



# Equality Impact Assessment for Service changes / Budget proposals

## WHAT IS AN EIA?

An EIA is a tool which will help you assess whether there are any positive or negative equality impacts on people affected by proposed changes. This EIA form is for use in two circumstances (service changes and budget proposals):-

- (a) Service change involves redesigning or reshaping, (and in some cases the removal of) current service provision – whether directly provided by Council officers or commissioned by the Council for provision by an external provider.
- (b) Budget proposals should arise from service changes that you are considering throughout the year in light of the current financial climate. The EIA for budget proposals should cover the same issues as considered for service changes.

Our public sector equality duty requires us to ensure that we do not discriminate against any protected group or person with protected characteristics (see below) covered by the Equality Act 2010 when taking decisions that affect them. Potential negative impacts that we disregard or ignore could mean discrimination. We also have a duty to actively promote positive impacts that advance equality of opportunity. The protected characteristics covered by the Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation.

The EIA template has a series of questions that you need to answer in order to identify any positive or negative equality impacts arising from the work you are doing. If there are negative impacts, this does not mean we cannot go ahead. Decision makers must have “due regard” to the findings and consider (if they do decide to go ahead) whether any mitigating actions can be taken to address negative impacts.

## WHY IS AN EIA REQUIRED?

An EIA helps us assess whether we are meeting our public sector equality duty: eliminating discrimination and promoting equality of opportunity.

For example: Providing equality of access to services or other opportunities (such as employment related issues) because of barriers some groups may experience which may not be in place for others (language, information, or location).

The action plan identifies what steps we can reasonably take as a consequence of the EIA findings.

An EIA also enables us to identify where we do not have the data or information necessary to equality impact a decision. The EIA action plan enables us to map out how and when this data gap will be addressed.

### WHEN DO WE NEED AN EIA?

The first thing to do is to assess whether there is any equality impact. This can be done by filling in a **screening questionnaire** as soon as you start your project/report. Answer the screening questions in order to determine whether an EIA is needed.

### HOW IS AN EIA CARRIED OUT?

**Before you start:** If you are not sure whether you need to do an EIA, fill in the screening questionnaire to determine whether you need to complete one. The screening questionnaire is not obligatory, but will help.

**What to do:** When an EIA is required:

#### Step 1 The proposal

This part is at the start of the planning process. It sets out the service user profile, the proposed change to the service, and potential equality impacts arising as a result of the proposal.

#### Step 2 Consultation

This part highlights the outcome of consultation with service stakeholders about the service change proposal and likely equality impacts.

#### Step 3 The recommendation

The final part of the EIA identifies any changes made to the original proposal in Step 2 as a result of consultation and further consideration.

Completing the form requires you to consider the impact on **service users**, with the exception of a single question about staff. In order to assess the equality impact of staffing changes, complete the separate **EIA template for organisational reviews** which presents the 'before' and 'after' staff profiles of services affected.

## Equality Impact Assessment for service changes / budget proposals

<b>Name of service</b>	<b>Mobile Meals</b>
<b>Lead officer and Contact details</b>	<b>Mercy Lett-Charnock Contact: 2528874</b>
<b>List of other(s) involved</b>	<b>Jane Faulks Jan Dudgeon Irene Kszyk</b>

### What is this EIA about?

(Please tick ✓)

<b>Budget proposal for existing service or service contract to achieve savings</b>	<input type="checkbox"/>
<b>Budget proposal for new or additional service expenditure</b>	<input type="checkbox"/>
<b>Commissioning a new service or service contract</b>	<input type="checkbox"/>
<b>Changing or removing an existing service or service contract</b>	<input checked="" type="checkbox"/>

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

#### Question 1:

<b>What is the proposal/proposed change?</b>
<p>The proposal is to cease the current mobile meals service. This will affect all current users of the service. However, the proposal is to reassess people and support people to find personalised options to meet their need for meal preparation in more flexible ways, which will mean all those who are eligible for support will continue to get their needs met and will not be left without a meal/support.</p> <p>The current mobile meal service has two components, meal preparation and a delivery service. The delivery service is provided by the Council's Passenger &amp; Transport Service (PATs), via a Service Level Agreement (SLA) with Adult Social Care. In terms of the meal preparation, City Catering reheats frozen food for the European, Punjabi, Halal and Kosher meals, which are supplied by Appetito. Caribbean style and Gujarati vegetarian meals are freshly prepared by the West Indian Senior Citizens Project and the East West Community Project respectively through a block/spot contract arrangement. If the proposal is accepted, service users currently in receipt of mobile meals will receive individual reassessments of their needs to enable an appropriate personalised alternative to be planned. Where needed, appropriate support will be given to set up alternative options chosen by the service user.</p> <p>The change if agreed will impact on staff at City Transport and City Catering involved in the mobile meals preparation and delivery as well as the two external food suppliers currently under contract to prepare mobile meals.</p>
<b>Who will it affect and how will they likely be affected?</b>
<p>It will affect 264 existing service users as well as staff from City Transport (16 people) and City</p>

**NB Any Actions you identify through completing this EIA, you must add to the Action Plan at the end.**

Catering (3 people). Details of staffing provided in Q10. It will also affect two external support/meal providers.

Service users will be reassessed and where they have eligible needs will be supported to organise alternative provision. This will mean they continue to get their needs met but in many cases will get their meal from a different source. Those receiving meals from external providers may choose to continue to purchase their meals from there, so may notice less difference.

We do not know the exact impact on external providers as consultation is being undertaken before a final option is supported. However, the change to the use of personal budgets may be experienced negatively by providers as there is less security from traditional block contracting arrangements where providers knew what income would be received. Providers will need to consider extending their current arrangements for preparing and delivering privately (outside of a block contract arrangements potentially). They both already do this on a small scale, so are able to undertake this function but it may impact on cash flow, processes and systems as well as potential redundancies if there isn't market demand for their services going forward. This may mean providers choose to do more marketing and activities they may not have done so much of in the past.

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?

#### Age

Perhaps unsurprisingly the largest group affected are older people (75% of the total customers in receipt of Mobile Meals are over the age of 70 years) and this may indicate that some of those affected will be looking for a managed personal budget in future.

#### Disability

Across Leicester 6% of the population are disabled; unsurprisingly, the percentage of people currently receiving the mobile meals service is much higher than that with 44% having a physical disability rising to 65% if physical/age related frailty or temporary illness is included.

#### Race

Leicester City Council estimates (which are based on the census 2011 and local information) suggest that across the Council as a whole 51% of the population is white, 37% is Asian and 6% is Black. The data from current mobile meals service users shows us that 42% of users are Asian, 44% white and 6% African Caribbean. This shows that Asian service users will be disproportionately affected by the proposed recommendations.

#### Religion

We do not know the religion of all the current users. However meal choices are often dictated or influenced by people's religion and we know the current meal provision is as follows:

[NB Any Actions you identify through completing this EIA, you must add to the Action Plan at the end.](#)

	Number of Customers	Percentage Customers
European Style Meals	130	49%
Gujarati Style Meals	105	40%
Caribbean Style Meals	15	6%
Punjabi Style Meals	14	5%
	264	100%

### **Gender**

There is a significantly higher number (59%) of female recipients as compared to male (41%). The gender profile of Leicester city as a whole has a higher proportion of females compared to males running across all age groups. However within the 65+ age group across the city, the difference is 56% female and 44% male. Therefore females will be disproportionately affected by these recommendations.

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

Think about the diversity of your service users and the specific needs they may have that you need to address, depending on the service context and user group. An example of service need is school aged children having differing school meal requirements due to their ethnic or religious background; a potential issue could be poverty/low income having adverse impacts on children, women (lone parents), pensioners.

**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
<b>Age</b>	The need for nutritious meals that meet their dietary preferences because they are unable to obtain or prepare their own meals within their home setting
<b>Disability</b>	As above
<b>Gender reassignment</b>	
<b>Pregnancy and maternity</b>	
<b>Race</b>	As above
<b>Religion or belief</b>	As above
<b>Sex (gender)</b>	As above
<b>Sexual orientation</b>	

### **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.**

**NB Any Actions you identify through completing this EIA, you must add to the Action Plan at the end.**

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

**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?**

Age, disability, race, religion and gender have been highlighted as areas likely to be impacted on through this project/proposal. The majority of people in receipt of meals are older people or disabled people and more women receive meals than men and these groups will therefore be disproportionately affected compared to other groups. Meals are delivered to people in all communities and their race, religion or belief may impact on their meal choice and current meal provider. People in some communities may be more affected than others therefore.

The positive impact is likely to be the same for each group affected in that the change proposed would mean that people get reassessed and those eligible for services will receive support to choose a suitable alternative to mobile meals which they will then purchase with their personal budget. This should result in people choosing options that meet their needs and suit their practical arrangements. With the current mobile meals provision many thousands of meals are wasted each year because meals can only be delivered at certain times so people are often out and miss them. If people can choose from a variety of places they should be able to arrange more flexible options that meet their needs both in terms of any cultural or dietary requirements but also in terms of preparation and delivery.

It is possible those currently receiving frozen reheated European, Punjabi, Halal and Kosher meals may experience a particularly positive impact as these meals have come under some criticism in terms of quality and portion size.

Q2 reflects the profile and therefore numbers affected.

**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?**

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

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

<sup>3</sup> The proposal disadvantages one or more of the group sharing a protected characteristic.

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

**NB Any Actions you identify through completing this EIA, you must add to the Action Plan at the end.**

**Service Users**

Age, disability, race, religion and gender have been highlighted as areas likely to be impacted on through this project/proposal. The majority of people in receipt of meals are older people or disabled people and more women receive meals than men and these groups will therefore be disproportionately affected compared to other groups. Meals are delivered to people in all communities and their race, religion or belief may impact on their meal choice and current meal provider. People in some communities may be more affected than others therefore. The service user profile is as listed in Question 2.

For all groups affected the impact will be similar if the proposal is accepted – that is they will cease to receive the mobile meals service they currently get but they will each have an individual needs assessment that will identify an appropriate personalised alternative. Therefore although receiving a different service, it will still meet their needs and those affected should not be impacted on adversely. However, it is recognised that many people do not like change and may experience a negative impact from experiencing change itself as much as from the change of meal/provider. It is possible some people may have regular drivers delivering meals and may experience a negative impact as a result of the change.

If the proposal is accepted, the users of European, Halal, Punjabi and Kosher meals provided by City Catering may be reassessed before other users in order to manage the process of ceasing the internal provision more smoothly. The impact will be the same but experienced sooner than other users.

As EWCP and WISCP already provide meals to customers through private arrangements it is possible that these users will continue to get their meals from the same source going forward (if they choose) but just under a different “contractual” arrangement. It will not be an option for those receiving European, Halal, Punjabi and Kosher meals reheated by City Catering and delivered by City Transport to continue to get this service as it will not be available to purchase on a private/individual basis going forward if the proposal is accepted. It is therefore possible to suggest that those receiving meals from City Catering may notice a bigger change if the proposal is accepted.

Providers can set their own pricing arrangements and although we would anticipate they price themselves competitively it is possible that because the meals have been subsidised to date, when service users get to choose their own options they may not want to pay the “going rate” that is being set and will therefore not continue to receive meals from EWCP or WISCP. As part of the consultation process alternative options are being looked at through soft market testing. This will establish likely costs of alternative options and consideration will be given to whether suitable, affordable options are available for each group sharing a protected characteristic.

**External Providers**

We do not know the staff profile of the external providers at this stage. We do know however, that providers often prefer block contract arrangements as they offer more security and therefore this may be experienced negatively by providers as will potential redundancies. However, there will be 1-1 consultation and contract discussions as part of the overall consultation process to ensure negative impacts are understood and can be mitigated where possible.

**Staff**

See Q10.



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

If the change is approved, service users will be supported on a 1-1 basis to choose appropriate options that meet their needs and as part of the project management service users will be communicated with to explain the changes and reassure them. A helpline is in place during the consultation process. Soft market testing and procurement if necessary will ensure suitable options are available to service users to choose which meet their dietary and cultural requirements.

External providers are likely to have users of their services reviewed last so will have longer to “market” themselves and make necessary business changes. Providers will meet with the Council to outline impacts to them and these will be considered in the final decision making process.

External providers will possibly maintain some of their existing customers through use of personal budgets thus limiting likelihood of loss of business or redundancies.

**Question 6:**

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

Internal stakeholders across departments. Consultation is reaching out to wider stakeholders in the voluntary and community sector, providers and service users and carers.

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

Census 2011, staff profiles for city catering and transport, current profile of mobile meals users.

**Supplementary information**

**Question 7:**

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

Initial soft market testing shows there are many other food options across the city and from national organisations. This provision won't necessarily be like for like (although some of that is available) as the method of service delivery is changing to support people to get services that meet their needs more flexibly.

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

If high quality, affordable options are available this should mean people do not experience any negative impact from potential changes.

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

Further market testing will be done but as people have personal budgets they can choose options that suit them. Those that take a Direct payment can choose any service that meets their need. Those who have a managed budget will get the Council to purchase an option on their behalf and the Council will look to ensure there are providers in the market who can



meet people's needs affordably.

**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?**

This impacts across the city however, we know from the profile of service users that in Latimer and Spinney Hills there are a larger proportion of mobile meals recipients than elsewhere.

The user profile across the city is as follows:

	Number of Customers	Percentage of Customers
Latimer	33	13%
Spinney Hills	28	11%
Belgrave	22	8%
Rushey Mead	20	8%
Charnwood	19	7%
Humberstone & Hamilton	12	5%
Stoneygate	12	5%
Thurncourt	12	5%
Evington	11	4%
Coleman	10	4%
Castle	10	4%
Abbey	10	4%
New Parks	9	3%
Westcotes	9	3%
Knighton	8	3%
Braunstone Park Rowley Fields	8	3%
Beaumont Leys	6	2%
Eyres Monsell	6	2%
Western Park	6	2%

Fosse	6	2%
Aylestone	5	2%
Freemen	2	1%
Grand Total	264	100%

For example, Government policies or proposed changes to current provision by public agencies (such as new benefit arrangements) that have an adverse impact on residents; external economic impacts such as the recession/economic downturn; socio-economic factors such as deprivation/low income.

**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.**

Adult Social Care services are changing to become more personalised and some of the users using the mobile meals service may also receive other services. However, individual assessment of needs means that the Council ensures it meets identified needs of service users.

**Question 10:**

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

**Staff - profile**  
**City Transport**

The profile of the 16 staff who are currently employed by LCC to deliver mobile meals is as follows:

Male	4
Female	12
25-39	2
40-49	6
50+	8
White British	4

Asian	11
Not known	1
Disabled	2
Not Disabled	13
Not Known	1

This profile demonstrates that women, those over 50 and people with a BME background will be affected more than other groups. For staff at City Transport redundancy is a possibility, however staff may be able to be redeployed where vacancies exist and the Council will follow its redundancy policy accordingly.

**City Catering**

The profile of the 3 staff who are currently employed by LCC to reheat mobile meals is as follows:

Male	0
Female	3
25-39	
40-49	1
50+	2
White	1
African Caribbean	1
Asian	1
Disabled	
Not Disabled	3
Not Known	

This profile demonstrates that females, those over 50 and those from BME backgrounds are disproportionately affected (66% of the staff are from BME backgrounds which is a greater percentage than in the population as a whole). For staff at City Catering redundancy is a possibility, however staff may be able to be redeployed where vacancies exist and the Council will follow its redundancy policy accordingly.

The structure below shows that the staff are mainly part time.

**City Transport**

Job Title	FTE	Headcount
Driver/Server	6.8	16

**City Catering**

Job Title	FTE	Headcount
Charge hand Catering Assistant	0.95	1
Catering Assistant	1.18	2

<b>Overall Total</b>	<b>8.93</b>	<b>19</b>
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Date completed .....Updated.....7/7/13.....

**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?**

NB Any Actions you identify through completing this EIA, you must add to the Action Plan at the end.

<b>What negative equality impacts were identified? For people with which protected characteristics?</b>

**Question 3:**

<b>Did stakeholders indicate how positive impacts could be further promoted? How?</b>
<b>Did stakeholders indicate how negative impacts could be reduced or removed? How?</b>

**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.

<b>If yes, describe the revised proposal and how it will affect current service users?</b>
<b>What are the equality implications of these changes? Identify the likely positive and negative impacts of the final proposal and the protected characteristic affected.</b>
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.
<b>How can any negative impacts be reduced or removed?</b>

**Question 2:**

Are there any actions<sup>5</sup> 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			
<b>Countersigned by</b> Equalities Officer			
<b>Signed off by</b> 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

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

**NB** Any Actions you identify through completing this EIA, you must add to the Action Plan at the end.

## EIA Action Plan

Please list all the equality objectives, actions and targets that result from the Equality Impact Assessment. These should be included in the relevant service plan for performance management purposes.

Equality Objective	Action required	Target	Officer responsible	By when?
Example: To know equality profile of all service users.	Example: collect monitoring data on disabled users (currently not being provided)	Example: To have data for first performance review	Example: Joe Smith	Example: Start collection of data in April 2013
To understand the impact on external and internal providers	Work with existing external and internal providers as part of the consultation			
Engage and consult relevant stakeholders over impact	External consultation Staff consultation Service user consultation			
Understand the impact of the final recommendation	Review the EIA again as a result of the consultation outcome and following the resulting implementation of any changes to see final impact on staff and service users			

### What to do next?

NB Any Actions you identify through completing this EIA, you must add to the Action Plan at the end.



If this EIA has identified any issues that need to be addressed (such as plugging a data gap, or carrying out a specific action that reduces or removes any negative impacts identified), complete the attached EIA Action Plan to set out what action is required, who will carry it out, and when it will be carried out/completed.

Once your EIA has been completed, (countersigned by the equalities officer/finance officer **and signed off by your Director**) the equality officer will work with you to monitor this action plan.

**Officers to contact:** Corporate Equalities Lead/Corporate Resources and Support: Irene Kszyk 296303  
Adult Social Care, Health & Housing: Gurjit Minhas 298706 Children's Services: Sonya King 297738  
City Development & Neighbourhoods: Daxa Patel 296674