



Derby City Council

Equality impact assessment form

Directorate

People Service Directorate

Service area

Community Support, Adult Social Care

**Name of policy, strategy, review or function
being assessed**

Community Led Support Adult Social Care

Date of assessment

December 2016

Signed off by

**Cabinet, Personnel Committee or Chief Officer
Group's decision**

Date published on website

Equality impact assessment – please read this section first before you do the assessment

This is our equality impact assessment form to help you equality check what you are doing when you are about to produce a new policy, review an older one, write a strategy or plan or review your services and functions. In fact you need to do an equality impact assessment whenever a decision is needed that affects people and **before** that decision is made.

So why do we need to do equality impact assessments? Although the law does not require us to do them now, the courts still place significant weight on the existence of some form of documentary evidence of compliance with the **Public Sector Equality Duty** when determining judicial review cases. This method helps us to make our decisions fairly, taking into account any equality implications, so yes we still need to do them.

The Public Sector Equality Duty is part of the Equality Act 2010 and this Duty requires us as a public body to have '**due regard**' to eliminating discrimination, harassment and victimisation and any other conduct that is prohibited by or under the Act. It requires us to advance equality of opportunity and foster good relations between people who share a '**relevant protected characteristic**' and people who don't.

Having 'due regard' means:

- removing or minimising disadvantages suffered by people due to their protected characteristics
- taking steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people
- encouraging people with certain protected characteristics to participate in public life or in other activities where the participation is disproportionately low.

The protected characteristics are:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

This completed form should be attached to any Chief Officer Group, Cabinet or Personnel Committee report to help elected members make their decisions by taking the equality implications into account. Equality impact assessments **must be done before** decisions are made. Include the Cabinet or Personnel Committee's decision on the front sheet when you know it.

You'll find that doing these assessments will help you to:

- understand your customers' and communities needs
- develop service improvements
- improve service satisfaction
- demonstrate that you have been fair and open and considered equality when working on re-structuring
- make sure you pay due regard to the requirements of the Public Sector Equality Duty.

Don't do the form by yourself, get a small team together and make sure you include key people in the team such as representatives from our Diversity Forums and employee networks and you could invite trade union representatives too – the more knowledge around the table the better. You also need to decide how and who you will consult with to help inform the equality impact assessment. Our Lead on Equality and Diversity can help with useful contacts – we have a team of people who are used to doing these assessments and can help with information on barriers facing particular groups and remedies to overcome these barriers.

You'll need to pull together all the information you can about how what you are assessing affects different groups of people and then examine this information to check whether some people will be negatively or positively affected. Then you'll need to look at ways of lessening any negative effects or making the service more accessible – this is where your assessment team is very useful and you can also use the wider community.

Agree an equality action plan with your assessment team, setting targets for dealing with any negative effects or gaps in information you may have found. Set up a way of monitoring these actions to make sure they are done and include them in your service business plans.

When you have completed the assessment, get it signed by your Head of Service or Service Director and send it to our Lead on Equality and Diversity for checking and to publish on our website. It is a public document so must not contain any jargon and be easy to understand.

Classification: OFFICIAL

Remember, we need to do these assessments as part of our everyday business, so we get our equality responsibilities right and stay within the law – Equality Act 2010.

Equality groups and protected characteristics

These are the equality groups of people we need to think about when we are doing equality impact assessments and these people can be our customers or our employees and job applicants...

- Age equality – the effects on younger and older people
- Disability equality – the effects on the whole range of disabled people, including Deaf people, hearing impaired people, visually impaired people, people with mental health issues, people with learning difficulties and people with physical impairments
- Gender reassignment – the effects on trans people
- Marriage and civil partnership equality
- Pregnancy and maternity equality - women who are pregnant or who have recently had a baby, including breast feeding mothers
- Race equality – the effects on minority ethnic communities, including newer communities, gypsies and travellers and the Roma community
- Religion and belief or non-belief equality – the effects on religious and cultural communities, customers and employees
- Sex equality – the effects on both men and women and boys and girls
- Sexual Orientation equality – the effects on lesbians, gay men and bisexual people

In addition, we have decided to look at the effects on families and people on low incomes too as we feel this is very important.

Contact for help

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The form

We use the term 'policy' as shorthand on this form for the full range of policies, practices, plans, reviews, activities and procedures.

Policies will usually fall into three main categories...

- Organisational policies and functions, such as recruitment, complaints procedures, re-structures
- Key decisions such as allocating funding to voluntary organisations, budget setting
- Policies that set criteria or guidelines for others to use, such as criteria about school admissions, procurement methods, disabled facilities grants, on street parking bays

If in doubt - do one! You never know when we may get a legal challenge and someone applies for Judicial Review.

What's the name of the policy you are assessing?

Community Led Support

The assessment team

Team leader's name and job title – Gordon Waigand, Head of Service

Other team members

Name	Job title	Organisation	Area of expertise
Judi Bateman	Customer		Equality panel member, Customer experience Board member
Edith Lang	Carer/Volunteer		The Alvaston Resident Association Member, Talking Points Volunteer

Step 1 – setting the scene

Make sure you have clear aims and objectives on what you are impact assessing – this way you keep to the purpose of the assessment and are less likely to get side tracked.

- 1 What are the main aims, objectives and purpose of the policy? How does it fit in with the wider aims of the Council and wider Derby Plan? Include here any links to the Council Plan, Derby Plan or your Directorate Service Plan.**

Over the next three years the Council has to deliver £45m of savings. In addition to delivering the budget savings already agreed, the Delivering Differently programme will support services to develop and implement new and innovative service delivery models with the aim of creating a flexible and resilient Council. The Community Led Support programme is aiming to achieve the objectives set out in the Delivering Differently programme and Council Plan.

The Council Plan sets out the Council's eight priority outcomes. These are...

- Protecting vulnerable children and adults.
- Enabling individuals and communities.
- Promoting health and wellbeing.
- Raising achievement and skills.
- Improving housing, supporting job creation and regeneration.
- Making the most of our assets.
- Being more commercial.
- Delivering services differently.

The 'policy' in this case is the Council's decision to make an efficiency saving and providing a better customer preventive service by using the Community Led Support model to address the eight priorities by meeting people and their circle of support in local Talking Points. This includes:

- Seeing people face to face in Talking Points
- advice/ sign posting people into non statutory services to meet their current areas of needs
- reducing traditional care support arrangements
- staff working more efficiently when they meet customers in Talking Points
- customers being seen without long waiting times from first contact
- encouraging early intervention to give people the opportunity to engage at an early stage to connect with local people, community groups and the Council.
- having local volunteers supporting Talking Points through community engagement.

2 Who delivers/will deliver the policy, including any consultation on it and any outside organisations who deliver under procurement arrangements?

The Council will deliver the same service to all customers 18+ through the Community Led Support Programme. In addition a stronger focus will be given on prevention through community assessed principles. Community, organisations and partners have been part of the development process via Steering Groups and one to one meetings. In the trial programme customers have filled in a SNAP, feedback management survey and the current indication is that 90% of customers found the services received positive and met their expectations.

The 'policy' will be delivered by:

- all adult Social Care Staff (Mental Health Team, Community Teams, Preparing for Adulthood Team).
- Derby Direct staff
- All integrated services.

3 Who are the main customers, users, partners, employees or groups affected by this proposal?

- All Adult Social Care Customers – although customers will not receive a lesser service
- All Adult Social Care Customers' circle of support – will receive the same advice/support as before
- Carers to Adult Social Care Customers – will be supported as before in line with the Care Act 2014
- All Adult Social Care Staff members – will meet customers/carers/circle of support in community Talking Points as well as in customers' homes.

Step 2 – collecting information and assessing impact

4 Who have you consulted and engaged with so far about this policy, and what did they tell you? Who else do you plan to consult with? – tell us here how you did this consultation and how you made it accessible for the equality groups, such as accessible locations, interpreters and translations, accessible documents.

The Community Led Support innovation side programme has had three steering group meeting and also engaged in one to one meetings with community stake holders re the implementation and objectives of Community Led Support.

All meetings were held in accessible venues or in partners' own premises. Further meetings will take place with diversity forum members.

The following organisations have been consulted:

- The National Development Team for Inclusion
 - Derby City Council staff including Community Teams, Reviewing Team, Home First, Carelink/Telecare team, Commissioning, Derby Direct Team, Library Services
 - Derby Homes
 - Adult Learning Service
 - Arts Development)
 - Community Action)
 - DCHS
 - Derby Hospitals
 - Derbyshire Carers Association
 - Creative Carers
 - TARA – The Alvaston Residents Association
 - St Andrew with St Osmund Derby and St Edmund Allenton and Shelton Lock Churches
 - vSPA/AgeUK
 - Derby Choice
 - SD CCG –Southern Derbyshire Clinical Commissioning Group
- The message received was that the Community Led Support programme will be greatly supportive to customers and carers as it is a timely responsive service model. Greater focus on preventative support, self-help and using community groups. Supporting customers to remain in their homes for longer.
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5 Using the skills and knowledge in your assessment team, and from any consultation you have done, what do you already know about the equality impact of the policy on particular groups? Also, use any other information you know about such as any customer feedback, surveys, national research or data. Indicate by a tick for

each equality group whether this is a negative impact, a positive one or if you are not sure

Equality groups	What do you already know?	No impact	Positive impact	Negative impact	Not sure
Age	Most customers will be seen in a Talking Point are age 65+. Customers will be seen timely after a referral has been received. Talking Points have good public transport links, and car parking facilities. Home visits can be offered if customers are unable to attend –the same model as GPs use for home visits.		x		
Disability	Disabled people with lower level needs would not have usually had access to Adult Social Care, but do have access to advice with Talking Points It gives people choice and control. Arrangements are in place to meet people’s needs like Sign Video, BSL interpreters on request, large print and other formats All rooms are accessible.		x		
Gender reassignment - trans	We will be working with Derbyshire LGBT + to see how best we can offer a quality talking point service to trans people in the community		x		

<p>Marriage and civil partnership</p>	<p>Couples can come to Talking Points to get help and advice on services and community initiatives</p>		<p>x</p>		
<p>Pregnancy and maternity</p>	<p>Any disabled women who are pregnant or just had a baby will be able to access Talking Points, where as before this initiative they may not have been eligible. They will get help with information about accessible playgroups or baby clinics and so on.</p>		<p>x</p>		
<p>Race</p>	<p>Talking Points are a low key engagement services and take place in the community and we intend to work with the Diversity Forum to make sure we reach our minority ethnic communities, including our newer communities</p>		<p>x</p>		
<p>Religion or belief or none</p>	<p>For many people their faith or religion is really important to them and since Talking Points have been set up, they have helped a few people to be able to take part in their religion again, such as by putting people in touch with people who can help take them to their place of worship. This would not have been provided before Talking Points. In addition we will be</p>		<p>x</p>		

	holding Talking Point events in religious establishments, such as temples, mosques and churches.				
Sex	Talking Points can offer a service where customers can request a specific gender of person to talk to if they are more comfortable with this for whatever reason		x		
Sexual Orientation	We will be working with Derbyshire LGBT+ to make sure we offer a sensitive, inclusive service for our LGBT community. In addition all our employees have done the mandatory LGBT equality training on our on-line training portal.		x		
Families and people on low income	Before Talking Points, people with low level needs would not usually have qualified for traditional adult social care services, but now they have an opportunity for free help and advice.		x		

Important - For any of the equality groups you don't have any information about, then make it an equality action at the end of this assessment to find out. This doesn't mean that you can't complete the assessment without the information, but you need to follow up the action and if necessary, review the assessment later. You can get lots of information on reports done from organisations' websites such as the Equality and Human Rights Commission, Stonewall, Press for Change, Joseph Rowntree Trust and so on. Please don't put down that the impact affects 'everyone the same' – it never does!

6 From the information you have collected, how are you going to lessen any negative impact on any of the equality groups? How are you going to fill any gaps in information you have discovered?

We have not established any negative impacts, but recognise it is important to work with local community and voluntary organisations so that we can make sure we are accessible to people with protected characteristics under the Equality Act
 The Community Led Support/Talking Points will review customer feedback on an on-going basis and implement changes as they are needed.

Step 3 – deciding on the outcome

7 What outcome does this assessment suggest you take? – You might find more than one applies. Please also tell us why you have come to this decision?

Outcome 1	x	No major change needed – the EIA hasn’t identified any potential for discrimination or negative impact and all opportunities to advance equality have been taken
Outcome 2		Adjust the policy to remove barriers identified by the EIA or better advance equality. Are you satisfied that the proposed adjustments will remove the barriers you identified?
Outcome 3		Continue the policy despite potential for negative impact or missed opportunities to advance equality identified. You will need to make sure the EIA clearly sets out the justifications for continuing with it. You need to consider whether there are: <ul style="list-style-type: none"> • sufficient plans to stop or minimise the negative impact • mitigating actions for any remaining negative impacts • plans to monitor the actual impact.
Outcome 4		Stop and rethink the policy when the EIA shows actual or potential unlawful discrimination

Our Assessment team has agreed Outcome number(s)

No.: 1

Why did you come to this decision?

Community Led Support/Talking Points is open to all Derby people and is open to all user groups. It's a low key advice and sign posting service within customers own communities. If specific support needs have been identified, like telephone interpreting or British Sign Language interpreters we will use them to support people throughout their face to face chats. Talking Points are accessible to all people.

If you have decided on **Outcome 3**, then please tell us here the justification for continuing with the policy. You also need to make sure that there are actions in the Equality Action Plan to lessen the effect of the negative impact. This is really important and may face a legal challenge in the future.

If you have decided on **Outcome 4** then if the proposal continues, without any mitigating actions, it may be likely that we will face a legal challenge and possibly a Judicial Review on the process - it is really important that the equality impact assessment is done thoroughly, as this is what the Judge will consider.

Step 4 – equality action plan – setting targets and monitoring

8 Fill in the table (on the next page) with the equality actions you have come up with during the assessment. Indicate how you plan to monitor the equality impact of the proposals, once they have been implemented.

Equality action plan – setting targets and monitoring

What are we going to do to advance equality?	How are we going to do it?	When will we do it?	What difference will this make?	Lead officer	Monitoring arrangements
To roll out Talking Points throughout Derby.	Having 3/4 Talking Points within each area of Derby	By April 2017	Better excess for all Derby people.	Gordon Waigand	Steering group and area community meetings with stakeholders.
Monitoring /evaluate Community Led Support/Talking Points	Using SNAP survey information and people and stakeholders feedbacks.	ongoing	To ensure we address and develop the service on offer.	Gordon Waigand	Steering group and area community meetings with stakeholders. SNAP evidence satisfaction survey will be used.
To provide ongoing feedback to volunteers and other stakeholders	Through one to one and area group meetings. Using Derby Talking Point Facebook side and IDerby Talking Point info side.	In place	Updated information available. Printed information available on request.	Community Team Managers	Area community meetings.
Make sure that Talking Point is accessible and inclusive for our LGBT community	Arrange a meeting with Derbyshire LGBT+	January 2017	Our service will meet the specific needs of our LGBT+ community	Gordon Waigand	From feedback through Derbyshire LGBT +
Make sure we access	Meet with	January	Our service will get a	Gordon	From feedback

