

Equality Impact Assessment

Changes to Services – Community Impact

To identify whether a service change will impact on all sections of the local community equally and agree what action can be taken to better understand the impact and to reduce any inequalities.

About the Service

Name of Service	Support To Live at Home
Purpose of Service	<p>The purpose of this Equality Impact assessment (EIA) is to identify and highlight the possible affects for all service users who receive support to live at home. It will outline the potential impacts the new contract model may have on all service users who directly receive support, service users/individuals or indirectly, carers/families. Where impacts are identified this EIA will propose ways of mitigating them.</p> <p>Support to live at home services is available to enable individuals with health and social care needs to continue to live independently in their own homes. The services are for all vulnerable adults including older people, people with a learning disability, people with sensory or physical disability and also mental health. Service can include personal care and non-personal care.</p> <p>Providing support to live at home services to vulnerable adults in Barnsley is a statutory obligation of the Council and due to the value and complexity of the service delivered by external home based care providers these are strategic and critical services.</p> <p>The current Contract will expire 31st March 2016. Adults Joint Commissioning identified a need to replace existing contractual agreement and replace with a new service delivery model.</p>
Type of Activity	<p>Service change / review</p> <p><input type="checkbox"/> New strategy / strategy review</p> <p><input type="checkbox"/> Project</p>

Other:

Activity period (start/end)	May 2015-March 2016
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If review / change . . .	
Summary of previous EIA for same or related service area?	N/A
What have stakeholders told you about equality impact of the service area?	N/A
What evidence is available about equality impact of the service area and what does it tell you?	N/A

Service Outcomes

What outcomes will the activity deliver?	<p>In preparations for the re-tender of support to live at home services consultation is ongoing with service users' providers and staff from health and social care. The future service delivery aim is to ensure that the services provided are able to meet the needs of service users and contractual arrangements identify how the independent sector providers and the Council aimed to achieve this.</p> <p>The re-tender for Support to live at home seeks to achieve the following outcomes:</p> <ul style="list-style-type: none"> • To provide service users and their families with a wider range of support that can flex to meet their needs without having to change providers • To build more resilience in to the health and social care system – targeting resources where they are most needed and up skilling the workforce • To provide better value for money by optimising the use of brokerage • To encourage innovation, working with providers and service users to find solutions to existing and future challenges.
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How will these outcomes be monitored?	<p>Contract monitoring</p> <p>Questionnaires</p> <p>Service user reviews</p> <p>Data from performance activity</p> <p>Complaints and Complements</p> <p>CQC inspections</p>
How will these outcomes be equality monitored?	<p>Contract monitoring</p> <p>Safeguarding referrals/alerts</p> <p>Questionnaires</p> <p>Service user reviews</p> <p>Data from performance activity</p> <p>Complaints and Complements</p>

How will the activity help the Council achieve its equality and diversity priorities?
<p><input type="checkbox"/> Equality Priority 1 - An Accessible and Inclusive Town Centre We want a Barnsley which is welcoming to all – shoppers, visitors, workers. For an inclusive, friendly and welcoming town centre, where everyone can visit, free from any barriers.</p> <p><input type="checkbox"/> Equality Priority 2 - Minimising the Impact of Welfare Reform To help local people most affected by welfare reform (disabled people, older people, children and families) to ensure their income is maximised and their rights protected.</p> <p><input checked="" type="checkbox"/> Equality Priority 3 - Increasing job opportunities To make sure our efforts to improve job opportunities, business start ups and the skills of local people reach all sections of the local community.</p> <p><input type="checkbox"/> Equality Priority 4 - Accessible Housing Information To provide information about accessible housing options available in all sectors including private home-owning and private rented to give disabled people and families greater choice.</p> <p><input checked="" type="checkbox"/> Equality Priority 5 - Resilient and supportive communities To support the development of more resilient and supportive communities through effective community development, cohesion and social inclusion.</p> <p><input type="checkbox"/> Equality Priority 6 - Establish Equality Forums and Councils To develop Equality Councils to actively support the local community to have a voice on equality issues and influence decision-making.</p> <p><input checked="" type="checkbox"/> Equality Priority 7 - Accessible Services for Disabled people To improve access to mainstream services for Disabled people with communication needs.</p> <p><input type="checkbox"/> Equality Priority 8 - Challenging Harassment and Hate Crimes To challenge targeted harassment and hate crimes with particular emphasis on disability and homophobic hate crime as well as hate crime against Gypsies and Travellers.</p> <p><input type="checkbox"/> Equality Priority 9 - Workforce Diversity To improve the Council's workforce diversity (to "Close the Gap") by employing more</p>

disabled people and BME people, and more men and women in non-stereotypical occupations.

Equality Priority 10 - Understanding our Changing Communities
 Improve our understanding of changing inequality and diversity in Barnsley and the implications this has for our services.

Equality Priority 11 - Reducing Health Inequalities
 To improve the health of those sections of the local community who face the greatest health inequalities

Equality Priority 12 - Educational Attainment
 To narrow any gaps in achievement between children from minority and underprivileged groups and their peers.

Details:

Equality Impact

Will the service **be used / applied for equally** (ie used in proportion to the need for / relevance of the service) by the following groups? * = potential inequality

<input checked="" type="checkbox"/> Male	<input checked="" type="checkbox"/> Female	<input type="checkbox"/> Disabled	<input type="checkbox"/> BME	<input checked="" type="checkbox"/> LGB	<input checked="" type="checkbox"/> Trans	<input checked="" type="checkbox"/> >55 yrs	<input checked="" type="checkbox"/> <25 yrs
<input checked="" type="checkbox"/> Carers	<input checked="" type="checkbox"/> P/T	<input checked="" type="checkbox"/> Faith	<input type="checkbox"/> Other:				

Details:

- This service specification covers all vulnerable adults so as an equal opportunity for service users and carers to access services that it will deliver.
- The specification and tender process will evidence the provider’s ability to meet a wide range of needs.
- Specification and tender processes needs to ensure that it has consideration for service users and carers who present themselves with needs and who are Lesbian, gay or bi-sexual.
- The values and standards that the specification demand of the provider is to ensure that people who have sought gender re-assignment have a personalised and compassionate level of support delivered that reflects their needs and preferences.
- The provide will have to provide policies and procedures in terms of equal opportunities and equality and diversity for staff and service users, carers and families.
- In the case of Part time workers this would have a positive impact in recommending that employers offer part-time work on contract. (Typically zero hour contracts are the norm for support to live at home services– with the introduction of the Unison Ethnic Care

Charter and the Councils comment to undertake these recommendations in giving employees contracted hours this will change).

Will the service have **equal outcomes** (ie fair decision-making, implementation, etc) for the following groups? * = **potential inequality**

<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Male	Female	Disabled	BME	LGB	Trans	>55 yrs	<25 yrs
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
Carers	P/T	Faith	Other:				

Details:	<ul style="list-style-type: none"> Many of the people currently in receipt of home care services provided by the current arrangements are older people. The Council acknowledges that in some circumstances older people will have greater difficulties coping with a change of service provider. The standards in the service specification seek to improve the level of individual choice and an outcome focused approach. The values and standards that the specification sets out ensures that the provider considers peoples gender within the support planning the provider completes with the service user and that is conducted in a personalised way that reflects their need and preferences.
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Will the service be **accessible** (as easy to find out about, understand and apply for) for the following groups? * = **potential inequality**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Male	Female	Disabled	BME	LGB	Trans	>55 yrs	<25 yrs
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Carers	P/T	Faith	Other:				

Details:	<p>The change in the way assessments and services are accessed within the Council have a positive impact on prevention. However any individual deemed eligible by the National Eligibility Criteria will continue to receive care and support funded services.</p> <p>The enhanced service specification will have a greater emphasis on providing accessible personalised information and what support will be provided to and for the individual.</p> <p>The way services have been reconfigured will have a positive impact on the accessibility of social care services and the information provided.</p>
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Equality Impact (continued)

For each of the following groups what is the degree of equality impact likely to be.				
	High	Medium	Low	None
Male	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Female	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disabled	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
BME	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
LGB	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Trans	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
>55 yrs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<25 yrs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Carers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Part-time	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Faith	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Summary of equality impact (to be included in cabinet report):	
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Next Steps

To improve our knowledge about the equality impact we HAVE:

Action	Lead Officer	Completion date
Consulted with service users and carers	Susan Sumpner	30/10/15
Consulted with colleges from Health and Social Care	Louise Clarke	
Consultation with current providers		
Gathered evidence from the Strategic needs assessment	Alison Rumbol Kate Anderson-Bratt	15/10/15
Set standard requirements that are outlined in service specification and terms and conditions.	Alison Rumbol Kate Anderson-Bratt	15/10/15
National Minimum standards for Support to live at home services (Domiciliary Care)	Kate Anderson-Bratt	30/10/2015

To improve our knowledge about the equality impact we WILL:

Action	Lead Officer	Completion date
Continue to consult with service users, carers, colleagues and providers throughout the life span of the contract.	Alison Rumbol Kate Anderson-Bratt	Ongoing - lifespan of contract
Undertake a evaluation of the service	Kate Anderson-Bratt	April 2017
Contract compliance meetings which will include data requirements of providers to record ethnicity, religion etc. Stipulate Quality standards that are described in the service specification of what we would expect providers to adhere to.	Kate Anderson -Bratt	June 2016 – ongoing throughout lifespan of contract

To improve or mitigate the equality impact we HAVE:

Action	Lead Officer	Completion date
We have undertaken changes to Contractual arrangements and changes in contract monitoring that have aimed to prevent an adverse impact or discrimination	Kate Anderson-Bratt	October 2015

of all service users when in receipt of support to live at home services.		
Developed and Implemented a Consultation plan	Sue Sumpner Louise Clarke	October 2015

To improve or mitigate the equality impact we WILL:

Action	Lead Officer	Completion date
Ensure we review the service and include any actions that need to be implemented to improve any inequalities that have been identified	Kate Anderson-Bratt	Ongoing – Lifespan of contract
Obtain feedback from service users and/or carers		
Implement provider Performance monitoring forms		
Investigate any complaints		
Through external inspection reports from CQC		

To publish and report on the outcomes of the impact assessment we WILL

Action	Lead Officer	Completion date
Summarise equality impact and next steps in cabinet report, and reference EIA as background paper.	Alison Rumbol	November 2015

Summary of next steps (to be included in cabinet report):

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