Appendix 2 - Equality impact, needs and requirements assessment form

Please use this form to record your findings, proposed actions, equality objectives and targets. Use the guidance notes to help you do the assessment or contact the Equality Standard Project Manager if you need some advice

About the policy, practice, service or function you are assessing

Name of policy, practice, service or function: Transformation of Housing Related Support (Supporting People Programme)

Assessment team leader name: Christine Collingwood

Date of assessment: 13 March 2012

Department responsible: Younger Adults, Health and Housing   Service Area: Integrated Commissioning

Other members of assessment team:

Name	Position	Area of expertise	Comments
Christine Collingwood	Strategic Commissioning Manager PD and Social Exclusion		
Stephe Astbury	Commissioning Officer		
Som Bala	Diversity Forum Member	Equality issues in the community	
John Newbould	Diversity Forum Member	Equality issues in the community	

Question	Response/ findings
What are the main aims and objectives or purpose of the policy, practice, service or function that you are assessing?	Supporting People (SP) is a programme of housing related support services funded by Government as a named unringfenced grant within Area Based Grant. The programme in Derby has historically received about £10m per year and has operated as a partnership with voting input at Board level from Derby NHS, Derbyshire Probation Service, and Derby City Council.

The Supporting People programme plays an important role in promoting links between health, housing, probation, social care, the police and other stakeholders for the planning and delivery of services for vulnerable people.

In Derby, the original Supporting People grant allocation was approx £10m per year. In the run up to 1st April 2003, the Council established contracts with all of the legacy services that had received income from one of the previously separate funding streams. Since 2003 the Council has produced two Supporting People strategies and a housing support needs analysis, undertaken to help define commissioning priorities.

It has now been agreed, as part of the Council's overall budget strategy that the funding available for housing related support is reduced by £6.144m over 2 years (2012-2014). The remaining budget would be £3.323m. |

Who implements, carries out or delivers the policy, practice, service or function? Please state where this is more than one person, team, department, or body – and include any outside organisations who deliver under procurement arrangements	Supporting People Team monitors performance, quality and contractual obligations, together with the involvement of the Peer Review group. Strategic Partners including our Core Strategy Group and Commissioning Board are responsible for decision-making processes about Supporting People policies and practice, service provision. Providers have contractual obligation under the terms of their contracts and the quality assessment framework to ensure that all policies and procedures are in place and reviewed at least every 3 years
Question	**Response/ findings**
Who is affected by the policy, practice, service or function, or by how it is delivered? Such as, who are the external and internal customers, groups, or communities?	Client Groups, Providers, partners and voluntary groups. Supporting People services meet the needs of a very diverse range of customers who will be affected by this. Please see appendix 1. Providers will be potentially impacted in terms budget cut or complete decommissioning of services. Staff will be at risk of unemployment. Derby City and it local communities with have higher levels of unemployment and an extra pull on other funding sources from the customers who will no longer receive Support People services.
What outcomes do we want to achieve, why and for whom? For example, what do you want to be providing, how well,	Vulnerable people must have access to suitable accommodation before they can go on to think about

	dealing with other aspects of social exclusion. Housing support services play an important role in helping vulnerable people successfully gain and maintain their own independent accommodation. By providing those housing support services Supporting People makes an important contribution to a wide range of priority outcomes in Derby to maintain and achieve independence for the older, long-term sector, have a positive planned move-on. Have a good range of other outcomes such as economic, wellbeing, being safe, enjoyment, achievement and personalised services with person-centred support plans.
what changes or improvements, and what should the benefits be for customers, groups or communities?	
Question	**Response/ findings**
What existing or previous inspections of the policy, practice, service or function are there? For example, Best Value Inspections, policy reviews, research into the effects of a policy or practice. What did they tell you?	In November 2010 the Comprehensive Spending Review (CPR) announced cuts of 12% to the Supporting People budget over four years; the previous ring-fence was lifted and the funding rolled into formula grants.. The impact on local authorities has been far reaching and varied as many authorities have had a varied response to the CSR and other budget constraints they face. Local Authorities have devolved powers to make local decisions about the allocation of funding with in their different sectors and departments. Supporting People have a commitment to ensure all providers submitted an annual Quality Assessment Framework (QAF) self assessment. These assessments are verified through a rolling validation programme which

	included on site visits, discussions with management, staff and customers. The outcome from the validation of services clearly highlights that they are meeting the minimum quality standard. All Supporting Peoples local policies and procedures are reviewed at least once every three years. The process has enabled Supporting People to ensure that each of their policies is fair and equitable.

Identifying potential equality issues and factors

Question	Response/ findings
What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring	Supporting People funds frontline support services to disadvantaged and vulnerable people. Investment into Supporting People services enables vulnerable individuals to live more independently, avoiding crises, leading to better outcomes and reduced costs for the state. The Gap Gemini financial benefits model final report May 2010 identified that : • Best overall estimate of the net financial benefits for the Supporting People programme in Derby is £15.7m for the client groups considered. This is against an investment of £9.7m. • Overall within the net benefit of £15.7m the removal of Supporting People would lead to : – Increased costs in residential packages,

	homelessness, tenancy failure, health services and crime.
	– Reductions in SP services, housing costs, social services care, benefits and related services.
	Quality Performance analysis It shows that the percentage of female service users compared to male is very low – although this may be due to them receiving better outcomes and reusing services less than males. That there is a large gender disparity for short term services. The information currently collated does not include data on client's sexuality, gender reassignment, marriage and civil partnerships.
	Ongoing consultation with customers, providers and partners will identify the further quality impacts and need.

Question	**Response/ findings**
Is there any evidence of higher or lower take up under the policy or practice, or of the service or function for any particular groups? For example, who uses the service, who doesn't and why not?	There is an under representation of Asian groups – similar to national categories. However, there are specialist services such as: Refuge, Hadhari Nari, Refugee, Rethink, and Derwent Living (Rawdon Street).
Have there been any important demographic changes or trends locally? For example is the population changing, and if so, how and what might that mean for the service or function?	There is an emergence of Eastern European minorities, although absolute numbers have reduced recently.

Derby was a dispersal area for asylum seekers and as a |

	result there are many emerging new communities now settling here. This might result in a greater need for information to be provided in community languages and greater provision of interpreting services. There is an increasing need to ensure that our services are reaching out to different communities. Increasing in the ageing population, living longer, and higher impact on older services.
Question	**Response/ findings**
Is there an indication that any of the policies or practices involved with the service or function creates particular problems or difficulties for any groups of customers or communities?	Sheltered Housing operates a flexible system, allows younger people with disabilities to obtain services. There are exclusion policies in place with the majority of services. There is currently no provision for males fleeing Domestic Violence or for males with children fleeing Domestic Violence. Also many of our services are unable to accept women with older male children. We have not received any negative feedback or complaints from any providers, customers or partners.
What information or data exists? For example, statistics, customer feedback, complaints, research, monitoring – who keeps it and can you get hold of it?	Various information is collected regarding service users when they enter and exit SP services. Information is recorded on the ethnicity breakdown, religion, Disabilities, Gender, Age.

| | No information is currently recorded with regards to transgender client or sexual orientation.

This information is all anonymised and available to all members of the SP team through the shared drive.

Equalities information on clients are not collected through any other business process.

There are programmes in place through SP to ensure that equalities is placed as the heart of service provision. One fifth of our quality award is focused on Fair Access, Diversity and Inclusion, and providers have to complete Equality Impact Assessment and Equality Action plans, which are closely scrutinised and monitored by Derby City Council. |
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| **Question** | **Response/ findings** |
| Does any equality or diversity objectives already exist? If so, what are they and what is current performance like against them? | All our providers are required to undertake an Equality Impact Assessment under the Equalities Act 2010.

These are all validated by the Supporting People team and Peer Reviewers annually and through our contract management process. |
| Is the service having a positive or negative effect on particular people in the community, or particular groups or communities? | The service is having a positive effect across various equality strands:

Ethnicity: |

	The BME client breakdown of SP services is broadly representative of the BME breakdown in Derby, the take up is slightly above the population for Black British, but most groups fall close to general population trends. Most BME take up appears in the Refugee, HIV/AIDS, and Domestic Violence client groups.
	Good outcomes are achieved for BME clients, with most significantly above average and white performance.
	Religion:
	Service users in SP services are less likely to identify themselves as religious than the general population
	Disabilities:
	The profile of service users matches the general population, with mental health issues being the largest Disability group for SP. Disabled client have slightly better than average success with achieving there outcomes
	Gender:
	Most client are Males (61.54%), meaning Derby has the largest % of Male service users in the East Midlands. More investigating needs to be done to see if this is due to the breakdown of services. Women predominate the Domestic Violence and Teenage Parent client groups. Females have slightly better than average success with achieving there outcomes
	Age:
	A significant proportion (43.7%) of client entering services

	are under 25. This means SP should be largely based on prevention of escalating need. This is a concern as the outcomes for under 25's are significantly worse than for other age groups

Collecting the information and data about how the policy, practice, service or function, impacts on communities

Please record your information and data in this table and think about:

- what information or data you will need
- using both quantitative and qualitative data
- making sure that where possible there is information that allows all perspectives to be considered
- identifying any gaps in the information/ data and what it can tell you

Data or information	When and how was it collected?	Where is it from?	What does it tell you? You need to consider all six equality strands where you can	Gaps in information
Customer feedback and complaints	Collated through our ongoing policies and procedures	Service Users Providers Partners	Since 2003 only one complaint was raised with regards to an equality issue	
Consultation and community involvement	Peer Review Validation Visits customers feedback Stake holder Feedback Provider forum Contract management meeting provider feedback	Peer Reviewers Partners Forums Sub Groups Provider	No identifiable actions Positive feedback has been received on most areas. However a telephone mystery shopping exercise carried out by the peer review group with regards to the advice given to customers identified that some support staff had a lack	Some front line support staff had a lack of advice knowledge. Providers addressed this with training exercises.

Data or information	When and how was it collected?	Where is it from?	What does it tell you? You need to consider all six equality strands where you can	Gaps in information
			informative knowledge as the first point of contact.	
Performance information including Best Value	Annually and quarterly	Providers through the submission of quarterly performance indicators and client records an annual quality assessment framework, the the annual contract management process and contract renewal procedure.	The quarterly returns can identify certain demographics and client information.

Contract management and contract renewal identify certains aspects of how the provider performs and what they record. Is also cites their Assessments and workforce audits. | The information currently collated does not include data on client's sexuality, gender reassignment, marriage and civil partnerships. |
| Take up and usage data | All data submitted is analysed by the supporting people | Providers | Information is recorded on the ethnicity breakdown, religion, Disabilities, Gender, | The information currently collated does not include data on |

Data or information	When and how was it collected?	Where is it from?	What does it tell you? You need to consider all six equality strands where you can	Gaps in information
	team. Analysis of the data is used in the contract management assessment process and also feeds in to critical reports ie Commissioning Board reports, annual performance report.		Age.	client's sexuality, gender reassignment, marriage and civil partnerships.
Comparative information or data where no local information	Regional benchmarking data	Other local authorities	Information is analysed on ethnicity breakdown, religion, Disabilities, Gender, Age. Regional comparisons help identify trends and gaps.	
Census, national or regional statistics	Regional benchmarking data	Other local authorities	Information is analysed on ethnicity breakdown, religion, Disabilities, Gender, Age. National and Regional comparisons help identify trends and gaps which can feed in to procurement decisions.	

Data or information	When and how was it collected?	Where is it from?	What does it tell you? You need to consider all six equality strands where you can	Gaps in information
Access audits or assessments such as DDA assessments	Some providers have done bespoke audits completed 2010. The supporting people team undertook an audit of all their mental providers premises; offices and accommodation to evaluate if they all had disabled access.	Providers	Providers are committed to completing these audits which will be regularly reviewed. Some accommodation provision is provided in older type housing. Some of the older type of housing provision is not fit for purpose; for example if required a stair lift could not be fitted.	Only have partial information we need to ensure that all providers complete these audits, This could be addressed with the help of the peer review group. The unsuitability of some housing provision for adaptations has not caused any issues to date. The size of the accommodation usually means that there is ground floor bed spaces.
Workforce profile	Ongoing – this is mandatory local authority process.	HR	No issues	
Where service	Providers required to	Providers	No clear picture as yet	Many providers used

Data or information	When and how was it collected?	Where is it from?	What does it tell you? You need to consider all six equality strands where you can	Gaps in information
delivered under procurement arrangements – workforce profile for deliverers	collate information			to fail to comply with collection requirement – though this has been addressed
Monitoring and scrutiny outcomes				

Analysing the information and data and setting equality objectives and targets

Please give your detailed findings in this table

Service or function	Policy or practice	Findings	Which groups are affected and how	Whose needs are not being met and how?
Supporting People	Access criteria	There is a lack of place of safety accommodation in the City for men and for families with older male children	Families fleeing domestic violence	Men and families with older male children – who are fleeing domestic violence – no provision within the City
Supporting People	Accessibility of offices and accommodations	There is a lack of information about accessibility for housing support services	People with physical disabilities	People with physical disabilities - Lack of suitable information available

Objectives - process, impact or outcome based

Please give your proposed objectives/ targets in this table

Objective/Target:	*Ensure providers are involved in the development of the new service offer*
Specific	Visioning workshops to be held with local service providers
Measurable	4 workshops focusing on aspects of the customer journey
Achievable	Sufficient resources will be in place to run the workshops
Relevant	The workshops will invite local providers to shape the service specification
Timed	All workshops to be completed by 08 /03/2012

Objective/Target:	*The tendering process ensures services meet the needs of vulnerable adults in Derby*
Specific	A tendering process will be developed
Measurable	There will be a process by which providers can submit proposals for providing services
Achievable	Sufficient resources will be available to develop the tender
Relevant	The tender will ensure that housing based support is targeted in areas of most need
Timed	The tendering process is developed by January 2013

Objective/Target:	*Services are decommissioned in a way to cause least disruption to vulnerable groups*
Specific	Following the tendering process some services will be unsuccessful and will require effective decommissioning
Measurable	Services will be decommissioned
Achievable	Sufficient resources will be made available to ensure effective decommissioning is achieved, which causes least disruption to service users.
Relevant	Decommissioning will ensure services are targeted to need within budget constraints
Timed	Decommissioning will be achieved by June 2013

Objective/Target:	*New service model operational*
Specific	An innovative new service targeted at local need and within budget will be developed
Measurable	New services for housing related support will be developed
Achievable	Sufficient time and resources will
Relevant	New service will meet the needs of client groups
Timed	New services in place by July 2013

Monitoring and reviewing - incorporating into performance management

Please summarise your objectives and targets in this table with your proposed monitoring and reporting arrangements

Objective	Planned action	Target performance			Responsible lead officer	Reporting cycle, for example, quarterly
		2011/2012	2012/2013	2013/14		
Short tem transformation milestones						
Ensure providers are involved in the development of the new service offer	Co produce service model and strategic commissioning priorities established	Workshops will be held			Kirsty Everson	
The tendering process ensures services meet the needs of vulnerable adults in Derby	Commissioning intentions agreed; Tenders evaluated Service users to be involved in tender evaluation In principle recommendations for successful tenders	**Tendering process Developed**			Kirsty Everson	Cabinet paper by 17 April 2012 on tendering process EIA group to meet after cabinet Cabinet paper on new service proposals and implications in

| | | | | | | September 2012

EIA group to meet after cabinet |
|---|---|---|---|---|---|---|
| **Services are decommissioned in a way to cause least disruption to vulnerable groups** | Consultation amongst users and stakeholders on decommissioning Proposals

Consideration of consultation responses & final approval of bids

Notice given to unsuccessful providers | Services to be decommissioned identified and process for decommissioning developed | Notice given to providers by end of January 2013

Decommissioning completed by end of June 2013 | | Kirsty Everson | Report to Cabinet in January 2013 on shape of new service |
New service model operational	New services commissioned	Successful services become operational	Services in place by July 2013		Kirsty Everson	
Ongoing monitoring and reviewing						
Equality Targets	CB to agree		CB agree	Monitor	AH	Quarterly
Mystery	Peer reviewers to	Devise script and			KW	Annually

Shopping	partake	start June 2011				
Providers to collate GBLT information	Write to providers, take to provider forum amend Contract Management (CM) agenda	June 2011			SPO's	Annually
Workforce profiles	Write to providers amend CM agenda	June 2011			SPO's	Annually