

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

Title of spending review/service change/proposal	Disabled Persons' Support Service
Name of division/service	Adult Social Care Services & Commissioning
Name of lead officer completing this assessment	Cathy Carter
Date EIA assessment completed	08.08.18
Decision maker	Assistant Mayor Cllr Vi Dempster
Date decision taken	

EIA sign off on completion:	Signature	Date
Lead officer - Cathy Carter	Cathy Carter	08.08.18
Equalities officer – Sukhi Biring	Sukhi Biring	08.08.18
Divisional director - Tracie Rees		

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?

Please note: This EIA is focussed on the proposal to end the Disabled Person's Support service. This proposal is, in part, being made in the context of a proposed new Service User Participation SUP service. The SUP service is still being developed in consultation with stakeholders at the time of writing this EIA. A separate EIA will be developed to inform final decision making on the proposal to implement the Service User Participation (SUP) service. There will be more detailed information about the SUP service in the EIA for that service when it is developed. However, the key feature of the proposed new SUP service will be to enable individuals, including disabled people, to participate directly in the development and review of Adult Social Care policies and service, rather than through specific infrastructure groups.

Adult Social Care currently commissions a 'Disabled Persons' Support Service' at a cost of £46,200 a year. Despite the name of the service, the contract is actually intended to provide infrastructure support to disability groups, and to enable the views of disability groups and disabled people to be communicated to the City Council to support the delivery of appropriately designed and targeted services and better outcomes to disabled people by the Council and other statutory agencies such as the Clinical Commissioning Group, Leicester Partnership Trust and UHL Leicester .

Adult Social Care has carried out a review of the service, and as a result of the review, carried out a public consultation exercise for 12 weeks between 21.5.18 to 03.08.18 on a proposal to decommission the service when the contract ends on 31st March

2019.

There are 3 main reasons for this proposal:

- The current contract does not provide care or support services directly to vulnerable and disabled people who are at risk of developing social care needs. ASC is having to prioritise services for disabled people who have these care and support needs;
- The current service supports disability organisations in the city, rather than individuals. It does not enable direct service user involvement in the development of adult social care services. We would like to develop an alternative approach, which would do this. This will help us to fulfil a requirement under the Care Act 2014 that there is effective service user engagement in adult social care planning. The Council wants to improve its approach to service user participation in response to this requirement; and
- The Council currently contracts with Voluntary Action LeicesterShire (VAL), to provide support to VCS groups in the city, including disability groups.

ASC is currently developing an alternative model, a Service User Participation service, to support all service users, including disabled people, to be involved in the development of adult social care services. The new approach is now being developed in discussion with service users and relevant organisations, including the current provider of the 'disabled persons' support service'.

As part of the service review, officers analysed the risk of whether the provider would be unable to operate without Adult Social Care funding. If this was the case, disability groups who are currently supported by the service could seek support from other organisations, such as Voluntary Action LeicesterShire (VAL), who are contracted by the Council to provide support for voluntary sector groups in the city. In addition, disabled people will have the opportunity to be engaged with ASC through the proposed new Service User Participation service.

<p>2. Equality implications/obligations</p> <p>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.</p>	
	<p>Is this a relevant consideration? What issues could arise?</p>
<p>Eliminate unlawful discrimination, harassment and victimisation</p> <p>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 User Participation service will support disabled people to engage with ASC.</p> <p>Disability groups will be provided with infrastructure support by Voluntary Action Leicestershire , who are contracted corporately by the council to provide this function.</p>
<p>Advance equality of opportunity between different groups</p> <p>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>Disabled people face many barriers to engaging with organisations such as Adult Social Care and being involved in service planning and review. This can often be because the organisation does not make effective adjustments to enable effective engagement to take place.</p> <p>The Service User Participation service will support disabled people to engage directly with ASC rather than through a separate organisation. This will be combined with adjustments to working practices in adult social care to support direct participation</p>
<p>Foster good relations between different groups</p> <p>Does the service contribute to good relations or to broader</p>	<p>By enabling disabled people to become more directly involved in service planning and review the Service User Participation</p>

community cohesion objectives? How does it achieve this aim?	model will support better integration of disabled people into commissioning work, which will help to develop good relations between professionals and disabled service users.
--	---

<p>3. Who is affected?</p> <p>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.</p>
<p><u>Current users:</u></p> <p>Who: Disabled people and disability groups that are supported by the service.</p> <p>How: May see no change if the provider continues to provide support to groups without ASC funding. However, the Service User Participation service will seek to enable individuals to have direct involvement with ASC if they wish to, which is intended to be a positive change, giving them a direct voice into the work of the department.</p> <p><u>Those who could benefit:</u></p> <p>Who: disability groups and disabled people who are not supported by the service.</p> <p>How: Opportunity to have direct involvement with ASC if they wish to.</p>
<p>4. Information used to inform the equality impact assessment</p> <p>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.</p>

The proposal to develop a new Service User Voice service is based largely on research into policy and good practice around user engagement in ASC rather than data on individuals. More detail about these will be provided in the EIA for the SUP service, however key sources are:

- Think Local Act Personal – Making it Real
- NICE Guidance user engagement
- Care Act 2014 – specifically on the concept of the ‘shared endeavour’ .

5. 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?

Consultation on the proposal to end the ‘Disabled Persons’ Support Service was carried out between 21.05.18 and 03.08.18.

Officer met with the provider, who agreed that the infrastructure support aspect of their role should be provided by Voluntary Action LeicesterShire, but that the council would need to ensure that this was effective. However the provider was more concerned about the risk to activities which they deliver to people, such as events which are not the purpose of the contract. Users in the consultation survey reflected this point as well.

6. 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	Older people are more likely to be affected by disability. Disabled people will have the opportunity	Unlikely to have significant negative effects as aim of service is infrastructure support and	Disabled people will have the opportunity for participation in ASC service planning and review

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

	for participation in ASC service planning and review through the Service Participation Service	engagement with the council rather than care and support for individuals	through the Service Participation Service
Disability²	As above, particularly relevant to people with physical impairment, sensory impairment and/or Long term health condition.	As above	As above
Gender Reassignment³	Not known	Not known	Not known
Marriage and Civil Partnership	Not known	Not known	Not known
Pregnancy and Maternity	Not known	Not known	Not known
Race⁴	Not known	Not known	Not known
Religion or Belief⁵	Not known	Not known	Not known

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.

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

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.

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.

Sex⁶	Not known	Not known	Not known
Sexual Orientation⁷	Not known	Not known	Not known
<p>Summarise why the protected characteristics you have commented on, are relevant to the proposal? The provider is an organisation for disabled people and disability groups. Older people are more likely to have disabilities so this group may also be more likely to be affected than people from other age groups</p> <p>Summarise why the protected characteristics you have not commented on, are not relevant to the proposal? There is no evidence as to whether people with other protected characteristics are more or less likely to have disabilities than groups without protected characteristics.</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</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>
---------------------	---	---	--

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.

	face?		
Children in poverty	Unlikely to impact		
Other vulnerable groups	Unlikely to impact		
Other (describe)			
<p>7. 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>Disability groups report that new benefit arrangements and economic downturn are disproportionately affecting people with disabilities. Needs for adult social care are also rising – and disabled people are the main service users for care and support. It is therefore all the more important that ASC strengthens service user participation in the design and delivery of services to ensure that they are co-produced with disabled people, to make them fit for purpose and to enhance choice and control. This is the aim of the proposed new Service User Participation service.</p>			
<p>8. 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> <p>None</p>			
<p>9. 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:</p> <ul style="list-style-type: none"> ▪ 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.

1. Monitoring the level and effectiveness of involvement of disabled people under the SUP service

Contracted service is for infrastructure support rather than support for individuals. The key impact for disabled people themselves therefore lies in the extent to which disabled people's involvement in ASC planning will increase/improve as a result of the setting up of the Service User Participation Service. As part of the development of this service, measures will be set up to monitor the extent and effectiveness of involvement. It is intended that disabled people themselves will co-produce the service and participate in the design of the performance measures and the approach to monitoring.

2. Monitoring infrastructure work carried out by VAL for disability groups.

The council has a contract with VAL to provide infrastructure support and the effectiveness of this will continue to be monitored in the City Mayor's Office.

3. Monitoring the effectiveness of Healthwatch acting as the voice of health and social care services.

Healthwatch is contracted by Adult Social Care to act as the voice of users of local health and social care services, and this service is monitored regularly.

10. 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
Effective involvement of disabled people in designing and reviewing ASC service	Development of Service User Participation service	Mark Aspey	Contract start date 1.4.19
Effective infrastructure support for disability VCS groups.	Monitoring of VAL contract	City Mayor's Office	Quarterly
Effective voice/ local watchdog for local health and social care services.	Monitoring of Healthwatch contract	Caroline Ryan	Quarterly

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