

Equality Impact Assessment for service changes / budget proposals

Name of service	Review of Adult Social Care Non Statutory Support Services previously Housing Related Support (Supporting People Programme)
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Lead officer and Contact details	Caroline Ryan 0116 252 8845
List of other(s) involved	Equality officer: Irene Kszyk Finance officer: Rohit Rughani, Shirley Jones

What is this EIA about?

(Please tick✓)

Budget proposal for existing service or service contract to achieve savings	✓
Budget proposal for new or additional service expenditure	
Commissioning a new service or service contract	✓
Changing or removing an existing service or service contract	✓

Step 1: The proposal (how you propose to change the service)

Question 1:

What is the proposal/proposed change?
<p>The sector currently includes, alarm provision, sheltered housing, floating support for service users with low level mental health and learning disabilities, and supported living for those with low level needs, where support and housing is provided.</p> <p>The proposed change will re-model the Adult Social Care (ASC) former Housing Related Support services (also formally known as the Supporting People Programme) sector. It will align services to deliver the ASC vision, and support national policy direction, to provide preventative services that will stop people needing long term expensive care and support, such as residential care</p> <p>The proposal comprises two components the first of which is that ASC will no longer fund the provision of community alarms, which is deemed a tenants service and it is not a service function for the department. Consequently the existing subsidy of £16,488 will be removed and a further amount, which is estimated to be in the region of £100,000.</p> <p>Secondly it is proposed to move from block contracted models of delivery to a peripatetic model of non-statutory 'floating' support, for sheltered housing, supported living and floating support services, with all clients being assessed to determine whether a person has need for support in a range of areas as follows:</p> <p>Skills – support to maintain the home environment Housing Choices - to make decisions about where I live</p>

Making Decisions and Independent Living - decisions about living independently, remaining safe from harm or avoid causing harm

Safety and Security - to maintain or develop positive supportive relationships and being part of the community

Forming and maintaining positive supportive relationships and being part of the community - access work, education and training

The changes are needed to ensure resources are targeted at a range of vulnerable adults in the greatest need, by creating a 'floating' support service that will assist a greater number of people.

A floating support model offers greater value for money compared to accommodation based services; it is likely that more hours of support will be delivered than in accommodation based services.

New services will be time limited; supporting throughput and improved outcomes for individuals that include developing life skills, increasing independence and confidence for instance but flexible enough to support those with enduring needs and thus prevent escalation into statutory services.

The new model will create a streamlined robust access route which sees the establishment of an assessment, support planning and brokerage team. The process to manage the change will initially focus upon existing customers to determine eligibility for the new model of service. For those existing customers that do not meet the criteria the service will cease during the transition period, which is likely to be during the last three to six months of the existing contracts. New clients will be directed to the team via ASC's single point of contact.

In order to achieve a proportion of efficiencies required this financial year it is proposed that there is reduction in the contract values of 29%.

The proposed new model will ensure:

- Services are aligned to strategic priorities and defer or stop people needing statutory services.
- Resources are targeted to those customers who most need preventative services. Providers are able to demonstrate more effectively that their services result in diverting customers away from, or delaying the need for more expensive services (ie FACS eligible services)
- Services offer value for money, taking into account efficiencies required from prevention services enabling people to live independently
- The sector is reshaped/redesigned to an outcome based model of delivery

Who will it affect and how will they likely be affected?

This proposal will affect in the region of 1,361 people, which includes:

- older people (911) , to note this is the largest group affected,
- people with a physical or sensory disability (68)
- mental health issues (260)
- or learning disability (66)
- HIV/AIDS (17)
- Generic (no specific overall client group) (29)

In detail customers of alarm provision (including sheltered provision) will still be able to receive an alarm service; however external organisations will have to make a decision as to whether they would charge the customer for the service. This will be dependent upon their financial arrangements.

Customers in accommodation based (sheltered housing support element and supported living) and floating support services will be affected and will:

- See replacement of home based support services with peripatetic services (floating support)
- Have the ability to choose different service providers
- See variations in the numbers of hours of service received
- Have an option to have a direct payment
- Have short term anxiety as customers are helped through the process of change
- Have potential to be no longer eligible for services if re-assessed and no need is identified

Consultation with providers will explore whether impacts on providers are likely to have any unintended consequences on service users and carers, and at this point the Equalities Impact Assessment will be reviewed.

Different services collect different types of data and service user information to capture the service they deliver and the outcome service users receive. The aim of the profile below is to capture what you already collect, not to make your information fit a standard template. List the equality profile of your service users. Where you find you do not address a particular characteristic, ask yourself why. You may need to follow up any information gaps as an action point. If this is the case, add it to the action plan at the end of the template.

Question 2:

What is the equality profile of current service users?

1) Housing Related Support

The changes proposed will particularly affect those in the following groups :

- older people (911) , to note this is the largest group affected,
- people with a physical or sensory disability (68)
- mental health issues (260)
- or learning disability (66)
- HIV/AIDS (17)
- Generic (no specific overall client group) (29) -

Broadly speaking there are 1,361 people using the services, the majority of whom (67%) are over 65 years old.

Do you anticipate any changes to your service user profile as a result of your proposal/proposed change? If yes, how will it change?

No change anticipated but to note the new programme will be responsive to individual needs based upon those individuals circumstances

Think about the diversity of your service users and the specific needs they may have that you need to address. For example: School aged children having differing school meal requirements due to their ethnic or religious background.

What are the main service needs and/or issues for those receiving the service because of their protected characteristic?	
	Service needs and/or issues by protected characteristic
Age	The new models of delivery will be response to individual need based upon individual circumstances and defines service need, which is relevant across all protected characteristics
Disability	As above
Gender reassignment	Unknown
Pregnancy and maternity	Unknown
Race	The new models of delivery will be response to individual need based upon individual circumstances and defines service need, which is relevant across all protected characteristics
Religion or belief	Unknown
Sex (gender)	The new models of delivery will be response to individual need based upon individual circumstances and defines service need, which is relevant across all protected characteristics
Sexual orientation	Unknown

Question 3:

Will the proposal have an impact on people because of their protected characteristic? Tick the anticipated impact for those likely to be affected and describe that impact in the questions 4 & 5 below.

	No impact ¹	Positive impact ²	Negative impact ³	Impact not known ⁴
Age		✓	✓	
Disability		✓	✓	
Gender reassignment				✓ No data held
Pregnancy and maternity				✓ No data held
Race		✓	✓	
Religion or belief		✓	✓	
Sex (gender)		✓	✓	
Sexual orientation				✓ No data held

¹ The proposal has no impact (positive or negative) on the group sharing a protected characteristic.

² The proposal addresses an existing inequality experienced by the group sharing a protected characteristic (related to provision of services or facilities).

³ The proposal disadvantages one or more of the group sharing a protected characteristic.

⁴ There is insufficient information available to identify if the group sharing a protected characteristic will be affected by the proposal.

Question 4:

Where there is a positive impact, describe the impact for each group sharing a protected characteristic. How many people are likely to be affected?

It is not possible to be exact at this stage about the particular impacts, in relation to each protected group as this is dependent on the recommended service model. However it is possible to conclude that at this stage that existing customers will have a wider choice of providers from whom their services can be delivered and that this will be responsive to need.

By introducing one point of access and assessment criteria for all customers the Council will be able to more effectively target its services towards the vulnerable most in need. This will benefit future customers of the service ensuring that help is targeted where it is most needed.

Along with the introduction of outcome based performance measures for providers will drive up the quality of services to customers.

Question 5:

Where there is a negative impact, describe the adverse impact for each group sharing a protected characteristic. How many people are likely to be affected?

It is not possible at this stage to be precise about the particular impacts, in relation to each protected group.

However, it is likely that a proportion of the 1,361 customers are likely to experience the negative impact of short term anxiety naturally experienced as part of service change. Of this the largest group of customers are older people approximately 67%.

The specific negative impacts could include:

- Anxiety about service continuity, for example if home based services are replaced with peripatetic services
- Anxiety about adjusting to new models of support, e.g. knowing what to do in an emergency
- Anxiety about where information and advice can be sought in the event that people are no longer eligible for services or the number of hours of service is reduced.
- Anxiety around financial payments for alarm customers if their provider chooses to charge for the service.
- Loss of service following an assessment which means they will no longer receive support

How can the negative impact for each group sharing a protected characteristic be reduced or removed?

There is likely to be significant change in the way services are delivered, which will affect the market and how it operates and how service user's access support into the future.

Therefore we need to ensure communication channels are open, transparent and effective and where services are decommissioned ensure service providers have adequate notice and

services users are supported to make the transition into alternative service provision, if appropriate. Or signposted to universal services as appropriate.

This would include a lead in period in which we can offer training, support and advice to new providers. Similarly service users will require support, advice and guidance during any handover particularly in relation to the new methods of services delivery / provision.

An effective consultation exercise which reassures people that if they are eligible to receive services their needs will still be met.

An effective communication plan for customers who may be experiencing a change of providers, with adequate notice for providers to prepare for transition

A lead in period in which the Council will offer training support and advice to new providers to enable a smooth transition.

Clear advice and information .

Question 6:

Which relevant stakeholders were involved in proposing the actions recommended for reducing or removing adverse impacts arising from the proposal?

Finance, Legal Services and Contracts and Assurance within ASC

What data/information/analysis have you used to inform your equality impact findings?

Provider performance and monitoring information,

Supplementary information

Question 7:

Is there other alternative or comparable provision available in the city? Who provides it and where is it provided?

There are providers in the market with whom the Council does not currently contract. It is possible that new providers may compete to deliver services in the event of any procurement exercise.

Can this alternative or comparable provision help reduce or remove the negative impacts identified in Question 5? If not, why not?

No – the impacts of the proposed programme for service users are based upon individual circumstances/needs and are therefore not related to the providers' market.

Would service users negatively affected by the proposal be eligible to use this alternative or comparable provision? Would it meet their identified needs?

No, it is unlikely they will

Question 8:

Will any particular area of the city be more affected by the proposal than other parts of the city? What area and why?

No city-wide

For example, Government policies, proposals or other types of changes to current provision by public agencies; external economic impacts such as the recession continuing and the economic down turn increasing.

Question 9:

Is it likely that there may be other sources of negative impacts affecting service users over the next three years that need to be considered? What might compound the negative effects of this proposal? Describe any additional negative impacts over time that could realistically occur.

It may be challenging for providers to reshape their service delivery to meet strategic priorities and the needs of service users, and the vision for adult social care. The Council has already commissioned independent support for providers to enable them to adopt to changing delivery models.

A balance needs to be maintained between the need for efficiencies, and enabling market stability.

It is likely that a significant number of service users (440) could be adversely affected by the impact of the Governments welfare reforms.

Question 10:

Will staff providing the service be affected by the proposal/proposed changes? If yes, which posts and in what way?

There are no implications for LCC staff, however staff within external provider organisations will be affected as services are changed or decommissioned. However it is not possible to say at this stage which posts and in what way

Date completed 18th April 2013

Step 2: Consultation on the proposal

Consulting potential service users on the proposal will provide you with an opportunity to collect information from them on the equality impacts they think may occur as a result of the proposed change, positive as well as negative. For negative impacts, this is an opportunity for them to identify how best to mitigate any negative impacts on them that they think may occur.

Question 1:

**What consultation on the final proposal has taken place?
When, where and who with?**

Question 2:

What potential impacts did consultation stakeholders identify?

What positive equality impacts were identified? For people with which protected characteristics?

What negative equality impacts were identified? For people with which protected characteristics?

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Question 3:

Did stakeholders indicate how positive impacts could be further promoted? How?

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Did stakeholders indicate how negative impacts could be reduced or removed? How?

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Date completed

Step 3: The recommendation (the recommended decision on how to change the service)

Question 1:

Has your recommended proposal changed from the proposal in Step 1 as a result of consultation and further consideration?

Yes No If 'no', go to Question 2.

If yes, describe the revised proposal and how it will affect current service users?
What are the equality implications of these changes? Identify the likely positive and negative impacts of the final proposal and the protected characteristic affected.
<p>Go back to the initial exercise you carried out at the beginning, on understanding your equality profile. Re-visit each characteristic and what has changed as a result of amending your recommendation. Revise potential positive and negative equality impacts accordingly.</p>
How can any negative impacts be reduced or removed?

Question 2:

Are there any actions⁵ required as a result of this EIA?

Yes No

If yes, complete the action plan on the next page.

Date completed

Step 4: Sign-off

This EIA completed by	Name	Signature	Date
Lead officer			
Countersigned by Equalities Officer			
Signed off by Divisional Director			

Completion - Keep a copy for your records, and **send an electronic copy** of the completed and signed form to the [Corporate Equalities Lead](#) for audit purposes

⁵ Actions could include improving equality information collected or identifying the actions required to mitigate adverse impacts identified in the EIA.

