



Equality Impact Assessment (EIA) Template: Service Reviews/Service Changes

Title of spending review/service change/proposal	Spending Review Programme 4 – 2019/20 Ceasing Funding for ILS Floating Support
Name of division/service	Social Care and Education / Adults Commissioning
Name of lead officer completing this assessment	Caroline Ryan
Date EIA assessment completed	22 nd June 2018
Decision maker	City Mayor
Date decision taken	24 th May 2018

EIA sign off on completion:	Signature	Date
Lead officer		22 nd June 2018
Equalities officer	Surinder Singh	29.06.18
Divisional director		04/07/2018

Please ensure the following:

- (a) That the document is understandable to a reader who has not read any other documents, and explains (on its own) how the Public Sector Equality Duty is met. This does not need to be lengthy, but must be complete.
- (b) That available support information and data is identified and where it can be found. Also be clear about highlighting gaps in existing data or evidence that you hold, and how you have sought to address these knowledge gaps.
- (c) That the equality impacts are capable of aggregation with those of other EIAs to identify the cumulative impact of all service changes made by the council on different groups of people.

• Setting the context

Describe the proposal, the reasons it is being made, and the intended change or outcome. Will current service users' needs continue to be met?

The proposal is to cease funding for the Independent Living Floating Support service, which provides support to non-local authority tenants, who are below the threshold for Adult Social Care (ASC) statutory support. This is delivered on our behalf by an external provider (Creative Support), who is a large national provider, delivering a range of services within the City including the ILS Floating Support Service. An internal team, comprised of 5 FTE posts, determine if an individual fulfils the required criteria and if appropriate they will make a referral to Creative Support who will provide the support. It is envisaged that the Council would look to terminate the contract with Creative Support with effect from 31.3.2019, and to make the internal team redundant in line with the Council's policy.

The proposals would secure savings of £545k that will contribute to the Council's Spending Review Programme 4, which requires Adult Social Care to deliver savings of £5.5m for 2019/20.

The impact of withdrawing the service for those using it is likely to be minimal given the short-term nature of support (up to 12

weeks). It is important to note that the nature of the current service/support is such that it would have only offered a short-term intervention providing guidance and support to reduce that risk, which will no longer be available. People needing support can be directed to a range of services providing advice and guidance including the following:

- Supporting Tenants and Residents (STAR) – if the person is a local authority tenant
- Adult Social Care Enablement Service
- Homelessness – if the issue is tenancy related and someone is in danger of losing their home there are now new duties under the Homelessness Prevention Act to offer people in that situation support and advice
- Health – if any users are concerned about their health and well-being they can contact their GP who can refer to other services as appropriate

• **Equality implications/obligations**

Which aims of the Public-Sector Equality Duty (PSED) are likely be relevant to the proposal? In this question, consider both the current service and the proposed changes.

	Is this a relevant consideration? What issues could arise?
<p>Eliminate unlawful discrimination, harassment and victimisation How does the proposal/service ensure that there is no barrier or disproportionate impact for anyone with a particular protected characteristic</p>	<p>The floating support service is provided to those who have been identified as having a support need but are not eligible for Adult Social Care (ASC) Statutory services. The aim of the service is to enable people to participate fully in community life. If a person is deemed eligible for this non-statutory service they will receive an outcome focused package of support for up to 12 weeks. The intention of</p>

	<p>which will be to enable the person to deal with the immediate issue and skills to manage future situations.</p> <p>If the service is decommissioned there could be a negative impact on the following protected characteristic Age, Disability. Service users could contact Adult Social Care's Contact and Response team who manage all initial enquiries. They operate from Monday to Friday 8am to 6pm. Their telephone number is 0116 454 1004. Alternatively, the service user could contact their GP who can refer them to other provision</p>
<p>Advance equality of opportunity between different groups How does the proposal/service ensure that its intended outcomes promote equality of opportunity for users? Identify inequalities faced by those with specific protected characteristic(s).</p>	<p>If the service is decommissioned there could be a negative impact on the following protected characteristics Age, Disability. The current users will be in receipt of non-statutory support for up to 12 weeks but are not eligible for statutory services. However, at any point these users can still request a statutory assessment to confirm if they could be eligible. If eligible they could access such services as the in-house enablement service or use a direct payment to buy services that could support them. If not eligible they can be signposted to other services by contract and response.</p>
<p>Foster good relations between different groups Does the service contribute to good relations or to broader community cohesion objectives? How does it achieve this aim?</p>	<p>The proposal is to decommission the service. Existing service users, which will include those with a protected characteristic (Disability and Age) will be supported until their package of support has been completed (up to 12 weeks). The support will better enable the individual to remain living</p>

	<p>independently in the community. Service users will be provided with information on where they can seek help from if they experience issues again. This will include seeking an assessment from ASC to see if they have statutory needs and if so they will be offered a service. If they are not they will be signposted to services that can offer support, advice and information</p>
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• Who is affected?

Outline who could be affected, and how they could be affected by the proposal/service change. Include current service users and those who could benefit from but do not currently access the service.

This service is directed towards those who did not have a statutory need and it is difficult to quantify the numbers of people who could have benefitted from this service as a result. Often people can and will be diverted into other services that can offer advice and information. The demand for this service since its inception has not been as great as expected. The numbers of people using the service varies as people complete a package of support but data on the service shows the current number of users as follows:

Floating Support Performance Returns	2015-16	2016-17	2017-18
End of year performance	Q4	Q4	Q4
Total	111	38	42

The Number of service users who have open packages as at the 1st of June 2018 is 63

- Gender – female 29
- Male – 34

Ethnicity	Number			
White British	39			
White -other	2			
Any other ethnic group	2		Age	Count
Asian & White	1		18 -25	3
Asian or Asian British - Indian	13			
Asian or Asian British - other Asian origin	1		26 – 40	8
Asian or Asian British - Pakistani	2		41 - 60	38
Black or Black British - other black origin	1		61 +	14
Information not yet obtained	2		Total	63
Total	63			

• **Information used to inform the equality impact assessment**

What **data, research, or trend analysis** have you used? Describe how you have got your information and what it tells you. Are there any gaps or limitations in the information you currently hold, and how you have sought to address this, e.g. proxy data, national trends, etc.

Data on the client group is held on the ASC Case Management system (liquid logic), which provides the data outlined in 3 above along with quarterly performance monitoring returns from the provider which outlines how the service has performed.

- **Consultation**

What **consultation** have you undertaken about the proposal with current service users, potential users and other stakeholders?
What did they say about:

- What is important to them regarding the current service?
- How does (or could) the service meet their needs?
- How will they be affected by the proposal? What potential impacts did they identify because of their protected characteristic(s)?
- Did they identify any potential barriers they may face in accessing services/other opportunities that meet their needs?

There has been no consultation with the current service users. We have been guided by advice from legal services.

We have engaged with the current contracted provider of the service to advise them of this proposal. In our meetings with them, which were held during late May early June 2018, they understood the reason for the decision and indicated that operating the service, with much lower demand than had been expected, had been a financial strain for them. Consequently, they are agreeable to the termination of the contract and would possibly look to terminate the contract earlier as it is being subsidised by the wider organisation, which isn't sustainable.

• **Potential equality Impact**

Based on your understanding of the service area, any specific evidence you may have on service users and potential service users, and the findings of any consultation you have undertaken, use the table below to explain which individuals or community groups are likely to be affected by the proposal because of their protected characteristic(s). Describe what the impact is likely to be, how significant that impact is for individual or group well-being, and what mitigating actions can be taken to reduce or remove negative impacts.

Looking at potential impacts from a different perspective, this section also asks you to consider whether any other particular groups, especially vulnerable groups, are likely to be affected by the proposal. List the relevant that may be affected, along with their likely impact, potential risks and mitigating actions that would reduce or remove any negative impacts. These groups do not have to be defined by their protected characteristic(s).

Protected characteristics	Impact of proposal: Describe the likely impact of the proposal on people because of their protected characteristic and how they may be affected. Why is this protected characteristic relevant to the proposal? How does the protected characteristic determine/shape the potential impact of the proposal?	Risk of negative impact: How likely is it that people with this protected characteristic will be negatively affected? How great will that impact be on their well-being? What will determine who will be negatively affected?	Mitigating actions: For negative impacts, what mitigating actions can be taken to reduce or remove this impact? These should be included in the action plan at the end of this EIA.
Age¹	Data on the current cohort of customers (shared in section 3 above) shows that it is those	The decision to remove the funding negatively affects all age groups. It is difficult to quantify	In terms of mitigation as noted previously we would like to sign post people to other services that

¹ Age: Indicate which age group is most affected, either specify general age group - children, young people working age people or older people or specific age bands

	<p>mostly of working age (18-64) who utilise the service and are more likely to be impacted by this decision. The numbers of those affected who are older represents around a third.</p>	<p>how great that impact will be as people will be diverted / directed to other services that can offer advice and information</p>	<p>can offer advice, guidance and information such as</p> <ul style="list-style-type: none"> • Supporting Tenants and Residents (STAR) – if the person is a local authority tenant • Adult Social Care Enablement Service • Homelessness – if the issue is tenancy related and someone is in danger of losing their home there are now new duties under the Homelessness Prevention Act to offer people in that situation support and advice • Age UK – who provide a range of support to older people • Health – if any users are concerned about their health and well-being they can contact their GP who can refer to other services as appropriate
Disability²	No specific data is held for this protected characteristic, however	The decision to remove the funding negatively all customers.	In terms of mitigation as noted previously we would like to sign

² Disability: if specific impairments are affected by the proposal, specify which these are. Our standard categories are on our equality monitoring form – physical impairment, sensory impairment, mental health condition, learning disability, long standing illness or health condition.

	<p>anecdotal evidence suggests people with a low-level learning disability or mental health problem may be affected by this decision.</p>	<p>It is difficult to quantify how great that impact will be as people will be diverted / directed to other services that can offer advice and information</p>	<p>post people to other services that can offer advice, guidance and information such as:</p> <ul style="list-style-type: none"> • Supporting Tenants and Residents (STAR) – if the person is a local authority tenant • Adult Social Care Enablement Service • Homelessness – if the issue is tenancy related and someone is in danger of losing their home there are now new duties under the Homelessness Prevention Act to offer people in that situation support and advice • Health – if any users are concerned about their health and well-being they can contact their GP who can refer to other services as appropriate
<p>Gender Reassignment³</p>	<p>Data is not specifically held on this aspect for people using this service and this decision equally impacts all customers</p>	<p>N/A</p>	<p>N/A</p>

³ Gender reassignment: indicate whether the proposal has potential impact on trans men or trans women, and if so, which group is affected.

Marriage and Civil Partnership	N/A	N/A	N/A
Pregnancy and Maternity	Not applicable	N/A	N/A
Race⁴	Data on the current cohort of customers (shared in section 3 above) shows that it is those who identify as White British are more likely to be impacted by this decision	The decision to remove the funding negatively impacts all customers. It is difficult to quantify how great that impact will be as people will be diverted / directed to other services that can offer advice and information	In terms of mitigation as noted previously we would like to sign post people to other services that can offer advice, guidance and information, such as: <ul style="list-style-type: none"> • Supporting Tenants and Residents (STAR) – if the person is a local authority tenant • Adult Social Care Enablement Service • Homelessness – if the issue is tenancy related and someone is in danger of losing their home there are now new duties under the Homelessness Prevention Act to offer people in that situation support and advice
Religion or	Data is not specifically held on	N/A	N/A

⁴ Race: given the city's racial diversity it is useful that we collect information on which racial groups are affected by the proposal. Our equalities monitoring form follows ONS general census categories and uses broad categories in the first instance with the opportunity to identify more specific racial groups such as Gypsies/Travellers. Use the most relevant classification for the proposal.

Belief⁵	this aspect for people using this service and this decision equally impacts people's religion or beliefs		
Sex⁶	Data on the current cohort of customers (shared in section 3 above) is limited but marginally impacts men more than women.	The decision to remove the funding negatively impacts all customers. It is difficult to quantify how great that impact will be as people will be diverted / directed to other services that can offer advice and information	<p>In terms of mitigation as noted previously we would like to sign post people to other services that can offer advice, guidance and information such as:</p> <ul style="list-style-type: none"> • Supporting Tenants and Residents (STAR) – if the person is a local authority tenant • Adult Social Care Enablement Service • Homelessness – if the issue is tenancy related and someone is in danger of losing their home there are now new duties under the Homelessness Prevention Act to offer people in that situation support and advice

⁵ Religion or Belief: If specific religious or faith groups are affected by the proposal, our equalities monitoring form sets out categories reflective of the city's population. Given the diversity of the city there is always scope to include any group that is not listed.

⁶ Sex: Indicate whether this has potential impact on either males or females

Sexual Orientation⁷	Not known	N/A	N/A
<p>Summarise why the protected characteristics you have commented on, are relevant to the proposal? The reason for commenting on these particular characteristics is that data on the service has captured data specific to them and therefore likely to be impacted by this proposal to decommission the service.</p> <p>Summarise why the protected characteristics you have not commented on, are not relevant to the proposal? In relation to omissions for these characteristics is due to the nature of the service not specifically identifying them.</p>			

Other groups	<p>Impact of proposal: Describe the likely impact of the proposal on children in poverty or any other people who we consider to be vulnerable. List any vulnerable groups likely to be affected. Will their needs continue to be met? What issues will affect their take up of services/other opportunities that meet their needs/address inequalities they face?</p>	<p>Risk of negative impact: How likely is it that this group of people will be negatively affected? How great will that impact be on their well-being? What will determine who will be negatively affected?</p>	<p>Mitigating actions: For negative impacts, what mitigating actions can be taken to reduce or remove this impact for this vulnerable group of people? These should be included in the action plan at the end of this EIA.</p>
Children in poverty	N/A		
Other vulnerable	Data on the current cohort of	The decision to remove the	In terms of mitigation as noted

⁷ Sexual Orientation: It is important to remember when considering the potential impact of the proposal on LGBT communities, that they are each separate communities with differing needs. Lesbian, gay, bisexual and transgender people should be considered separately and not as one group. The gender reassignment category above considers the needs of trans men and trans women.

groups	customers (shared in section 3 above) doesn't capture other types of vulnerable groups but it is likely that more broadly other vulnerable people could be impacted by this decision	funding negatively all customers. It is difficult to quantify how great that impact will be as people will be diverted / directed to other services that can offer advice and information	previously we would like to sign post people to other services that can offer advice, guidance and information such as: <ul style="list-style-type: none"> • Supporting Tenants and Residents (STAR) – if the person is a local authority tenant • Adult Social Care Enablement Service • Homelessness – if the issue is tenancy related and someone is in danger of losing their home there are now new duties under the Homelessness Prevention Act to offer people in that situation support and advice • Health – if any users are concerned about their health and well-being they can contact their GP who can refer to other services as appropriate
Other (describe)			
<ul style="list-style-type: none"> • Other sources of potential negative impacts Are there any other potential negative impacts external to the service that could further disadvantage service users over the next three years that should be considered? For example, these could include: other proposed changes to council services that would affect the same group of service users; Government policies or proposed changes to current provision by public agencies (such 			

as new benefit arrangements) that would negatively affect residents; external economic impacts such as an economic downturn.

With the decreasing support available through the welfare state for people of a low income, this can result in people being pushed further into poverty and social exclusion. The impact of the roll out of Universal Credit should also be considered for low income groups as this could have adverse impacts on people already experiencing financial hardship. The problems with delayed payments could still be an issue for people who fall into these brackets, exacerbating a sense of isolation.

• **Human Rights Implications**

Are there any human rights implications which need to be considered (please see the list at the end of the template), if so please complete the Human Rights Template and list the main implications below:

N/A

• **Monitoring Impact**

You will need to ensure that monitoring systems are established to check for impact on the protected characteristics and human rights after the decision has been implemented. Describe the systems which are set up to:

- monitor impact (positive and negative, intended and unintended) for different groups
- monitor barriers for different groups
- enable open feedback and suggestions from different communities
- ensure that the EIA action plan (below) is delivered.

- Capturing data from care management teams, who are the primary referrers to this service will be able to capture the numbers of people that are re-directed on to other information, advice and guidance services and track if the numbers being diverted increase.

• **EIA action plan**

Please list all the equality objectives, actions and targets that result from this Assessment (continue on separate sheets as necessary). These now need to be included in the relevant service plan for mainstreaming and performance management purposes.

Equality Outcome	Action	Officer Responsible	Completion date
Understand Impact on City residents as result of decommissioning service	Request information from care management systems that captures numbers of people being diverted away from the department on a quarterly basis. This will look at the trends the data presents and whether is an increase and establishing where people are being diverted to. This exercise would commence from April 2019	Kalpana Patel	April 2020

Human Rights Articles:

Part 1: The Convention Rights and Freedoms

- Article 2:** Right to Life
- Article 3:** Right not to be tortured or treated in an inhuman or degrading way
- Article 4:** Right not to be subjected to slavery/forced labour
- Article 5:** Right to liberty and security
- Article 6:** Right to a fair trial
- Article 7:** No punishment without law
- Article 8:** Right to respect for private and family life
- Article 9:** Right to freedom of thought, conscience and religion
- Article 10:** Right to freedom of expression
- Article 11:** Right to freedom of assembly and association
- Article 12:** Right to marry
- Article 14:** Right not to be discriminated against

Part 2: First Protocol

- Article 1:** Protection of property/peaceful enjoyment
- Article 2:** Right to education
- Article 3:** Right to free elections