Providing for waiver and abatement of charges in the case of hardship, exceptional need or in other exceptional circumstances.

The Charging Policy guiding principles are as follows:

- Income maximisation to the client is at the heart of the charging policy and reflects on ability to pay. A referral will be made to a Council Welfare Rights Officer as part of the financial assessment process to ensure a service user and their partner are in receipt of all benefits they may be entitled to.
- Charges are set at a reasonable level – the charge rarely covers the full economic cost of the service provided. The charge will never exceed the full cost of service.
- Service users will not be charged for services for which they have been assessed but do not utilise.
- Financial assessments take account of the cost of the range of services each service user receives compared to disposable income, rather than performing separate calculations for each service, thus ensuring that no-one pays more than they can afford.
- Free Personal Care will apply to all clients.
- Charges can be abated/waived in cases of hardship, exceptional need or exceptional circumstances in line with the council’s Scheme of Delegated Authority.
- The impact of charges on the well-being of Carers is considered.
- It is the Councils’ expectation that service users will optimise other income resources prior to taking up services, e.g. Independent Living Fund income & personal/injury compensation payments etc. The cost of service packages to the council would be net of such income sources.
- It is the Council’s expectation that service users in receipt of benefits for specific purposes such as mobility allowance will utilise these to support their access to services.

It is a legal requirement that everyone who is permanently admitted by the Council to residential care is required to pay a client contribution towards their care and accommodation. The contribution is applied in line with The National Assistance (Sums for

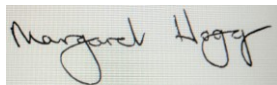
Personal Requirements) (Scotland) Regulations 2024 (SSI 2024 No. 22); and The National Assistance (Assessment of Resources) Amendment (Scotland) Regulations 2024 (SSI 2024 No. 21). The National Assistance Regulations are subject to a separate EQIA. The EQIA relating to this policy can be found [here](#)

d) Name of officer completing assessment (signed and date)

Jenniffer McCourt

February 2025

e) Assessment Verified by (signed and date)

A handwritten signature in black ink, appearing to read 'Margaret Hogg', is shown within a rectangular box.

Margaret Hogg
Interim Chief Officer Finance and Resources
27/2/25

2. GATHERING EVIDENCE & STAKEHOLDER ENGAGEMENT

The best approach to find out if a policy, etc is likely to impact positively or negatively on equality groups is to look at existing research, previous consultation recommendations, studies or consult with representatives of those groups. You should list below any data, consultations (previous relevant or future planned), or any relevant research or analysis that supports the Policy, Project, Service Reform or Budget Option being undertaken.

Please name any research, data, consultation or studies referred to for this assessment:	Please state if this reference refers to one or more of the protected characteristics: ➤ age ➤ disability, ➤ race and/or ethnicity, ➤ religion or belief (including lack of belief), ➤ gender, ➤ gender reassignment, ➤ sexual orientation ➤ marriage and civil partnership, ➤ pregnancy and maternity,	Do you intend to set up your own consultation? If so, please list the main issues that you wish to address if the consultation is planned; or if consultation has been completed, please note the outcome(s) of consultation.
The Policy applies to all non-residential social care service users. During 24/25 9,876 service users have been subject to charges through the non-residential charging policy. A split per client group is shown in the table below. The majority of service users subject to non-residential charges are telecare service users whose current weekly charge is	The Council recognises that, standing the number of service users to whom the Policy applies, that it is likely that all protected characteristics are engaged. The following analysis is informed by empirical review of server user data as well as responses provided during the service-user survey undertaken in January 2025.	An online survey was opened for 2 weeks from 20 January to 3 February 2025. Letters were sent to 6,300 service users advising of this survey. Emails were sent to all Providers of non-residential services, all staff within the HSCP, and 387 Direct Payment recipients. The survey links were shared on the HSCP website and social media platforms. All communication included both direct links to the survey or

£1.76 per week.		Assessments and reviews through Carefirst record equalities information, covering all the protected characteristics listed in this EQIA. Information collected forms part of an individual's outcome based support plan. It has been highlighted that there are challenges with the availability of data recorded on reporting systems and steps will be taken to improve equality data capture. Work is currently taking place to improve data input quality in Carefirst. This will in turn help to improve recording and analysis of information by protected characteristics.	the facility to phone in for a member of staff to complete on their behalf if preferred. 5 telephone lines were shared as part of all survey communications, to ensure those who were digitally excluded could take part. These telephone lines and appropriate staffing were open during office hours for the duration of the survey. The Council received 327 responses (273 online, and 54 via telephone). Although there was an improved number of responses in comparison with the 2023 survey, relatively few service users who were directly invited to participate took part in the survey (under 4.9%). There continues to be lessons learned when undertaking future service user consultations. This includes consideration of the most accessible IT platform to host the survey, consideration of the best routes to reach those digitally excluded, length of time the survey is open for, how we communicate, and involvement of Locality Engagement Forums. Analysis of the responses provided a mixed picture on the charging policy, however the following themes have emerged: • Service User's satisfaction with the charges (56%) reduced as the charges increased. 85% of those with higher
Client Group	No		
Learning Disability	1,044		
Mental Health	418		
Addictions	3		
Older People	511		
Physical Disability	277		
Telecare	7,623		
Total	9,876		
The Council informs itself of the views of service users in relation to the Policy by undertaking a bi-annual survey. The last survey was conducted from 20 January 2025 to 3 February 2025. The Council also interrogates empirical data held in relation to service users.			

		charges (£90+) were most unhappy with the policy. • The Charging Policy lacks sufficient visibility and awareness for Service Users (49% of responders were not aware of it) • Service users were divided on whether their disability related expenditure had been fairly taken into account (22% agreed, 30% disagreed, and 48% with no opinion/felt not applicable). • Service users were divided on whether the financial assessment took into account the ability to pay (31% agreed, 30% disagreed, and 39% with no opinion/felt not applicable). However further comments reflected that many found the process to be intrusive and degrading. A survey on the charging policy will be undertaken every 2 years to ensure it is informed by people with lived experience and remains accurate. Next planned survey will be 2027. A need for increased visibility of the charging policy has been identified via the survey. We aim to work with HSCP Communications team to ensure the naming convention and where it is found on the website is more easily found. The document has also be converted to an
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		easy – read version for the main version this is the format now.
COSLA Charging Guidance	In line with recommendations from the COSLA Charging Guidance a number of exemptions and mitigations have been identified, including options which specifically relate to equality Groups. In particular; Age Sex Disability Poverty Other Marginalised groups, including homeless people	Cosla guidance includes a number of exemptions and mitigations, including; • Exclusion of Infected Blood Compensation Payments from the financial assessment • Personal Care is free • No charge for residential respite accesses in line with carers assessment • Everyone is income maximised by welfare rights • No charge for services assessed for but not used • Charges can be abated/waived in cases of hardship/exceptional need/other exceptional circumstances • First four weeks of care for people are free upon hospital discharge if this support is new • Homeless service users are exempt from charging for two years • Services for children (under 19) are exempt from charging • Services for carers are not chargeable • People with a mental illness who are subject to a compulsion order, compulsory treatment order or compulsion order and a restriction order are exempt from charging • Criminal justice social work services are not chargeable • Service users who are terminally ill,

		evidenced through a DS, SR or BASRiS are not charged • Minimum income thresholds as determined by COSLA • 25% buffer is applied • 75% taper is applied to reduce the income which is taken into account • Income to the value of disability related expenditure is disregarded • Financial reassessment is available at any time on request • Assessable income is net of housing and council tax costs • Income from benefits on behalf of a dependent child is disregarded • Kinship care payments are disregarded • ILF payments are disregarded • Capital of £6,000 and £10,000 is disregarded for people under 60 and over 60 years of age respectively • Client contributions are calculated based on ability to pay
Fairer Scotland Duty	The Fairer Scotland Duty (2018) places a duty on public bodies in Scotland to actively consider how they can reduce inequalities of outcome caused by socioeconomic disadvantage when making strategic decisions. Recognition of the Fairer Scotland Duty is considered throughout the policy and the disproportionate socio-economic impact on equality groups. This is outlined in the mitigating actions throughout the policy,	

	with a particular consideration of intersectionality of inequality and socio-economic disadvantage.	
Scottish Government – Poverty and Income Inequality in Scotland	This report presents three-year averaged estimates of the proportion of people, children, working-age adults and pensioners in Scotland living in poverty, and other statistics on household income and income inequality. These estimates are used to monitor progress in reducing poverty, child poverty and income inequality and have informed consideration in the policy of priority areas to target mitigating action	
The National Assistance (Sums for Personal Requirements) (Scotland) Regulations 2024 (SSI 2024 No. 22); and The National Assistance (Assessment of Resources) Amendment (Scotland) Regulations 2024 (SSI 2024 No. 21).	The National Assistance Regulations are subject to a separate EQIA. The EQIA relating to this policy can be found here	
It is a legal requirement that if you are assessed and admitted by HSCP to residential care you are required to pay a contribution towards your care. The Scottish Government provides detailed Charging for Residential Accommodation Guidance that is update each year. You can read more information at https://www.gov.scot/policies/social-care/social-care-support/.		

• The Social Work (Scotland) Act provides the legal basis for charging for social care support at home. The charges have been set in line with principles of Convention of Scottish Local Authorities (COSLA) guidance. You can read more information at https://www.cosla.gov.uk/about-cosla/our-teams/health-and-social-care/social-care-charging-information/local-authority-non-residential-social-care • The National Assistance (Sums for Personal Requirements)(Scotland) Regulations 2024 (SSI 20024 No.21) • The National Assistance (Sums for Personal Requirements)(Scotland) Regulations 2024 (SSI 20024 No.22) • The Carers (Scotland) Act 2016		
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3. ASSESSMENT & DIFFERENTIAL IMPACTS

Use the table below to provide some **narrative** where you think the **Policy, Project, Service Reform or Budget Option** has either a positive impact (contributes to promoting equality or improving relations within an equality group) or a negative impact (could disadvantage them) and note the reason for the change in policy or the reason for policy development, based on the evidence you have collated.

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
SEX	Women	This policy applies equally across men and women. However, A number of considerations are in place to take steps to mitigate. Any disproportionate impact arising from sex. Including: • No charge for residential respite accesses in line with carers assessment • Services for carers are not chargeable • Income from benefits on behalf of a dependent child is disregarded.	However, it is recognised that a disproportionate number of carers are female, potentially on low incomes.	Socio economic impact applies across all service users and mitigations have been identified, as outlined below. In addition, there are mitigations identified for women who may be disproportionately impacted. The proposal includes a 5% uprating to charges and a 13% uprating to hot meals (£1.94 to £2.19). It also includes the introduction of a new charge for new HSCP keysafe purchase and installation service (£100). This service was previously chargeable through a commissioned service and has been brought in house. Updates have been made to the costings for the transition from analogue to digital telecare, the differential between the anticipated costs and actual costs has not been as high as originally anticipated. Community Alarm unit cost will be at the same level for everyone transitioning to digital telecare for 2025/26 at £4.15. There is potential for these increases to have a socio economic impact for those experiencing poverty. This may result in service users self-excluding from services,
	Men	This policy applies equally across all service users. No disproportionate impact have been identified for men at this stage.		

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
	Transgender	This policy applies equally across all service users. No disproportionate impact have been identified for Trans people at this stage.		due to the cost. Steps will be taken to mitigate the impact of the increase through the financial assessment. The financial assessment aims to ensure income maximisation has taken place by ensuring that service users are in receipt of all social security benefits to which they are entitled and reflects on the service users ability to pay. It also, acknowledges that there may be circumstances where it is appropriate to consider the waiving or abatement of charges in cases of hardship, exceptional need or other exceptional circumstance. Existing service users can request financial reassessment at any time and this is highlighted to them to get in touch if their circumstances change or if they are struggling to pay. This reminder will be included in annual uprating letters. Assessment is based on all charges from non-residential social care to consider impact on individual service users. Exemptions and mitigations: • Exclusion of Infected Blood Compensation Payments from the financial assessment • Personal Care is free

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
				• No charge for residential respite accesses in line with carers assessment • Everyone is income maximised by welfare rights • No charge for services assessed for but not used • Charges can be abated/waived in cases of hardship/exceptional need/exceptional circumstances • First four weeks of care for people are free upon hospital discharge • Homeless service users are exempt from charging for two years • Services for children (under 19) are exempt from charging • Services for carers are not chargeable • People with a mental illness who are subject to a compulsion order, compulsory treatment order or compulsion order and a restriction order are exempt from charging • Criminal justice social work services are not chargeable • Service users who are terminally ill, evidenced through a DS, SR or BASRiS are not charged • Minimum income thresholds in line with COSLA guidance • 25% buffer is applied • 75% taper is applied to reduce the income which is taken into account • Income to the value of disability related

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
				expenditure is disregarded - Financial reassessment is available at any time on request - Assessable income is net of housing and council tax costs - Income from benefits on behalf of a dependent child is disregarded - Kinship care payments are disregarded - ILF payments are disregarded - Capital of £6,000 and £10,000 is disregarded for people under 60 The format of the Charging Policy has been fully revised to meet easy read standards. There will be improvements in finding the document in online searches. Those digitally excluded will be supported to access the information through current business as usual arrangements
RACE*	White	Some groups may not speak English as a first language. Interpreter support and access to translated materials is available on request to support the financial assessment process.		Socio economic impact applies across all service users and mitigations have been identified, as outlined below. In addition, there are mitigations identified for women who may be disproportionately impacted. The proposal includes a 5% uprating to charges and a 13% uprating to hot meals (£1.94 to £2.19). It also includes the introduction of a new charge for new HSCP
<i>Further information on</i>	Mixed or Multiple Ethnic	Some groups may not speak English as a first	The policy applies equally to persons of	

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
<i>the breakdown below each of these headings, as per census, is available here.</i> <i>For example Asian includes Chinese, Pakistani and Indian etc</i>	Groups	language. Interpreter support and access to translated materials is available on request to support the financial assessment process.	different race. However, it is recognised that Minority ethnic communities are more likely to be living in poverty compared to white people. Mitigation includes financial assessment basing charge on ability to pay. Full details of mitigations and exceptions are as outlined above. Mixed or Multiple Ethnic Groups are not identified as being at higher risk above any other non-white groups.	keysafe purchase and installation service (£100). This service was previously chargeable through a commissioned service and has been brought in house. Updates have been made to the costings for the transition from analogue to digital telecare, the differential between the anticipated costs and actual costs has not been as high as originally anticipated. Community Alarm unit cost will be at the same level for everyone transitioning to digital telecare for 2025/26 at £4.15. There is potential for these increases to have a socio economic impact for those experiencing poverty. This may result in service users self-excluding from services, due to the cost. Steps will be taken to mitigate the impact of the increase through the financial assessment.
	Asian	Some groups may not speak English as a first language. Interpreter support and access to translated materials is available on request to support the financial assessment process.	The policy applies equally to persons of different race. However, it is recognised that Minority ethnic communities are more likely to be living in poverty compared to white people. Mitigation includes financial	The financial assessment aims to ensure income maximisation has taken place by ensuring that service users are in receipt of all social security benefits to which they are entitled and reflects on the service users ability to pay. It also, acknowledges that there may be circumstances where it is appropriate to consider the waiving or abatement of charges in cases of hardship, exceptional need or other exceptional circumstance.

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
			assessment basing charge on ability to pay. Full details of mitigations and exceptions are as outlined above. Asian race groups are not identified as being at higher risk above any other non-white groups	Existing service users can request financial reassessment at any time and this is highlighted to them to get in touch if their circumstances change or if they are struggling to pay. This reminder will be included in annual uprating letters. Assessment is based on all charges from non-residential social care to consider impact on individual service users.
	African	Some groups may not speak English as a first language. Interpreter support and access to translated materials is available on request to support the financial assessment process.	The policy applies equally to persons of different race. However, it is recognised that Minority ethnic communities are more likely to be living in poverty compared to white people. . Mitigation includes financial assessment basing charge on ability to pay. Full details of mitigations and exceptions are as outlined above. African race groups are not identified as being at higher risk above any other non-white groups.	Exemptions and mitigations: • Exclusion of Infected Blood Compensation Payments from the financial assessment • Personal Care is free • No charge for residential respite accesses in line with carers assessment • Everyone is income maximised by welfare rights • No charge for services assessed for but not used • Charges can be abated/waived in cases of hardship/exceptional need/exceptional circumstances • First four weeks of care for people are free upon hospital discharge • Homeless service users are exempt from charging for two years • Services for children (under 19) are exempt from charging • Services for carers are not chargeable

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
	Caribbean or Black	Some groups may not speak English as a first language. Interpreter support and access to translated materials is available on request to support the financial assessment process.	The policy applies equally to persons of different race. However, it is recognised that Minority ethnic communities are more likely to be living in poverty compared to white people. . Mitigation includes financial assessment basing charge on ability to pay. Full details of mitigations and exceptions are as outlined above. Caribbean or black race groups are not identified as being at higher risk above any other non-white groups.	• People with a mental illness who are subject to a compulsion order, compulsory treatment order or compulsion order and a restriction order are exempt from charging • Criminal justice social work services are not chargeable • Service users who are terminally ill, evidenced through a DS, SR or BASRiS are not charged • Minimum income thresholds in line with COSLA guidance • 25% buffer is applied • 75% taper is applied to reduce the income which is taken into account • Income to the value of disability related expenditure is disregarded • Financial reassessment is available at any time on request • Assessable income is net of housing and council tax costs • Income from benefits on behalf of a dependent child is disregarded • Kinship care payments are disregarded • ILF payments are disregarded • Capital of £6,000 and £10,000 is disregarded for people under 60
	Other Ethnic Group	Some groups may not speak English as a first language. Interpreter support and access to translated materials is available on request to support the financial assessment process.	The policy applies equally to persons of different race. However, it is recognised that Minority ethnic communities are more likely to be living in poverty compared to	The format of the Charging Policy has been fully revised to meet easy read standards. There will be improvements in finding the

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
			white people. . Mitigation includes financial assessment basing charge on ability to pay. Full details of mitigations and exceptions are as outlined above. Other Ethnic Groups are not identified as being at higher risk above any other non-white groups.	document in online searches. Those digitally excluded will be supported to access the information through current business as usual arrangements
DISABILITY	Physical disability	A number of considerations are in place to take steps to mitigate. Including: • Income to the value of disability related expenditure is disregarded. • ILF payments are disregarded. • Service users who are terminally ill, evidenced through a DS, SR or BASRiS are not charged It has been highlighted that there are challenges with the availability of	Households which include a disabled person are at a higher risk of living in poverty. It is recognised that cost of services may result in service users self-excluding from services. Mitigation includes financial assessment basing charge on ability to pay and disregards of disability related expenditure as outlined. It is recognised that due to the nature of the services provided, the	Socio economic impact applies across all service users and mitigations have been identified, as outlined below. In addition, there are mitigations identified for women who may be disproportionately impacted. The proposal includes a 5% uprating to charges and a 13% uprating to hot meals (£1.94 to £2.19). It also includes the introduction of a new charge for new HSCP keysafe purchase and installation service (£100). This service was previously chargeable through a commissioned service and has been brought in house. Updates have been made to the costings for the transition from analogue to digital telecare, the differential between the anticipated costs and actual costs has not been as high as

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
		data recorded on reporting systems and steps will be taken to improve equality data capture. From available data, 60% of service users are disabled.	charging policy is more likely to apply to Disabled People, who may be accessing services and thus, have higher care costs compared to non-disabled service users.	originally anticipated. Community Alarm unit cost will be at the same level for everyone transitioning to digital telecare for 2025/26 at £4.15. There is potential for these increases to have a socio economic impact for those experiencing poverty. This may result in service users self-excluding from services, due to the cost.
<i>A definition of disability under the Equality Act 2010 is available here.</i>	Sensory Impairment (sight, hearing,)	As above. In addition, Language and format supports are available on request to support the financial assessment process.	It is recognised that due to the nature of the services provided, the charging policy is more likely to apply to Disabled People, who may be accessing services and thus, have higher care costs compared to non-disabled service users.	Steps will be taken to mitigate the impact of the increase through the financial assessment. The financial assessment aims to ensure income maximisation has taken place by ensuring that service users are in receipt of all social security benefits to which they are entitled and reflects on the service users ability to pay. It also, acknowledges that there may be circumstances where it is appropriate to consider the waiving or abatement of charges in cases of hardship, exceptional need or other exceptional circumstance.
	Mental Health	As above. In addition, people with a mental illness who are subject to a compulsion order, compulsory treatment order or compulsion order and a restriction order are exempt from charging	It is recognised that due to the nature of the services provided, the charging policy is more likely to apply to Disabled People, who may be accessing services and thus, have higher care costs compared to non-	Existing service users can request financial reassessment at any time and this is highlighted to them to get in touch if their circumstances change or if they are struggling to pay. This reminder will be included in annual uprating letters. Assessment is based on all charges from

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
			disabled service users.	non-residential social care to consider impact on individual service users.
	Learning Disability	As above. In addition, Language and format supports are available on request to support the financial assessment process.	It is recognised that due to the nature of the services provided, the charging policy is more likely to apply to Disabled People, who may be accessing services and thus, have higher care costs compared to non-disabled service users.	Exemptions and mitigations: • Exclusion of Infected Blood Compensation Payments from the financial assessment • Personal Care is free • No charge for residential respite accesses in line with carers assessment • Everyone is income maximised by welfare rights • No charge for services assessed for but not used • Charges can be abated/waived in cases of hardship/exceptional need/exceptional circumstances • First four weeks of care for people are free upon hospital discharge • Homeless service users are exempt from charging for two years • Services for children (under 19) are exempt from charging • Services for carers are not chargeable • People with a mental illness who are subject to a compulsion order, compulsory treatment order or compulsion order and a restriction order are exempt from charging • Criminal justice social work services are not chargeable • Service users who are terminally ill, evidenced through a DS, SR or BASRiS

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
				are not charged • Minimum income thresholds in line with COSLA guidance • 25% buffer is applied • 75% taper is applied to reduce the income which is taken into account • Income to the value of disability related expenditure is disregarded • Financial reassessment is available at any time on request • Assessable income is net of housing and council tax costs • Income from benefits on behalf of a dependent child is disregarded • Kinship care payments are disregarded • ILF payments are disregarded • Capital of £6,000 and £10,000 is disregarded for people under 60 The format of the Charging Policy has been fully revised to meet easy read standards. There will be improvements in finding the document in online searches. Those digitally excluded will be supported to access the information through current business as usual arrangements
LGBT	Lesbians	This policy applies equally across all service users. No disproportionate impact	This policy applies equally across all service users. No disproportionate impact	Socio economic impact applies across all service users and mitigations have been identified, as outlined below. In addition, there are mitigations identified for women

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
		have been identified for lesbians at this stage.	have been identified for lesbians at this stage. However this will be reviewed, if potential impacts are highlighted.	who may be disproportionately impacted. The proposal includes a 5% uprating to charges and a 13% uprating to hot meals (£1.94 to £2.19). It also includes the introduction of a new charge for new HSCP keysafe purchase and installation service (£100). This service was previously chargeable through a commissioned service and has been brought in house. Updates have been made to the costings for the transition from analogue to digital telecare, the differential between the anticipated costs and actual costs has not been as high as originally anticipated. Community Alarm unit cost will be at the same level for everyone transitioning to digital telecare for 2025/26 at £4.15. There is potential for these increases to have a socio economic impact for those experiencing poverty. This may result in service users self-excluding from services, due to the cost. Steps will be taken to mitigate the impact of the increase through the financial assessment. The financial assessment aims to ensure income maximisation has taken place by ensuring that service users are in receipt of all social security benefits to which they are entitled and reflects on the service users
	Gay Men	This policy applies equally across all service users. No disproportionate impact have been identified for gay men at this stage.	This policy applies equally across all service users. No disproportionate impact have been identified for gay men at this stage. However this will be reviewed, if potential impacts are highlighted.	
	Bisexual	This policy applies equally across all service users. No disproportionate impact have been identified for bisexuals at this stage.	This policy applies equally across all service users. No disproportionate impact have been identified for bisexuals at this stage. However this will be reviewed, if potential impacts are highlighted.	

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
				ability to pay. It also, acknowledges that there may be circumstances where it is appropriate to consider the waiving or abatement of charges in cases of hardship, exceptional need or other exceptional circumstance. Existing service users can request financial reassessment at any time and this is highlighted to them to get in touch if their circumstances change or if they are struggling to pay. This reminder will be included in annual uprating letters. Assessment is based on all charges from non-residential social care to consider impact on individual service users. Exemptions and mitigations: • Exclusion of Infected Blood Compensation Payments from the financial assessment • Personal Care is free • No charge for residential respite accesses in line with carers assessment • Everyone is income maximised by welfare rights • No charge for services assessed for but not used • Charges can be abated/waived in cases of hardship/exceptional need/exceptional circumstances • First four weeks of care for people are

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
				free upon hospital discharge • Homeless service users are exempt from charging for two years • Services for children (under 19) are exempt from charging • Services for carers are not chargeable • People with a mental illness who are subject to a compulsion order, compulsory treatment order or compulsion order and a restriction order are exempt from charging • Criminal justice social work services are not chargeable • Service users who are terminally ill, evidenced through a DS, SR or BASRiS are not charged • Minimum income thresholds in line with COSLA guidance • 25% buffer is applied • 75% taper is applied to reduce the income which is taken into account • Income to the value of disability related expenditure is disregarded • Financial reassessment is available at any time on request • Assessable income is net of housing and council tax costs • Income from benefits on behalf of a dependent child is disregarded • Kinship care payments are disregarded • ILF payments are disregarded • Capital of £6,000 and £10,000 is

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
				disregarded for people under 60 The format of the Charging Policy has been fully revised to meet easy read standards. There will be improvements in finding the document in online searches. Those digitally excluded will be supported to access the information through current business as usual arrangements
AGE	Older People (60 +)	A number of considerations are in place to take steps to mitigate this. Including: • First four weeks of care for people are free upon hospital discharge • Services for children (under 19) are exempt from charging • Capital of £6,000 and £10,000 is disregarded for people under 60 and over 60 years of age respectively	Due to the nature of the services provided, the charging policy is more likely to apply to Older People, who may be accessing multiple services and have higher care costs. There may also be intersections with Disability, as outlined above, which would have a compounding impact. 150,000 pensioners are living in poverty in Scotland. It is recognised that cost of services may result in	In addition, there are mitigations specifically for different ages, as outlined in the left hand column. Socio economic impact applies across all service users and mitigations have been identified, as outlined below. In addition, there are mitigations identified for women who may be disproportionately impacted. The proposal includes a 5% uprating to charges and a 13% uprating to hot meals (£1.94 to £2.19). It also includes the introduction of a new charge for new HSCP keysafe purchase and installation service (£100). This service was previously chargeable through a commissioned service and has been brought in house. Updates have been made to the costings for the transition from analogue to digital telecare,

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
			service users self-excluding from services. This will be mitigated through the mitigations and exemptions outlined in the right hand column.	the differential between the anticipated costs and actual costs has not been as high as originally anticipated. Community Alarm unit cost will be at the same level for everyone transitioning to digital telecare for 2025/26 at £4.15. There is potential for these increases to have a socio economic impact for those experiencing poverty. This may result in service users self-excluding from services, due to the cost. Steps will be taken to mitigate the impact of the increase through the financial assessment. The financial assessment aims to ensure income maximisation has taken place by ensuring that service users are in receipt of all social security benefits to which they are entitled and reflects on the service users ability to pay. It also, acknowledges that there may be circumstances where it is appropriate to consider the waiving or abatement of charges in cases of hardship, exceptional need or other exceptional circumstance. Existing service users can request financial reassessment at any time and this is highlighted to them to get in touch if their circumstances change or if they are struggling to pay. This reminder will be included in annual uprating letters.
	Younger People (16-25)	Services for children are exempt for non-residential charging (under 19 years of age). Income from benefits on behalf of a dependent child is disregarded		
	Children (0-16)	Services for children are exempt for non-residential charging (under 19 years of age). Income from benefits on behalf of a dependent child is disregarded		

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
				Assessment is based on all charges from non-residential social care to consider impact on individual service users. Exemptions and mitigations: • Exclusion of Infected Blood Compensation Payments from the financial assessment • Personal Care is free • No charge for residential respite accesses in line with carers assessment • Everyone is income maximised by welfare rights • No charge for services assessed for but not used • Charges can be abated/waived in cases of hardship/exceptional need/exceptional circumstances • First four weeks of care for people are free upon hospital discharge • Homeless service users are exempt from charging for two years • Services for children (under 19) are exempt from charging • Services for carers are not chargeable • People with a mental illness who are subject to a compulsion order, compulsory treatment order or compulsion order and a restriction order are exempt from charging • Criminal justice social work services are not chargeable

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
				• Service users who are terminally ill, evidenced through a DS, SR or BASRiS are not charged • Minimum income thresholds in line with COSLA guidance • 25% buffer is applied • 75% taper is applied to reduce the income which is taken into account • Income to the value of disability related expenditure is disregarded • Financial reassessment is available at any time on request • Assessable income is net of housing and council tax costs • Income from benefits on behalf of a dependent child is disregarded • Kinship care payments are disregarded • ILF payments are disregarded • Capital of £6,000 and £10,000 is disregarded for people under 60 The format of the Charging Policy has been fully revised to meet easy read standards. There will be improvements in finding the document in online searches. Those digitally excluded will be supported to access the information through current business as usual arrangements
MARRIAGE	Women	The policy differentiates		Socio economic impact applies across all

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& CIVIL PARTNERSHIP		between couples and single persons. Minimum Income thresholds are higher (for single persons) take account of the combined income and expenditure of couples. The thresholds are fixed having regard to similar thresholds applied by the DWP in relation to social security benefits as well as COSLA guidance in relation thereto.		service users and mitigations have been identified, as outlined below. In addition, there are mitigations identified for women who may be disproportionately impacted. The proposal includes a 5% uprating to charges and a 13% uprating to hot meals (£1.94 to £2.19). It also includes the introduction of a new charge for new HSCP keysafe purchase and installation service (£100). This service was previously chargeable through a commissioned service and has been brought in house. Updates have been made to the costings for the transition from analogue to digital telecare, the differential between the anticipated costs and actual costs has not been as high as originally anticipated. Community Alarm unit cost will be at the same level for everyone transitioning to digital telecare for 2025/26 at £4.15. There is potential for these increases to have a socio economic impact for those experiencing poverty. This may result in service users self-excluding from services, due to the cost. Steps will be taken to mitigate the impact of the increase through the financial assessment. The financial assessment aims to ensure income maximisation has taken place by
	Men	As above		
	Lesbians	As above		
	Gay Men	As above		

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
				ensuring that service users are in receipt of all social security benefits to which they are entitled and reflects on the service users ability to pay. It also, acknowledges that there may be circumstances where it is appropriate to consider the waiving or abatement of charges in cases of hardship, exceptional need or other exceptional circumstance. Existing service users can request financial reassessment at any time and this is highlighted to them to get in touch if their circumstances change or if they are struggling to pay. This reminder will be included in annual uprating letters. Assessment is based on all charges from non-residential social care to consider impact on individual service users. Exemptions and mitigations: • Exclusion of Infected Blood Compensation Payments from the financial assessment • Personal Care is free • No charge for residential respite accesses in line with carers assessment • Everyone is income maximised by welfare rights • No charge for services assessed for but not used • Charges can be abated/waived in cases of

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
				hardship/exceptional need/exceptional circumstances • First four weeks of care for people are free upon hospital discharge • Homeless service users are exempt from charging for two years • Services for children (under 19) are exempt from charging • Services for carers are not chargeable • People with a mental illness who are subject to a compulsion order, compulsory treatment order or compulsion order and a restriction order are exempt from charging • Criminal justice social work services are not chargeable • Service users who are terminally ill, evidenced through a DS, SR or BASRiS are not charged • Minimum income thresholds in line with COSLA guidance • 25% buffer is applied • 75% taper is applied to reduce the income which is taken into account • Income to the value of disability related expenditure is disregarded • Financial reassessment is available at any time on request • Assessable income is net of housing and council tax costs • Income from benefits on behalf of a dependent child is disregarded

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
				- Kinship care payments are disregarded - ILF payments are disregarded - Capital of £6,000 and £10,000 is disregarded for people under 60 The format of the Charging Policy has been fully revised to meet easy read standards. There will be improvements in finding the document in online searches. Those digitally excluded will be supported to access the information through current business as usual arrangements
PREGNANCY & MATERNITY	Women		Women are more likely to be lower earning and on statutory maternity pay. Mitigation includes financial assessment basing charge on ability to pay and ability to request a new assessment due to a change in financial circumstances.	Socio economic impact applies across all service users and mitigations have been identified, as outlined below. In addition, there are mitigations identified for women who may be disproportionately impacted. The proposal includes a 5% uprating to charges and a 13% uprating to hot meals (£1.94 to £2.19). It also includes the introduction of a new charge for new HSCP keysafe purchase and installation service (£100). This service was previously chargeable through a commissioned service and has been brought in house. Updates have been made to the costings for the transition from analogue to digital telecare, the differential between the anticipated costs

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
				and actual costs has not been as high as originally anticipated. Community Alarm unit cost will be at the same level for everyone transitioning to digital telecare for 2025/26 at £4.15. There is potential for these increases to have a socio economic impact for those experiencing poverty. This may result in service users self-excluding from services, due to the cost. Steps will be taken to mitigate the impact of the increase through the financial assessment. The financial assessment aims to ensure income maximisation has taken place by ensuring that service users are in receipt of all social security benefits to which they are entitled and reflects on the service users ability to pay. It also, acknowledges that there may be circumstances where it is appropriate to consider the waiving or abatement of charges in cases of hardship, exceptional need or other exceptional circumstance. Existing service users can request financial reassessment at any time and this is highlighted to them to get in touch if their circumstances change or if they are struggling to pay. This reminder will be included in annual uprating letters.

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
				Assessment is based on all charges from non-residential social care to consider impact on individual service users. Exemptions and mitigations: • Exclusion of Infected Blood Compensation Payments from the financial assessment • Personal Care is free • No charge for residential respite accesses in line with carers assessment • Everyone is income maximised by welfare rights • No charge for services assessed for but not used • Charges can be abated/waived in cases of hardship/exceptional need/exceptional circumstances • First four weeks of care for people are free upon hospital discharge • Homeless service users are exempt from charging for two years • Services for children (under 19) are exempt from charging • Services for carers are not chargeable • People with a mental illness who are subject to a compulsion order, compulsory treatment order or compulsion order and a restriction order are exempt from charging • Criminal justice social work services are not chargeable • Service users who are terminally ill,

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
				evidenced through a DS, SR or BASRiS are not charged • Minimum income thresholds in line with COSLA guidance • 25% buffer is applied • 75% taper is applied to reduce the income which is taken into account • Income to the value of disability related expenditure is disregarded • Financial reassessment is available at any time on request • Assessable income is net of housing and council tax costs • Income from benefits on behalf of a dependent child is disregarded • Kinship care payments are disregarded • ILF payments are disregarded • Capital of £6,000 and £10,000 is disregarded for people under 60 The format of the Charging Policy has been fully revised to meet easy read standards. There will be improvements in finding the document in online searches. Those digitally excluded will be supported to access the information through current business as usual arrangements
RELIGION & BELIEF**	A list of religions used		Muslims suffer the greatest economic	Socio economic impact applies across all service users and mitigations have been

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
	in the census is available here .		disadvantage of any group in society. Other religions and beliefs are not identified as being at higher risk above the general population. Mitigation includes financial assessment basing charge on ability to pay.	identified, as outlined below. In addition, there are mitigations identified for women who may be disproportionately impacted. The proposal includes a 5% uprating to charges and a 13% uprating to hot meals (£1.94 to £2.19). It also includes the introduction of a new charge for new HSCP keysafe purchase and installation service (£100). This service was previously chargeable through a commissioned service and has been brought in house. Updates have been made to the costings for the transition from analogue to digital telecare, the differential between the anticipated costs and actual costs has not been as high as originally anticipated. Community Alarm unit cost will be at the same level for everyone transitioning to digital telecare for 2025/26 at £4.15. There is potential for these increases to have a socio economic impact for those experiencing poverty. This may result in service users self-excluding from services, due to the cost. Steps will be taken to mitigate the impact of the increase through the financial assessment. The financial assessment aims to ensure income maximisation has taken place by ensuring that service users are in receipt of

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
				all social security benefits to which they are entitled and reflects on the service users ability to pay. It also, acknowledges that there may be circumstances where it is appropriate to consider the waiving or abatement of charges in cases of hardship, exceptional need or other exceptional circumstance. Existing service users can request financial reassessment at any time and this is highlighted to them to get in touch if their circumstances change or if they are struggling to pay. This reminder will be included in annual uprating letters. Assessment is based on all charges from non-residential social care to consider impact on individual service users. Exemptions and mitigations: • Exclusion of Infected Blood Compensation Payments from the financial assessment • Personal Care is free • No charge for residential respite accesses in line with carers assessment • Everyone is income maximised by welfare rights • No charge for services assessed for but not used • Charges can be abated/waived in cases of hardship/exceptional need/exceptional

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
				circumstances • First four weeks of care for people are free upon hospital discharge • Homeless service users are exempt from charging for two years • Services for children (under 19) are exempt from charging • Services for carers are not chargeable • People with a mental illness who are subject to a compulsion order, compulsory treatment order or compulsion order and a restriction order are exempt from charging • Criminal justice social work services are not chargeable • Service users who are terminally ill, evidenced through a DS, SR or BASRiS are not charged • Minimum income thresholds in line with COSLA guidance • 25% buffer is applied • 75% taper is applied to reduce the income which is taken into account • Income to the value of disability related expenditure is disregarded • Financial reassessment is available at any time on request • Assessable income is net of housing and council tax costs • Income from benefits on behalf of a dependent child is disregarded • Kinship care payments are disregarded

Protected Characteristic	Specific Characteristics	Positive Impact (it could benefit an equality group)	Negative Impact – (it could disadvantage an equality group)	Socio Economic / Human Rights Impacts
				• ILF payments are disregarded • Capital of £6,000 and £10,000 is disregarded for people under 60 The format of the Charging Policy has been fully revised to meet easy read standards. There will be improvements in finding the document in online searches. Those digitally excluded will be supported to access the information through current business as usual arrangements

For reasons of brevity race is not an exhaustive list, and therefore please feel free to augment the list above where appropriate; to reflect the complexity of other racial identities.

** There are too many faith groups to provide a list, therefore, please input the faith group e.g. Muslims, Buddhists, Jews, Christians, Hindus, etc. Consider the different faith groups individually when considering positive or negative impacts. A list of religions used in the census is available [here](#).

Summary of Protected Characteristics Most Impacted

The proposal includes a 5% uprating to charges and a 13% uprating to hot meals (£1.94 to £2.19). It also includes the introduction of a new charge for new HSCP keysafe purchase and installation service (£100). This service was previously chargeable through a commissioned service and has been brought in house. Updates have been made to the costings for the transition from analogue to digital telecare, the differential between the anticipated costs and actual costs has not been as high as originally anticipated. Community Alarm unit cost will be at the same level for everyone transitioning to digital telecare for 2025/26 at £4.15. There is potential for these increases to have a socio economic impact for those experiencing poverty. This may result in service users self-excluding from services, due to the cost. Due to the nature of the services provided, this increase is most likely to have an impact on older and disabled people. The Council recognises that those with disabilities, women and minority ethnic groups are most likely to be living in poverty in Glasgow.

A financial assessment is undertaken prior to implementing the charge to ensure that it is based on the ability of a person to pay. It is also recognised that those with disabilities experience a higher cost of living, and to ensure that all disability related expenditure is fully considered, financial assessments capture this information from the outset.

A number of mitigations and exemptions are in place for all service users, as outlined in the assessment, including specific mitigations relating to sex, disability and age.

Exemptions and mitigations:

- Exclusion of Infected Blood Compensation Payments from the financial assessment
- Personal Care is free
- No charge for residential respite accesses in line with carers assessment
- Everyone is income maximised by welfare rights
- No charge for services assessed for but not used
- Charges can be abated/waived in cases of hardship/exceptional need/exceptional circumstances
- First four weeks of care for people over 65 are free upon hospital discharge
- Homeless service users are exempt from charging for two years
- Services for children (under 19) are exempt from charging
- Services for carers are not chargeable
- People with a mental illness who are subject to a compulsion order, compulsory treatment order or compulsion order and a restriction order are exempt from charging
- Criminal justice social work services are not chargeable
- Service users who are terminally ill, evidenced through a DS, SR or BASRiS are not charged

- Minimum income thresholds in line with COSLA guidance
- 25% buffer is applied
- 75% taper is applied to reduce the income which is taken into account
- Income to the value of disability related expenditure is disregarded
- Financial reassessment is available at any time on request
- Assessable income is net of housing and council tax costs
- Income from benefits on behalf of a dependent child is disregarded
- Kinship care payments are disregarded

The format of the Charging Policy has been fully revised to meet easy read standards. There will be improvements in finding the document in online searches. Those digitally excluded will be supported to access the information through current business as usual arrangements

Summary of Socio Economic Impacts

The proposal includes a 5% uprating to charges and a 13% uprating to hot meals (£1.94 to £2.19). It also includes the introduction of a new charge for new HSCP keysafe purchase and installation service (£100). This service was previously chargeable through a commissioned service and has been brought in house. Updates have been made to the costings for the transition from analogue to digital telecare, the differential between the anticipated costs and actual costs has not been as high as originally anticipated. Community Alarm unit cost will be at the same level for everyone transitioning to digital telecare for 2025/26 at £4.15. There is potential for these increases to have a socio economic impact for those experiencing poverty. This may result in service users self-excluding from services, due to the cost. Due to the nature of the services provided, this increase is most likely to have an impact on older and disabled people. The Council recognises that those with disabilities, women and minority ethnic groups are most likely to be living in poverty in Glasgow.

A financial assessment is undertaken prior to implementing the charge to ensure that it is based on the ability of a person to pay. It is also recognised that those with disabilities experience a higher cost of living, and to ensure that all disability related expenditure is fully considered, financial assessments capture this information from the outset.

A number of mitigations and exemptions are in place for all service users, to mitigate socio economic impact. There is also specific consideration of cumulative impact, in particular related to sex, disability and age.

Exemptions and mitigations:

- Exclusion of Infected Blood Compensation Payments from the financial assessment
- Personal Care is free
- No charge for residential respite accesses in line with carers assessment
- Everyone is income maximised by welfare rights
- No charge for services assessed for but not used
- Charges can be abated/waived in cases of hardship/exceptional need/exceptional circumstances
- First four weeks of care for people over 65 are free upon hospital discharge
- Homeless service users are exempt from charging for two years
- Services for children (under 19) are exempt from charging
- Services for carers are not chargeable
- People with a mental illness who are subject to a compulsion order, compulsory treatment order or compulsion order and a restriction order are exempt from charging
- Criminal justice social work services are not chargeable
- Service users who are terminally ill, evidenced through a DS, SR or BASRiS are not charged
- Minimum income thresholds in line with COSLA guidance
- 25% buffer is applied
- 75% taper is applied to reduce the income which is taken into account
- Income to the value of disability related expenditure is disregarded
- Financial reassessment is available at any time on request
- Assessable income is net of housing and council tax costs
- Income from benefits on behalf of a dependent child is disregarded
- Kinship care payments are disregarded

Existing service users can request financial reassessment at any time and this is highlighted to them to get in touch if their circumstances change or if they are struggling to pay. This reminder will be included in annual uprating letters.

The format of the Charging Policy has been fully revised to meet easy read standards. There will be improvements in finding the document in online searches. Those digitally excluded will be supported to access the information through current business as usual arrangements

Summary of Human Rights Impacts

The Council recognises that those with disabilities, women and minority ethnic groups are most likely to be living in poverty in Glasgow. A financial assessment is undertaken prior to implementing the charge to ensure that it is based on the ability of a person to pay. It is also recognised that those with disabilities experience a higher cost of living, and to ensure that all disability related expenditure is fully considered, financial assessment will now capture this information from the outset.

4. OUTCOMES, ACTION & PUBLIC REPORTING

Outcome	Yes /No Or / Not At This Stage
Was a significant level of negative impact arising from the project, policy or strategy identified?	No
Does the project, policy or strategy require to be amended to have a positive impact?	No
Does a further Impact Assessment need to be undertaken?	Not at this time.

Actions: Next Steps		
Further Action Required/ Action To Be Undertaken	Lead Officer and/or Lead Strategic Group	Timescale for Resolution of Negative Impact (s) / Delivery of Positive Impact (s)
Non-Residential Charging Policy has been updated to include wording of exemption for people with a Exclusion of Infected Blood Compensation Payments from the financial assessment.	Jenniffer McCourt	01 April 2025
New Easy Read Version Published	Jenniffer McCourt	01 April 2025
Further work will be undertaking with Communications Team to ensure better visibility of the policy on the HSCP Website	Jenniffer McCourt	01 October 2025

Public Reporting

All completed EQIA are required to be publically available on the [Council EQIA Webpage](#) once they have been signed off by the relevant manager, and/

5. MONITORING OUTCOMES, EVALUATION & REVIEW

The Equalities Impact Assessment (EQIA) is not an end in itself but the start of a continuous monitoring and review process. The relevant Strategic, Policy, or Operational Group responsible for the delivery of the Policy, Project, Service Reform or Budget Option, is also responsible for monitoring and reviewing the EQIA Screening and any actions that may have been take to mitigate impacts.

Individual services are responsible for conducting the impact assessment for their area, staff from **Corporate Strategic Policy and Planning** will be available to provide support and guidance.

Legislation

Equality Act (2010) - the Equality Act 2010 (Specific Duties) Scotland Regulations 2012

The 2010 Act consolidated previous equalities legislation to protect people from discrimination on grounds of:

- race
- sex
- being a transsexual person (transsexuality is where someone has changed, is changing or has proposed changing their sex – called ‘gender reassignment’ in law)
- sexual orientation (whether being lesbian, gay, bisexual or heterosexual)
- disability (or because of something connected with their disability)
- religion or belief
- having just had a baby or being pregnant
- being married or in a civil partnership, and
- age.

Further information: [Equality Act Guidance](#)

As noted the Equality Act 2010 simplifies the current laws and puts them all together in one piece of legislation. In addition the **Specific Duties (Scotland Regulations 2012)** require local authorities to do the following to enable better performance of the general equality duty:

- report progress on mainstreaming the general equality duty
- publish equality outcomes and report progress in meeting those
- impact assess new or revised policies and practices as well as making arrangements to review existing policies and practices
- gather, use and publish employee information
- publish gender pay gap information and an equal pay statement
- consider adding equality award criteria and contract conditions in public procurement exercises.

Further information: [Understanding Scottish Specific Public Sector Equality Duties](#)

Fairer Scotland Duty

Authorities should also consider Socio-Economic Impacts where appropriate. Further information: [Fairer Scotland Duty Interim Guidance](#)

Enforcement

Judicial review of an authority can be taken by any person, including the Equality and Human Rights Commission (EHRC) or a group of people, with an interest, in respect of alleged failure to comply with the general equality duty. Only the EHRC can enforce the specific duties. A failure to comply with the specific duties may however be used as evidence of a failure to comply with the general duty.