

# Equality Impact Assessment



## TEMPLATE

The Service	Describe the service responsible for the activity you are equality impact assessing	
Name of service responsible for activity	Directorate	Lead Officer
Commissioning, Governance & Partnerships Service (Business Unit 1)	People Directorate, Barnsley MBC	Richard Lynch (Head of Commissioning, Governance & Partnerships)

The Activity	Describe the activity you are equality impact assessing		
Name of activity	Type of activity	Period of activity	Date of next review
Barnsley Health & Wellbeing Strategy (2016-20)	Please see below	2016-2020	1 <sup>st</sup> November 2017
Purpose/objectives of activity:		How is the activity / service evaluated against these objectives or purpose?	
Refreshed Borough Strategy for improving the health & wellbeing of local individuals & communities & to reduce any inequalities in health between (a) people & communities living in different parts of the Borough & (b) people & communities in Barnsley compared to other areas in the country.		Performance against local targets & indicators will be monitored on a regular basis & any remedial action instigated by the Strategic Services Leadership Group of the Barnsley Health & Wellbeing Board	

Process Checklist		How will the EIA be carried out?	
Stage 0 - Planning and accountability		How will this be done / was this done?	When completed
✓	EIA identified in service plan / work plan	The EIA forms part of the formulation of the refreshed Strategy as indicated in the current Business Plan for the Education, Early Start & Prevention Service (Business Unit 1)	July 2016
Stage 1 - Process and Prioritising		How will this be done / was this done?	When completed
✓	Identify stakeholders / partners	Identified, during the consultation phase on the draft, refreshed Strategy	By 31 <sup>st</sup> October 2016
✓	Identify and gather evidence / data	Such evidence has included needs assessments, notably the Borough Joint Strategic Needs Assessment (JSNA)	Period of current JSNA is 2013-16. Updated JSNA nearing completion & to be reported to SMT, Cabinet & Health & Wellbeing Board by Dec 2016.
✓	Agree process for completing EIA	Agreed	5 <sup>th</sup> September 2016
✓	Assess extent to which meets Public Sector Equality Duty	Draft Strategy formulated having due regard to the need to promote equality & prevent unlawful discrimination. Relevant evidence, including needs assessments help identify the specific health & wellbeing needs or life expectancy of protected groups & where required, resources will be targeted & early help provided to close any gap in the inequality in health.	2016-20
✓	Prioritise EIA - review process.	Prioritised as a key element in the review & development of the Strategy during 2016-20.	5 <sup>th</sup> September 2016

Stage 2 - Assessment		How will this be done / was this done?	When completed
✓	Look at evidence / data	Both the current & forthcoming JSNA, together with the Director of Public Health's Annual Report are among the evidence & data to be used in analysing needs & service commissioning/planning.	Ongoing
✓	Consult with stakeholders	Consultations have taken place with partner organisations on the Health & Wellbeing Board, including Barnsley Healthwatch, together with community representatives. This included a consultation event to consider the Barnsley Plan & draft refreshed Health & Wellbeing Strategy, on 21 <sup>st</sup> June 2016.	Ongoing
✓	Consult with equality target groups	The Borough's 4 Equality Forums are to be consulted at the Barnsley 'Reach' Health & Equality event, being held on 15 <sup>th</sup> October 2016.	Ongoing
✓	Assess impact	The experience & concerns of stakeholders will be addressed via the assessment & any specific needs will be met via a combination of focusing on prevention, early help & where required, targeted support & provision.	Ongoing
Stage 3 - Action Planning		How will this be done / was this done?	When completed
✓	Identify and plan improvements to policy or service	This will form part of the monitoring & review of the Strategy & its impact in (a) improving the health & wellbeing of diverse groups & communities & (b) closing the gap in health inequality	Ongoing
✓	Plan collection of better evidence / data	To be achieved through the JSNA. This is to be updated, thereby improving data quality.	Ongoing
✓	Identify review date for EIA	EIA to be reviewed in 2017.	By 1 <sup>st</sup> November 2017.
✓	Summarise key outcomes	The key outcomes of the Strategy will be to strengthen integrated place based partnership working towards ensuring the following:	

		<ul style="list-style-type: none"> <li>• Children get off to a healthy start &amp; remain healthy.</li> <li>• People live healthier, happier &amp; longer lives.</li> <li>• People enjoy improved mental health &amp; wellbeing.</li> <li>• More people are able to be included in the economic &amp; social prosperity of the Borough.</li> <li>• People live in strong, resilient families &amp; communities</li> </ul>	
✓	Publish key outcomes - to stakeholders and on internet	To be published as part of the Strategy later this year. To outline progress in delivery, the Health & Wellbeing Board will invite all partners to contribute to a joint annual report. This report will, also, be made publicly available.	November 2016
✓	Feed key outcomes into service delivery planning / workplanning	Formulation, development & review of the Strategy noted in the Business Plan, Risk Register & 6 monthly review of the Health & Wellbeing Board's Performance 'Dashboard'.	Ongoing

## Stage 1 : Process and Prioritising

<b>The Stakeholders</b>		Who needs to be involved in assessing the impact?	
Internal stakeholders (staff, services, project groups)	Customers or service users	Wider public or community groups	Partners and providers (public, voluntary, others)
Barnsley Health & Wellbeing Board; Strategic Services Leadership Group of the Board; Council Senior Management Team & Cabinet	Via Barnsley Healthwatch, Barnsley Service Users & Carers Board; Patients Council	Via Area Councils, Ward Alliances & Neighbourhood Networks	Via Voluntary Action Barnsley & Provider Forum

<b>EIA History</b>		Previous EIA's associated with the service area.	
Has there been a previous EIA relating to the service area?		If yes - what were the main findings / outcomes of the EIA?	
No. This is the first EIA to be undertaken of the Borough's Health & Wellbeing Strategy.		-	

<b>Evidence and Data</b>				What evidence and data do you have that could help you in your assessment?			
Service/performance data (service take-up, customer feedback, surveys, etc)		Research (demographics, assessments of needs, research reports etc)		Engagement (customer / service users, staff, partners, stakeholders)		Other (benchmarking with other LA's, staff knowledge/experience)	
Notable examples include the Barnsley Joint Strategic Needs Assessment (2013) (NB: JSNA (2016) is to be published soon) & the Director of Public Health's Annual Report, incorporating the outcomes of observatory related work.		Barnsley JSNA		Outcomes of consultations & direct feedback on their experience from service users & groups, including Barnsley 'Reach' & the other equality forums.		To be considered as part of the further review & development of the Strategy.	

<b>Equality Act 2010</b>	Assess the extent to which you consider the service area / contract meets the three aims of the public sector equality duty.		
Does the service unlawfully discriminate, harass or victimise on grounds of the protected characteristics?	Does the service advance equality of opportunity?	Does the service help to foster good relations?	
<input checked="" type="checkbox"/> No <input type="checkbox"/> More investigation needed <input type="checkbox"/> Specific concern identified	<input type="checkbox"/> Not relevant <input type="checkbox"/> Yes - but could do more <input checked="" type="checkbox"/> Yes - fully	<input type="checkbox"/> Not relevant <input type="checkbox"/> Yes - but could do more <input checked="" type="checkbox"/> Yes - fully	
<b>If in doubt about the extent to which the policy meets the aims of the Act seek advice from the Equality and Diversity Manager.</b>			

<b>Prioritising</b>	To determine the priority of the activity score it against the following five factors.			
Number of customers affected	Degree of impact on customers' health and well-being	Type of customers affected	Impact on wider community	Employees affected
<input type="checkbox"/> High	<input type="checkbox"/> High	<input type="checkbox"/> High	<input type="checkbox"/> High	<input type="checkbox"/> High
<input type="checkbox"/> Medium	<input checked="" type="checkbox"/> Medium	<input type="checkbox"/> Medium	<input checked="" type="checkbox"/> Medium	<input type="checkbox"/> Medium
<input checked="" type="checkbox"/> Low	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> Low	<input type="checkbox"/> Low	<input checked="" type="checkbox"/> Low
<input type="checkbox"/> None	<input type="checkbox"/> None	<input type="checkbox"/> None	<input type="checkbox"/> None	<input type="checkbox"/> None
<b>Overall Priority</b>	<input type="checkbox"/> High	<input checked="" type="checkbox"/> Medium	<input type="checkbox"/> Low	<input type="checkbox"/> None

## Stage 2 : Assessment

Service Need and Take-up								
Service Need								
Do all equality groups have equal need for the service or are some groups less in need?			What information/evidence do you have about needs for the service?			What action could you take to improve your knowledge about the needs of different sections of the community?		
The Strategy aims to encourage & motivate everyone in Barnsley to consider & take at least one step towards improving their overall health & wellbeing			The Strategy has been developed based primarily on the Borough JSNA (2013) which is currently being updated & which, as a result, will improve the quality of data informing the Strategy.			The JSNA will include data & insight into the health & wellbeing needs of all categories of people living & working in Barnsley.		
Service Take-Up								
Do all equality groups who use the service do so in fair proportion to their need?			What information do you have service take-up?			What action could you take to improve your knowledge about the take-up of the service by different groups?		
Currently, feedback suggests this to be the case. However, information will need to be refined to assess the impact of newly arrived asylum seekers, together with accompanied & unaccompanied asylum seeking children on tolerance levels concerning health, social care & wellbeing services.			Barnsley JSNA			To be considered as part of the monitoring of the impact of the Strategy & review.		
Please indicate if any people with the following protected characteristics may not be using the service in the numbers you would expect if all groups were being served equally?								
Age	Sex	Disability	Gender re-assignment	Pregnancy / Maternity	Race	Religion / belief	Sexual Orientation	Other
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
None, anticipated.								

What action could you take to improve the equal take-up of the service?

None, anticipated.

## Service Effect and Quality

How do you measure the quality / effect of the service or policy?

<b>For example:</b>	Waiting times	Application success rates	Quantity of service provided
	Complaints and compliments	Those who benefit directly / indirectly	

Progress against the key objectives & strategic priorities of the refreshed Strategy will be evaluated through regular review of the Health & Wellbeing Board's Performance 'Dashboard'. This will include consideration, for example, of the number of children & adults who are able to access services, such as mental health, together with the number of people admitted to hospital for falls, as part of seeing if the promotion of prevention, personalisation and the introduction of new technology is reducing dependence on services, that are facing serious financial challenges.

### Service Effect or Quality

Do all equality groups who are affected by the service experience an equal quality or effect?	What information do you have about the quality or effect of the service on people from different groups?	What action could you take to improve your knowledge about the needs of different sections of the community?
It is the intention of the Strategy to ensure that the benefits of improved, integrated health & social care provision in Barnsley will apply to all groups	Feedback yielded through recent consultation activity. Director of Public Health's Annual Report. Analysis of complaints, compliments & suggestions.	To be considered as part of monitoring & review activity.

Please indicate if any people with the following protected characteristics may not be receiving an equal effect or quality?

Age	Sex	Disability	Gender re-assignment	Pregnancy / Maternity	Race	Religion / belief	Sexual Orientation	Other
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	

None anticipated.



**What action could you take to improve the equal quality /effect of the service?**

We are awaiting details of the recently announced Equality Audit of Public Services, announced by the Prime Minister’s Office following the inaugural meeting of the Social Reform Cabinet to see how this is to be managed, locally.

**Customer Satisfaction**

**How do you monitor or measure customer satisfaction?**

This includes analysis of complaints, compliments & suggestions, together with customer satisfaction activity undertaken by individual partner organisations & services forming part of the Health & Wellbeing Board.

**Customer satisfaction**

Are customers from all equality groups equally satisfied?	What information do you have about the satisfaction of customers from different groups?	What action could you take to improve your knowledge about satisfaction of customers from different groups?
This will be the subject of ongoing monitoring & review of the impact of the Strategy.	Complaints, compliments & suggestions, together with customer satisfaction activity & response to consultations, including, for example, early years services & home to school transport.	To be considered as part of the regular monitoring & review of the impact of the Strategy.

**Please indicate if any customers with the following protected characteristics may not be equally satisfied?**

Age	Sex	Disability	Gender re-assignment	Pregnancy / Maternity	Race	Religion / belief	Sexual Orientation	Other
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**What action could you take to improve the equality of customer satisfaction?**

We are awaiting details of the recently announced Equality Audit of Public Services, announced by the Prime Minister’s Office following the inaugural meeting of the Social Reform Cabinet to see how this is to be managed, locally.

## Customer Access

### Are all potential customers equally aware that the service exists and how to enquire about it further?

What information do you have about this?	Are some groups less likely to be aware?	How could service awareness be improved?	What could you do to improve your knowledge?
Recent consultations with stakeholders, including Barnsley Healthwatch & the Borough's equality groups will have raised awareness of the purpose of this Strategy & the benefits to be accrued	Possibly, new arrivals, in particular asylum seeking families or individuals	To be considered in the JSNA process & as part of the ongoing monitoring & review of the impact of the Strategy.	To be considered in the JSNA process & as part of the ongoing monitoring & review of the impact of the Strategy.

### Are all customers able to find out about the service and apply equally?

What information do you have about this?	Do some groups face barriers?	How could this be improved?	What could you do to improve your knowledge about this?
Recent consultations with stakeholders, including Barnsley Healthwatch & the Borough's equality groups will have raised awareness of the purpose of this Strategy & the benefits to be accrued	Possibly, new arrivals, in particular asylum seeking families or individuals	To be considered in the JSNA process & as part of the ongoing monitoring & review of the impact of the Strategy.	To be considered in the JSNA process & as part of the ongoing monitoring & review of the impact of the Strategy.

### Are all customers able to use the service equally and fairly?

What information do you have about this?	Do some groups face barriers?	How could this be improved?	What could you do to improve your knowledge about this?
Published equality priorities of partner organisations & services & monitoring of compliance.	Typically, this should not be the case, but the emergence of any barriers such as those affecting access to services will be considered & remedial action taken	To be considered in the JSNA process as part of the ongoing monitoring & review of the impact of the Strategy.	To be considered in the JSNA process & as part of the ongoing monitoring & review of the impact of the Strategy.

Please indicate if any customers with the following protected characteristics may not be able to access the service equally?								
Age	Sex	Disability	Gender re-assignment	Pregnancy / Maternity	Race	Religion / belief	Sexual Orientation	Other
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
None, anticipated								

## Stage 3 : Action Planning

To improve our <b>knowledge</b> about the impact of the service we <b>have</b> :				
Action	Lead	Completion date	Review date	Priority (H/M/L)
Undertaken consultation activity with stakeholders, including equality forums, on how the health & wellbeing needs of those people they represent, can be met	Karen Sadler (Health & Wellbeing Board Manager)	31 <sup>st</sup> October 2016	1 <sup>st</sup> November 2017	High
Considered evidence based best practice, based upon the health & wellbeing strategies of areas with similar demographics & metrics.	Karen Sadler (Health & Wellbeing Board Manager)	31 <sup>st</sup> August 2016	1 <sup>st</sup> Noember 2017	Medium
Developed the Health & Wellbeing Strategy in cognisance of other Borough wide policies, plans & strategies of relevance to tackling the wider determinants of poor health & wellbeing, including community safety, housing, welfare reform & child poverty.	Karen Sadler (Health & Wellbeing Board Manager)	31 <sup>st</sup> August 2016	1 <sup>st</sup> November 2017	Medium
To improve our <b>knowledge</b> about the impact of the service we <b>will</b> :				
Action	Lead	Completion date	Review date	Priority (H/M/L)

Continue to maintain a dialogue with stakeholders on how the Strategy can ensure integrated health & social care services can best meet the health & wellbeing needs of all our communities.	Karen Sadler (Health & Wellbeing Board Manager)		1 <sup>st</sup> November 2017	Medium
Monitor & review the impact of the Strategy & benchmark progress with evidence based best practice, elsewhere.	Karen Sadler (Health & Wellbeing Board Manager)		1 <sup>st</sup> November 2017	Medium

**To improve the equality *impact* of the service we *have*:**

Action	Lead	Completion date	Review date	Priority (H/M/L)
Undertaken consultation activity with stakeholders, including equality forums, on how the health & wellbeing needs of communities they represent, can be met	Karen Sadler (Health & Wellbeing Board Manager)	31 <sup>st</sup> October 2016	1 <sup>st</sup> November 2017	Medium
Considered evidence based best practice, based upon the health & wellbeing strategies of areas with similar demographics & metrics.	Karen Sadler (Health & Wellbeing Board Manager)	31 <sup>st</sup> August 2016	1 <sup>st</sup> November 2017	Medium
Developed the Health & Wellbeing Strategy in cognisance of other Borough wide policies, plans & strategies of relevance to tackling the wider determinants of poor health & wellbeing, including community safety, housing, welfare reform & child poverty.	Karen Sadler (Health & Wellbeing Board Manager)	31 <sup>st</sup> August 2016	1 <sup>st</sup> November 2017	Medium

**To improve the equality *impact* of the service we *will*:**

Action	Lead	Completion date	Review date	Priority (H/M/L)
Continue to maintain a dialogue with stakeholders on how the Strategy can ensure integrated health & social care services can best meet the health & wellbeing needs of all our communities.	Karen Sadler (Health & Wellbeing Board Manager)		1 <sup>st</sup> November 2017	Medium
Monitor & review the impact of the Strategy & benchmark progress with evidence based best practice, elsewhere	Karen Sadler (Health & Wellbeing Board Manager)		1 <sup>st</sup> November 2017	Medium

**To publish and report on the outcomes of the impact assessment we **have**:**

Action	Lead	Completion date	Review date	Priority (H/M/L)
Arranged for the draft, refreshed Health & Wellbeing Strategy, including this EIA, to be considered by the Health & Wellbeing Board, SMT & the executive boards of all partner organisations on the Board (including Cabinet)	Richard Lynch	30 <sup>th</sup> November 2016	1 <sup>st</sup> November 2017	Medium

**To publish and report on the outcomes of the impact assessment we **will**:**

Action	Lead	Completion date	Review date	Priority (H/M/L)
Following approval & adoption, an interactive version of the Strategy (including its EIA) will be published on the Web sites of partner organisations & signposted to stakeholders via schools & GP practices.	Richard Lynch	30 <sup>th</sup> November 2016	1 <sup>st</sup> November 2017	Medium