

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

Appendix C

Title of spending review/service change/proposal	Visual & Dual Sensory Impairment support service
Name of division/service	ASC Strategic Commissioning
Name of lead officer completing this assessment	Ehsan Parvez
Date EIA assessment completed	19/06/2018
Decision maker	City Mayor
Date decision taken	

EIA sign off on completion:	Signature	Date
Lead officer	Ehsan Parvez	06/06/18
Equalities officer	Sukhi Biring	17/07/18
Divisional director		

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.

1. 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 service will be available to blind and partially sighted people and those deemed as print impaired adults (requires large print with various font styles) * (18+) and young people in transitions (young people preparing for adult life) who are residents in the City of Leicester, who are assessed by the provider as being suitable for a reablement service.

The service will support people from diagnosis onwards, through the provision of information advice and guidance, equipment, reablement and associated support to ensure that people have access to the support they need at each part of their customer journey. The intention is for the service to maximise people's independence and promote social inclusion in order that people can self-manage their condition as far as possible. The service will also support those with a dual sensory impairment (sight and hearing loss) by way of reablement support.

The service will include:

- Information Advice and Guidance (IAG)
- Reablement for blind and visual impaired people
- Equipment for reablement

- Deafblind– specialist reablement for people with dual sensory impairment Guided Communicator
- Maintenance of the statutory register of blind and partially sighted people (Dual sensory).

The proposed changes to the service will continue to meet most of the needs of all users. Deafblind special reablement will continue, although the block element of support will stop and change to Direct Payment for ongoing support.

The provider will also be required to work with Adult Social Care officers as part of the assessment and review processes for Deafblind customers to ensure specialist expertise/communication is available where required.

In 2017 there are 2,233 people registered with a visual impairment in the city and 120 'deafblind' people. A demand analysis demonstrates that in all areas of provision, the current contract has underperformed against the required targets. Therefore, the current contract value of £295,525 was reduced to £279,000 in agreement with the provider in 2017. Ongoing monitoring shows that the provider is still underperforming, due to the lack of demand which provides the opportunity to reduce the budget further, whilst still meeting our statutory duty to those who require this type of support.

Stakeholder feedback recognises the financial position of the local authority and the provider was supportive of a reduction in the current contract value. However, they felt a reduction to £148,129 would result in difficulties delivering the contract and they have suggested a new contract value of £188,129. Whilst, they have requested a higher level of funding, they were not able to initially evidence the numbers or rationale behind the higher amount. Therefore, during the formal consultation the provider had further opportunity to substantiate their view that a higher level of funding is required. However, as the provider is the only organisation providing this service we are likely to get a large negative response from them and their service users regarding any reduction in the level of funding beyond the £188,129 they have requested.

The main change is the current contract value which is £ 296,258.82 per annum, whilst the Proposed contract value reduces to £148,129. The service users will experience a difference in the way the service is delivered as we will look to the successful organisation to provide more group sessions rather than 1-1 support.

Dual sensory impairment: Department of Health uses deaf blindness as a term to cover a number of different groups. For example, some people with dual sensory impairment feel they have a strong deaf identity, while others have a deaf-blind identity. It also emphasises that people who acquire dual sensory impairments in later life will have different communication skills and needs compared to those who are

born deaf and blind. The Deafblind Services Liaison Group estimated that 40 per 100,000 people of the UK population would have dual sensory disabilities; equivalent to 120 people in Leicester. Deafblindness represents a wide spectrum of dual sensory loss, ranging from the relatively few who have total loss of sight and hearing to the many who have varying degrees of combined sight and hearing loss.

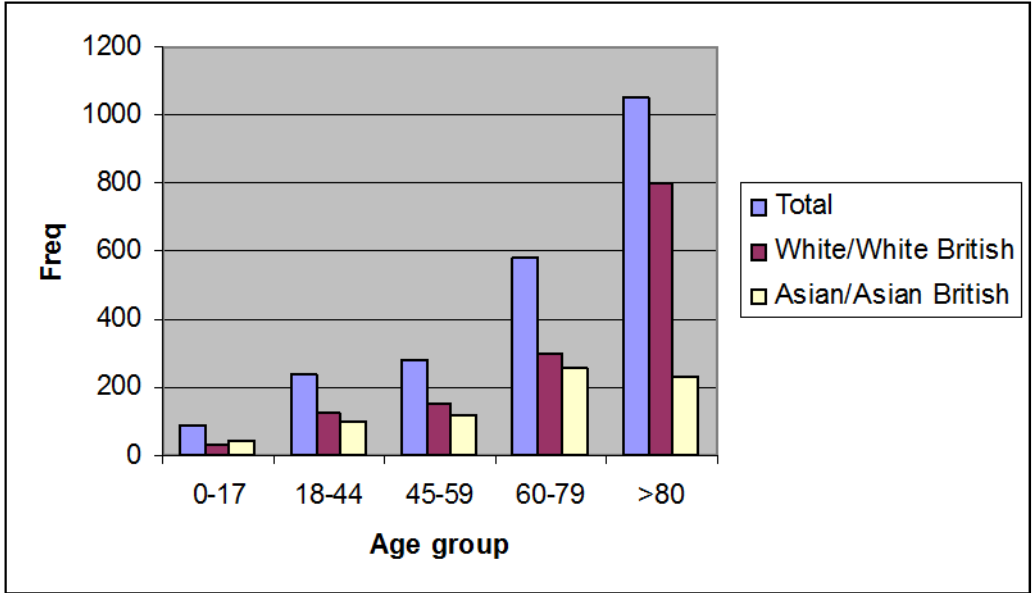
Service	Current funding	Proposed funding	Statutory	Proposal
IAG	£60,604	£38,129	statutory / non-statutory	Retain % of IAG in supporting the statutory element of the Care pathway. This includes identification certification (CVI) and registration and IAG prevention
Rehabilitation & Reablement for visual impaired	£125,442	£100,000	statutory	Funding reduced due to actual performance and reduction of hours delivered. Performance meets current demand more efficiently i.e. more people with less hours
Specialist reablement (deafblind)	£69,665	£35,000	statutory (commission via direct payments)	The specialist reablement will continue. The customers can have either a managed service or a direct payment to purchase the specialist service as required.
Register for blind and deaf blind	£23,814	£10,000	statutory	Now in line with the lower cost of the register commissioned by the County Council The register is currently a joint LLR register
Equipment	£16,000	£5,000	non-statutory	Not statutory requirement

2. 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 service is specifically for adults and older people who are blind and partially sighted people and those deemed as print impaired adults* (18+) and young people in transitions (young people preparing for adult life) deaf, deafened and hard of hearing. It will ensure the service meets all the different services user additional needs due to their protected characteristics and this will be included in the service specification. For example, any additional communication needs during the assessment and installation process will be considered, such as a language needs. The initial proposal to cease funding for the specialist reablement (deafblind) communication support would have a negative impact. This would have affected the following groups of people with protected characteristics:</p> <p>Age – Users in the age group 80+ are more likely to be affected as this client group are harder to reach due to communication and life skills. The younger users are less likely to be affected as they use technology to enable them to communicate in various ways i.e. online communication apps.</p>

Total	£295,525	£188,129			
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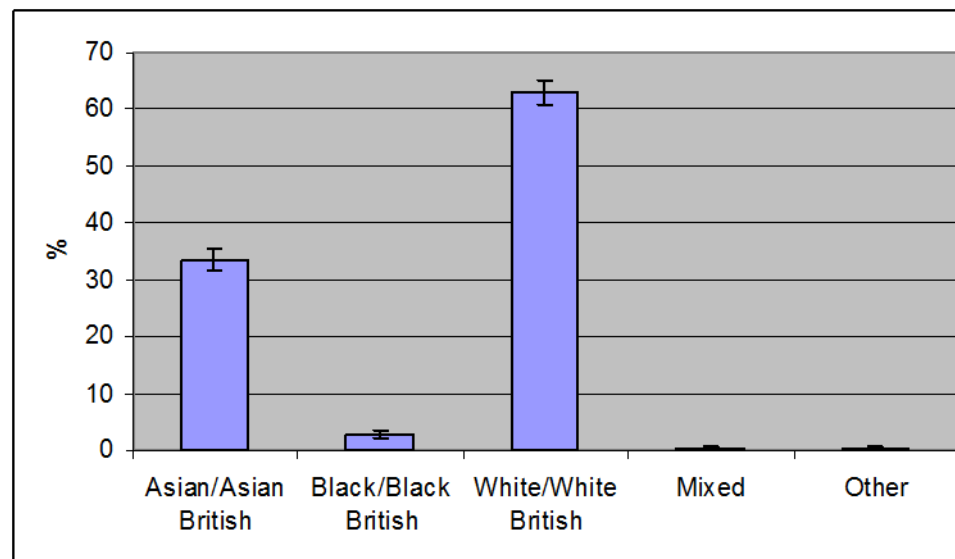


Race – numbers are low for the Black British ethnicity; the new provider will need to ensure they target BME communities to ensure the service reaches all community's.

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).

The service supports adults and older people the service is specifically for adults and older people who are blind and partially sighted people and who have a range of additional needs due to their protected characteristics, such as age and disability, race. The service contract monitoring of outputs and service user outcomes including the service user profile data would highlight any gaps in provision



Foster good relations between different groups

Does the service contribute to good relations or to broader community cohesion

Objective of the service is to help service users by reducing barriers to live a safe independent life. Which is not limited due to their disability and to empower them to integrate in the wider community.

objectives? How does it achieve this aim?	
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3. 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.

Current service users should not be affected by the re procurement of the service as we are going to re commission the service that meets all the care act criteria with a reduced financial envelope of £148,129. However, the original proposal to cease funding for Specialist reablement (deafblind) communication support could have a negative impact, This will affect the following groups of people with protected characteristics: Age, Race, Disability.

The service contract is due to end on 31st March 2019 and procurement of a new service is required by September 2018. If there is a change of provider a mobilisation plan/ phase will ensure all the current service uses are not negatively impacted upon with smooth transition of the service provision. The Mobilisation plan will come into effect on 1st April 2019 this will ensure the current provider Manages any risks and this will be overseen by Contracts monitoring team. As the new service will still be providing the same service at a reduced budget this will have no impact on current or new users as they would continue to receive a service.

4. 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.

The following data on the existing service users demonstrates that these services are targeted at adults who are deaf and deafened and hard of hearing who may also fall under another protected characteristic. The precise size of the D/deaf

community is unknown. Population projections for Leicester show that there are an estimated 23,709 people with moderate or severe hearing loss and this is set to rise to 25,271 with a substantial proportion of the hard of hearing community being over 65 years of age. A moderate degree of hearing loss, if untreated, can affect a person's daily life in a significant way. Someone with moderate hearing loss cannot hear sounds softer than 40–70 dB. This means that they may be unable to hear sounds like normal conversation or the ringing of a telephone.

It is not known if the D/deaf community, deafened or hard of hearing population is representative of Leicester's profile across the protected characteristics. There are slightly more women accessing the service at 52.8%. More white British / European accessing the service at 65.6%. As expected there is a higher proportion of older people accessing the service with 30.6% between 75-84 and 28.5% 85+

Performance and monitoring data in relation to:

Visual & Dual Sensory Impairment support service

Demographic Information

(for individuals receiving Information, Advice & Guidance by the provider)

- The largest ethnic group of individuals receiving Information, Advice & Guidance by the provider in Q4 17/18 were White British (58%), followed by Asian or Asian British Indian (33%). This is consistent with previous reporting in the 17/18 financial year.
- When asked about Sexual Orientation, 60% of individuals stated they 'preferred not to say', followed by 40% of individuals stating they were Heterosexual/straight.
- All individuals stated their primary disability was Visual Impairment
- 57% of individuals who used the Information, Advice & Guidance service in 2017/18 were Older Adults (65+), with the largest proportion in this age group being in the 85+ category. However, if individual age groups are examined, then the 41-64 age bracket had the highest proportion of individuals, with the largest amount recorded in Q1 2017/18.
- The Quarter 4 - January-March data has 2308 people on the register as detailed below.

Description of Target	Annual Target	Quarterly Target	Quarterly Actual
Number of People on the Register	No Target	No Target	2308

Demographic Information

(for individuals receiving Reablement & Rehabilitation Service by the provider)

- The largest ethnic group to receive a Reablement and Rehabilitation Service by the provider in 2017/18 was White (57%), followed by Asian or Asian British (31%).
- 59% of individuals were aged 65+ in 2017/18.
- 53% of individuals were female and 47% were males.
- All individuals stated their primary disability was Visual Impairment, as expected.
- 72% of individuals stated they were Heterosexual/straight and 28% preferred not to say.
- 37% of individuals identified themselves as Christian, followed by 15% Hindu and 12% Muslim. 30% however stated they preferred not to say.

Visual impairment in Leicester: Visual impairment may be applied to people with residual vision as well as those with no sight. Table 5 below shows that 141 people in Leicester are estimated to have a serious visual impairment; 0.07% of the working age population. This number is expected to remain stable, dropping to 140 people by 2020. This mirrors the national trend, but may not reflect the diversity of the Leicester population.

Table 5: Leicester Visual Impairment Population Estimates

Category	2014	2016	2018	2020
Leicester Working Age population (aged 18-64)	215,400	216,000	216,000	215,500
Total Leicester working age population (18-64) predicted to have a serious visual impairment	141	140	139	140
Percentage of Leicester total working age population (18-64) predicted to have a serious visual impairment	0.07%	0.06%	0.06%	0.06%

Outcomes

This is measured by the total number of people who score 5 or above out of 8 in each outcome area (this is an internal measure by the provider).

Outcome indicator	Target	Q1	Q2	Q3	Q4
Improved quality of life	95%	76%	42%	77%	86%
Increased choice and control		48%	70%	59%	96%
Improved health and wellbeing		59%	89%	54%	77%
Economic wellbeing		80%	48%	94%	96%
Making a positive contribution		79%	85%	84%	93%
Personal dignity		94%	97%	99%	95%

Table 8: Outcomes for Reablement & Rehabilitation Service- provider 17/18

- The outcomes 'improved quality of life', 'improved health and wellbeing' and 'making a positive contribution' did not hit the 95% target in 2017/18.
- 'Increased choice and control' and 'economic wellbeing' hit the target in Q4 17/18 only.
- 'Personal dignity' scored 95% and over in Q2, Q3 and Q4 17/18.

All the service users have a hearing impairment although they may not have identified themselves as primarily having a hearing impairment. Service users have recorded multiple disabilities

Majority group is hearing impairment 96%. The second largest category is long term illness/ condition 31.6% and mobility 22.8% and Mental Health 16.1%

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?
-

A broader VCS service review consultation exercise ended on 29th June 2018 the consultation was for 12 weeks to ensure we listened to all the service user's opinions and views. This will include various ways for current service users and key stakeholders to be involved: consultation meetings, accessible questionnaire and online questionnaire for service users and current providers.

The proposal for this service is to offer a streamlined care pathway within a reduce funding envelope of £148,129. As a result of the consultation the specialist element has been recognised and as a consequence we have agreed an increased contract value of £188,129. The main elements of the service will remain aside from the block contract funding for the ongoing support for the

deafblind service users. These service users will be reviewed and if they have any additional eligible needs should be able to ask for either a managed service or use a direct payment to meet their needs. It will need to go out to procurement as the current contract terms terminates on 31st March 2019.

There were 244 surveys completed 98 people made comments and there were 146 blank entries

Category	12 weeks
Disadvantages the deaf blind community	21
Suggest the council use funds from other council budgets lack of resources	21
Negative impact on the service and health of service users	21
Continue to fund existing provider	17
Helps with healthy Life style and independence	16
The Cuts to the service are to severe	14
Helps avoid isolation	11
statutory obligations are not being met	6
Group work will not meet the needs	4
Suggest that Leicester city work jointly with Leicestershire county	1
Other comments	24
Blank entries	146

- After reviewing the consultation responses another view was that group work within the reablement service will not meet the needs. This is because they feel people with a visual impairment have different levels of sight and abilities and will require 1-1 support to receive a personalised service.
There were 242 responses to the survey, either online or on paper.

Potential equality Impact

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	Age – Deafblind Users in the age group 60+ are more likely to be affected as this client group are harder to reach due to communication problems this group are deaf and blind so it's vital they have specialist support to meet statutory obligations. The younger users are less likely to be affected as they use technology to enable them to	Statutory obligations not being met	The new provider will ensure they can reach older people using audio information and brail as they lack IT skills and rely on traditional methods of communication i.e. Brail, Audio, Large font. Key internal stakeholders will be consulted on updating the service specification to ensure the service is

¹ Age

	<p>communicate in various ways i.e. online communication apps.</p> <p>Age 44% of respondents were in the 70-79+ age group. The next biggest age group was 70-79 (44%) who disagreed with the proposal.</p>		<p>accessible.</p> <p>The mobilisation plan if there is a change in provider should ensure a smooth transition for the current service users and they should experience no negative impact. Any service user feedback will be considered as part of the commissioning process.</p> <p>The tender questions will include questions which will explore the way the provider will ensure the service is accessible for all.</p>
<p>Disability²</p>	<p>Services support adults with a broad range of disability primarily mental health and Learning disability and these remain the target groups</p> <p>The decision to cease funding for Specialist reablement (deafblind) communication support during their community care assessments would have a negative impact, Disability 40% were disabled. 33% did not answer this question and 14% were not disabled. 11% did not Answered.</p>	<p>All the Dual sensory impairment service users will be supported to manage any negative impact</p>	<p>Key internal stakeholders will be consulted on updating the service specification to ensure the service is accessible.</p> <p>The mobilisation plan if there is a change in provider should ensure a smooth transition for the current service users and they experience no negative impact</p> <p>Any service user feedback will be considered as part of the commissioning process</p> <p>The tender questions will include questions which will explore the way</p>

² Disa
impa

quality monitoring form physical impairment, sensory

			the provider will ensure the service is accessible for all. There will continue to be an offer for specialist reablement (deafblind) services and communication through this contract.
Gender Reassignment³	n/a	n/a	
Marriage and Civil Partnership	n/a	n/a	
Pregnancy and Maternity	None	n/a	
Race⁴	<p>Service is inclusive to support all the service users. Majority of existing service users are White British the numbers are low for Black British users.</p> <p>Ethnicity The largest ethnic group was 'Asian or Asian British: Indian' at 84%. The next biggest group was 'White: British' at 2%.</p>		<p>Key internal stakeholders will be consulted on updating the service specification to ensure the service is accessible.</p> <p>The mobilisation plan if there is a change in provider should ensure a smooth transition for the current service users and they experience no negative impact.</p> <p>Any service users feedback will be considered as part of the commissioning process The tender questions will include questions which will explore the way the provider will ensure the service is accessible for all</p>

³ Gen

⁴ Rac
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classification for the proposal.

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Religion or Belief⁵	Service is inclusive to all religions and belief.	No impact	As above
Sex⁶	Slightly more females 52.8% close to 50/50 split	No impact	As above
Sexual Orientation⁷	Majority of service users are heterosexual and services are inclusive irrespective of sexual orientation. Sexual orientation 35% did not answer the question about sexual orientation. 40% were heterosexual, 7% said they preferred not to say, and 0% said they were gay/lesbian.	No impact.	As above
<p>Summarise why the protected characteristics you have commented on, are relevant to the proposal? The data above identifies the demographics of the existing service users and the proposed changes are not intended to make any change to the recipients of support. The current service users would be entitled to the 1-year repair and maintenance service. There will also be new service users each quarter.</p> <p>Summarise why the protected characteristics you have not commented on, are not relevant to the proposal? There is no evidence that those characteristics not commented on are in receipt of these services or would be affected by the proposals.</p>			

⁵ Reli
diver

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

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.

Other groups	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?	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?	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.
Children in poverty	n/a		
Other vulnerable groups	n/a		
Other (describe)	n/a		
<p>5. 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.</p>			
<p>The service will link to the wider VCS review. The consultation starts on 12 June 2018. Details of this review will be completed by different managers who are leading on the different service areas</p>			
<p>6. 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:</p>			

No known human rights implications at this point

7. 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.

Quarterly returns will be sent to the authority

Contract monitoring and visits to schemes will be completed as and when required based on risk.

8. 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
Understanding the impact of reducing Visual & Dual	<ul style="list-style-type: none">• Meaningful public consultation with proposal	Ehsan Parvez	29 th June 2018

Sensory Impairment support service.			
Ensure effective referral pathways are put in place across relevant services.	<ul style="list-style-type: none"> The new provider will ensure they can reach older deafblind people using audio information and brail as they lack IT skills and rely on traditional methods of communication i.e. Brail, Audio, Large font. 	Kalpana Patel	Mobilisation of new contract approx. 1 st April 2019.
To commission a service which is accessible to all eligible service users	<ul style="list-style-type: none"> To request from the contracts team any service user outcome/ survey data collected and use that to inform the service specification 	Kalpana Patel	Mobilisation of new contract approx. 1st April 2019

<p>To test the providers experience, knowledge and skills in delivering an accessible service which has no negative impact or barriers for people who have protected characteristics</p>	<ul style="list-style-type: none"> • Draft questions and consult with the procurement panel/ project group to ensure these questions test and demonstrate their knowledge and skills • The group should include care management/ social worker staff who deal with vulnerable adults and need to ensure all their services are accessible. • Consult with specialist social worker who has insight with this particular disability and this diverse community having closely worked with them. • Consult with the equalities lead/team 	<p>Kalpana Patel</p>	<p>Approx. December 2018</p>
<p>Smooth transition with minimal negative impact</p>	<p>To ensure there is a good mobilisation plan to reduce the potential for any negative impact.</p> <p>Look at this during the tender process and use it as part of the mobilisation phase. A meeting will be held with the provider prior to the start of the contract to discuss their mobilisation plan and progress. The provider will have to demonstrate that the plan is being progressed and everything is on track. Further meetings to be scheduled if required.</p>	<p>Kalpana Patel Procurement panel/ Contracts</p>	<p>April 2019</p>

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