



# EQUALITY IMPACT ASSESSMENT TOOL

The council has a statutory duty to consider the impact of its decisions on age, disability, gender reassignment, pregnancy & maternity, race, religion or belief, sex (gender) and sexual orientation.

The Council also has a duty to foster good relations between different groups of people and to promote equality of opportunity.

Completing an EIA is the simplest way to demonstrate that the Council has considered the equality impacts of its decisions and it reduces the risk of legal challenge. EIAs should be carried out at the earliest stages of policy development or a service review, and then updated as the policy or review develops. EIAs must be undertaken when it is possible for the findings to inform the final decision. Keep all versions of your EIA. An EIA should be finalised once a final decision is taken.

When you should undertake an EIA:

- You are making changes that will affect front-line services
- You are reducing the budget of a service, which will affect front-line services
- You are changing the way services are funded and this may impact the quality of the service and who can access it
- You are making a decision that could have a different impact on different groups of people
- You are making staff redundant or changing their roles (particularly if it impacts on frontline services).
- EIAs also need to be undertaken on how a policy is implemented even if it has been developed by central government (for example cuts to grant funding).

Who should undertake the EIA:

- The person who is making the decision or advising the decision-maker

Guidance and tools for completing EIAs are available on the WIRE:

<http://rewire/supportunits/policyplanningandperformance/Pages/Equalities.aspx>

An EIA e-learning module is available for all Westminster staff:

[www.learningpool.com/westminster/course/view.php?id=159](http://www.learningpool.com/westminster/course/view.php?id=159)

When you have completed an EIA, please send the final copy to Jessica Bradford (PPP): [jbradford@westminster.gov.uk](mailto:jbradford@westminster.gov.uk)

**PLEASE NOTE:** The EIA was completed on the Westminster City Council template because Westminster will lead the procurement of a new Tri-Borough Carers' Services Contract and award the contract

SEB will monitor compliance with the requirement to complete EIAs.

**SECTION 1: DETAILS OF EQUALITY ANALYSIS**

1.1	Title of EIA
	Tri-Borough Carers' Services Re-let
1.2	<p>What are you analysing?</p> <ul style="list-style-type: none"> <li>• What is the purpose of the policy/project/activity/strategy?</li> <li>• In what context will it operate?</li> <li>• Who is it intended to benefit?</li> <li>• What results are intended?</li> <li>• Why is it needed?</li> </ul>
	<p><b><u>BACKGROUND</u></b></p> <p>Westminster City Council, the London Borough of Hammersmith and Fulham, and the Royal Borough of Kensington and Chelsea all recognise and value the crucial and demanding role that carers (both adult and young) take on to support vulnerable adults with social care needs.</p> <p>Currently each borough has its own local arrangements, either in-house or with local/national organisations, to deliver support to enable carers to continue in their caring role for longer.</p> <p>A number of factors have provided the impetus for commissioning managers (from adults and children's services) across the three boroughs to work together to jointly commission and procure carers' support services, namely:</p> <ul style="list-style-type: none"> <li>• The bringing together of commissioning functions on a tri-borough level.</li> <li>• The need to develop outcome focused services, in line with the personalisation agenda.</li> <li>• The need to achieve the best possible value from available public funds (best value means considering the <i>cost</i> and <i>quality</i> of services).</li> <li>• The need to build local services for carers (including those in transition) that are coherent and comprehensive.</li> <li>• The need to formalise existing contracts (Westminster).</li> <li>• The need to outsource services, rather than deliver them directly, indefinitely (Hammersmith and Fulham).</li> </ul> <p>Discussions commenced at the beginning of 2011 and following a market testing exercise, officers have worked to package the various services into contracts that will be attractive to the market.</p> <p><u>What is being proposed?</u></p> <p>A range of support services will be available to specific groups, including children with disabilities and adult service users; adult carers (aged over 18); young carers (under the age of 18 years) and carers from BME communities, who care for:</p> <ul style="list-style-type: none"> <li>• disabled children and adults</li> <li>• people with sensory impairments</li> <li>• people with long-term conditions</li> <li>• people with learning disabilities</li> </ul>

- people with dementia
- people with mental health problems
- people who misuse substances
- older people

**Lot 1: 'Carers' Hub Service that offers advice, information, advocacy and support**

This service will be based on an outreach model and will provide support in the communities and facilities in which carers already spend their time. Support will be provided to a wide range of adult carers (including parent/carers of children with disabilities).

The three main strands of the service will be:

- Providing direct support to carers
- Facilitating access to carers' grants and statutory provision
- Facilitating networks and partnerships with other services for carers

This type of service will be required by:

- Westminster City Council – Adult Social Care Services
- Hammersmith and Fulham Council - Adult Social Care Services

While the tender exercise for this service will cover provision for both boroughs, the service has been apportioned as 2 separate packages. This is due to both councils recognising the need for the service to have a local focus. It is possible that one contract may be awarded to an organisation to both services, or two separate contracts if it provides the best option following our evaluation of the bids received.

**Lot 2: Support for young carers**

This service will be based on an outreach model and will provide support in the communities and facilities in which young carers already spend their time. Support will be provided to young carers aged 18 and under.

The three main strands of the service will be:

- Providing direct support to young carers to achieve with respect to all five Every Child matters outcomes.
- Facilitating access to other support services for young carers and those being cared to minimise the caring responsibility on the child/young person
- To facilitate a successful transition to adult carers services

This type of service will be required by:

- Westminster City Council - Children's Services
- Hammersmith and Fulham Council - Children's Services
- Royal Borough of Kensington and Chelsea - Children's Services

**Lot 3: Lot 3: Home support and short break service for adults, children with disabilities, and their carers.**

This person-centred and flexible service will improve the quality of life for adult carers and parent/carers by enabling them to access short breaks (sometimes known as 'respite') from their caring role. By providing a 'sitting service', the service will give them the opportunity to spend the time as they wish and pursue activities according to their own preference.

	<p>It will support vulnerable adults with essential personal and practical tasks of daily living that they are unable to manage on their own, such as getting up/going to bed, getting washed and dressed, preparing meals etc. It will also enable them to access short breaks, by supporting them to access activities and interests.</p> <p>The service will also provide short breaks for children with disabilities (aged 0 -18), enabling them to access activities and interests. This service will be one of a wide range of short breaks services available to children with disabilities and their families.</p> <p>This type of service will be required by:</p> <ul style="list-style-type: none"> <li>• Westminster City Council – Adult Social Care and Children’s Services</li> <li>• Hammersmith and Fulham - Children’s Services</li> </ul> <p>The three councils, whilst collaborating to commission and procure carers’ services, recognise that each of the boroughs is very different. Approved providers will need to be aware of the unique features of the boroughs they will serve. To this end, an information document about each borough will be attached to the specification(s). Each pack contains:</p> <ul style="list-style-type: none"> <li>• The local demographic profile of carers.</li> <li>• Links to websites - which provide information relating to borough demographics, local strategies and developments.</li> </ul> <p>.....</p> <p><u>When will the new contracts commence?</u></p> <p>It is anticipated that new, cross borough contracts will start on 1 October 2012, although officers are aware that due to the complexity of the project, timescales may slip to a degree. Communication with current providers is on-going and if necessary, current arrangements will be extended.</p> <p>.....</p> <p>The overarching intention is to build local services for carers that are high quality, coherent and comprehensive.</p>
<b>Details of the lead person completing the EIA</b>	
	<p>(i) Full Name: Steven Falvey</p> <p>(ii) Position: Steven Falvey- Senior Commissioning Manager (Carers), Hammersmith and Fulham and Westminster City Council</p> <p>(iii) Unit: Adults Commissioning</p> <p>(iii) Contact Details: <a href="mailto:steven.falvey@lbhf.gov.uk">steven.falvey@lbhf.gov.uk</a> 0750 0953 918</p>
<b>1.4</b>	<b>Date sent to PPP</b>
<b>1.5</b>	<b>Version number and date of update</b>
	<p>Version control: Draft 8 Date: 03 May 2012</p>

## SECTION 2: EQUALITY ANALYSIS

- 2.1** If you are planning changes to a current service, which customers from the protected groups are using the service currently?
- If you do not formally collect data about a particular group then use the results of local surveys or consultations, census data, national trends or anecdotal evidence. Do not leave any box blank.

**1) How many people use the service currently? What is this as a % of Westminster's, Hammersmith and Fulham and Kensington and Chelsea's population?**

Information is supplied by Lot and by each borough.

**Lot 1- Carers' Hub – Advice, Information and Advocacy**

Borough	No of Users	% of Carer Pop
WCC (CNW)	2417*	46% (5,200)**
H&F (H&F Carer Support Service)	810*	7% (11,500)**

\* Numbers currently on the service database. Please note that the data provided for the H&F Carer Support Service relates to the 484 service users who have actively accessed the service since it commenced in August 2010. The other 326 carers on the database, transferred over from the previous service, without full monitoring information.

\*\* Taken from the 2001 census.

**Lot 2 - Support for Young Carers**

Borough	No of Users	% of Young Carer Pop
WCC	115	29% (400)**
H&F	99	23% (425)**
RBKC	105	35% (300)**

\*\* Taken from the 2001 census.

**Lot 3 - Home support and Short Breaks Service**

LA	No of Users	% of Pop
Adult (Westminster Carer Services)	88	6.4% (1364)*
Child (Westminster Carer Services)	20**	4.4% (450)**
Child H&F	TBC***	TBC***

\* The number of adults 18+ in Westminster in receipt of home care.

\*\* 48 families currently use care agencies as part of an agreed short breaks or personal care element of their care package. Of these, approximately 20 have accessed support from Westminster Carer Services during 2011/12. The total child population in Westminster is estimated to be 42,100, with around 450 children on the Children with Disabilities Voluntary register, and 285 cases open to the Children With Disabilities team.

\*\*\* Awaiting data.

## 2) Age

The figures below provide a breakdown in percentages of current service users by age for each borough:

### WCC

Packages	Age Range	WCC	Borough Profile	Officer Comments
Lot 1 – Carers’ Hub	Under 16	0% (0.04%)	13.6%	Compared to the borough population, users aged 50-59 yrs and 60 yrs or over are over represented by half. This means that this service is of particular relevance to older people and regards to their needs are high.
	16-24yrs	4%	12.6%	
	25-29yrs	5%	50.6%	
	30-39yrs	11%		
	40-49yrs	18%		
	50-59yrs	18%	10.6%	
	60 yrs or over	25%	12.9%	
	Unknown	19%	N/A	
Lot 2 – Support for Young Carers	Under 16	69%	13.6%	This lot is specifically aimed at young people and as such young people are over-represented in comparison to the borough profile. This is to be expected, given the nature of Lot 2. However, it is of note that 70% of those using Lot 2 are under 16, which means that minors have a special interest in this Lot and regard for their needs is very high
	16 – 18yrs	31%	12.6% (16 – 24 yrs)	
Lot 3 – Home Support and Short Breaks	Under 16	17%*	13.6%	Compared to the borough population, users aged 60 yrs and over are over represented by just under four – fifths. This means
	16-24yrs	10%*	12.6%	
	25-29yrs	1%*	50.6%	
	30-39yrs	3%*		
	40-49yrs	6%*		
	50-59yrs	6%*	10.6%	
	60 yrs or over	57%*	12.9%	

that this service is of particular relevance to older people and regards to their needs are high.

\*Cared-for service users

**H&F**

<b>Packages</b>	<b>Age Range</b>	<b>Current Users</b>	<b>Borough Profile</b>	<b>Officer Comments</b>
Lot 1 – Carers’ Hub	Under 16	0%	0% (0.04%)	Compared to the borough population, users aged 60 yrs and over are over represented by just under half. This means that this service is of particular relevance to older people, who will need it proportionately more than other age groups.
	16-24yrs	1%	4%	
	25-29yrs	3%	5%	
	30–39yrs	7%	11%	
	40-49yrs	21%	18%	
	50-59yrs	25%	18%	
	60 yrs or over	43%	25%	
Unknown	N/A	19%		
Lot 2 – Support for Young Carers	Under 16	70%	17.2%	This lot is specifically aimed at young people and as such young people are over-represented in comparison to the borough profile. This is to be expected, given the nature of Lot 2. However, it is of note that 70% of those using Lot 2 are under 16, which means that minors have a special interest in this Lot and regard for their needs is very high
	16 – 18yrs	30%	11.8% (16 – 24 yrs)	
Lot 3 – Home Support and Short Breaks	Under 16	TBC**	17%*	To be confirmed
	16-24yrs	N/A	N/A	
	25-29yrs			
	30–39yrs			

	40-49yrs			
	50-59yrs			
	60 yrs or over			

\*\* Awaiting data

### RBKC

Packages	Age Range	Current Users	Borough Profile	Officer Comments
Lot 2 – Support for Young Carers	Under 16	TBC*	16.4%	To be confirmed
	16 – 18yrs	TBC*	10% (16 -24 yrs)	

\* Awaiting data

### 3) Disability

#### WCC, RBKC, LBHF

To date, no formal data has been collected on current service users with disabilities who access those services that will be tendered as Lots1 and 2. These support services are for carers of vulnerable adults, whom are older and/or have long term disabling conditions. The tender exercise will provide an opportunity for all three boroughs to close this gap in our data collection. We will be able to collate monitoring information on service users with disabilities following the contract award.

#### WCC, LBHF

Lot 3, which is required by Westminster City Council (Adult and Children’s Services) and Hammersmith and Fulham (Children’s Services), relates to a service which is targeted to vulnerable adults, including those with disabilities, and children with disabilities. It also provides a sitting service for carers to access a short break.

To be eligible for the service in WCC, adult service users must be assessed as having substantial or critical adult social care needs under Westminster City Council’s Fair Access to Care Services eligibility criteria.

Those service users accessing the service, aged 18 or under, must be assessed as being eligible be a member of the Westminster Children with Disabilities (CWD) Team, or in Hammersmith and Fulham, the Disabled Children’s Team (DCT).

### 4) Gender Re-assignment

Data is not available regarding gender reassignment amongst users. Please refer to section 8 below. The tender exercise will provide an opportunity for all three boroughs to close this gap in our data collection. We will be able to collate monitoring information on gender reassignment following the contract award.

### 5) Pregnancy and Maternity

No formal data has been collected to date in relation to this equality group and current service users. Again, the tender exercise will provide an opportunity for us to close this gap in our data collection. We will be able to collate monitoring information on service users who are pregnant following the contract award.



## 6) Race

The figures below provide a breakdown in percentages of current service users by ethnic group:

### WCC

Package	Ethnic Group	Current Users	Borough Profile	Officer Comments
Lot 1 – Carers' Hub	White	32%	69.5%	Compared to the borough population, users who identify as White are under-represented by half, whilst those who identify as Black are over-represented by a third. This means that this service is of particular relevance to Race. However, no race-specific issues were raised during consultation.
	Black	11%	7.2%	
	Asian	11%	9.7%	
	Mixed	0%	4%	
	Other	24%	5.7%	
	Not stated	23%	N/A	
Lot 2 – Support for Young Carers	White	24%	69.5%	Compared to the borough population, users who identify as white are under-represented by just under two-thirds, whilst those who identify as Black and Asian are over-represented by two thirds.
	Black	25%	7.2%	
	Asian	34%	9.7%	
	Mixed	12%	4%	
	Other	5%	5.7%	
	Not stated	Not stated	N/A	
Lot 3 – Home Support and Short Breaks	White	50%*	69.5%	Compared to the borough population, users who identify as Black and Asian are over-represented by half. Those who identify as mixed are under-represented by three quarters.
	Black	14%*	7.2%	
	Asian	17%*	9.7%	
	Mixed	1%*	4%	
	Other	15%*	5.7%	
	Not stated	3%*	N/A	

\*Cared-for service users

### H&F

Package	Race	H&F	Borough Profile	Officer Comments
Lot 1 – Carers' Hub	White	65%	76%	Compared to the borough population, users who identify as Black are over-
	Black	20%	9%	
	Asian	8%	8%	
	Mixed	4%	4%	

	Other	3%	3%	represented by half. This means that this service is of particular relevance to Race. However, no race-specific issues were raised during consultation
	Not stated	10%	N//A	
Lot 2 – Support for Young Carers	White	24%	76%	Compared to the borough population, young carers who identify as white are under-represented by two-thirds, whilst those who identify as Black are over-represented by two-thirds. Those who identify as mixed are over-represented by half. This means that this service is of particular relevance to Race. However, no race-specific issues were raised during consultation
	Black	32%	9%	
	Asian	9%	8%	
	Mixed	7%	4%	
	Other	28%	3%	
	Not stated	Not stated	N//A	
Lot 3 – Home Support and Short Breaks	White	TBC**	76%	To be confirmed.
	Black	TBC**	9%	
	Asian	TBC**	8%	
	Mixed	TBC**	4%	
	Other	TBC**	3%	
	Not stated	TBC**	N//A	

\*\* Awaiting data

### RBKC

Package	Race	K&C	Borough Profile	Officers Comments
Lot 2 – Support for Young Carers	White	TBC*	74%	To be confirmed
	Black	TBC*	6.6%	
	Asian	TBC*	9.7%	
	Mixed	TBC*	4%	
	Other	TBC*	5.7%	
	Not stated	TBC*	N/A	

\*\* Awaiting data

### 7) Religion or Belief

To date, no formal data has been collected on current service users in relation to their religion or belief, however the services are available for people of any religion. No issues relating to religion or belief were raised during consultation.

## 8) Sex (Gender)

The figures below provide a breakdown in percentages of current service users by sex (gender):

### WCC

Package	Sex	Current Users	Borough Profile	Officer Comments
Lot 1 – Carers' Hub	Male	27%	50.7%	Compared to the borough population, users who are male are under-represented by half and females over-represented by just under one third. Given the Age profile of the service users (above in this section), this may be because women live longer than men. The service user profile means that the service is of particular relevance to women, who will benefit proportionately more from it than men.
	Female	71%	49.3%	
	Unknown	2%	N/A	
Lot 2 – Support for Young Carers	Male	41%	50.7%	To be confirmed
	Female	59%	49.3%	
Lot 3 – Home Support and Short Breaks	Male	53%*	50.7%	To be confirmed
	Female	47%*	49.3%	

\* Cared-for service users

\*\*Awaiting data

### H&F

Package	Sex	Current Users	Borough Profile	Officer Comments
Lot 1 – Carers' Hub	Male	23%	50.4%	Compared to the borough population, users who are male are under-represented by half. Given the Age profile of the service users (above in this section), this may be because women live longer than men. The service user profile means that the service is of particular relevance to women,
	Female	77%	49.6%	
	Unknown	N/A		

				who will benefit proportionately more from it than men.
Lot 2 – Support for Young Carers	Male	46%	50.4%	There is a small difference between the general population and the young carers population: young women are over-represented by 4.4%, and young men are under-represented by 4.4%. However, no specific gender issues or concerns were raised during consultation
	Female	54%	49.6%	
Lot 3 – Home Support and Short Breaks	Male	TBC**	50.4%	To be confirmed.
	Female	TBC**	49.6%	

\*\*Awaiting data

Package	Sex	Current Users	Borough Profile	Officer Comments
Lot 2 – Support for Young Carers	Male	TBC*	49.1%	TBC**
	Female	TBC*	50.9%	TBC**

\*\*Awaiting data

### 8) Sexual Orientation and Gender Reassignment

No formal data has been collected in relation to this equality group and current service users.

It is difficult to estimate the size of the LGBT population. Sigma research carried out a needs assessment of LGBT people in Lambeth, and estimated the size of the population to be 5% (Keogh et al, 2006).

This took into account a national survey which found that 3.9% of women and 5.5% of men aged 16-44 and living in London had had a same gender sex partner in the previous 5 years. Other studies have found that the population proportion in inner London is higher than that of London in general (estimated at 7% on the City Parochial Foundation Website) a greater representation than the UK as a whole.

#### Westminster:

Using the 5% estimate and applying this to the population over 15 years old in Westminster, suggests that 11,000 LGBT people live in Westminster. This is a conservative estimate and does not consider the large LGBT population who work or visit the City. The presence of the scene in Soho suggest that in Westminster the consideration of the needs of LGBT people should be greater than in the rest of the UK.

#### Hammersmith and Fulham:

Using the 5% estimate and applying this to the population over 15 years old in Hammersmith and Fulham, suggests that 7,030 LGBT people live in Hammersmith and Fulham. Taken proportionately across the other equality groups, this means that of any equality group, 5% will be LGBT. This equates to, as an example, 40.05 LGBT people based on the data under 1 above:

Borough	Number of Users	Number LGBT
H&F (H&F Carer Support Service)	810*	40.05

As such, this is a group that is small in number. However, other evidence about the needs of this group as they age suggest that as some LGBT people get older, they fear they must hide their sexuality or gender identity [Kairos in Soho, London's LGBT Voluntary Sector Infrastructure Project, 2007], as such, any service that is by nature to do with people's everyday lives must be sensitive to diverse needs and not discriminate.

Kensington and Chelsea:

Using the 5% estimate and applying this to the population over 15 years old in Kensington and Chelsea, suggests that 7,090 LGBT people live in Kensington and Chelsea.

**2.2 Are there any equality groups that are overrepresented in the monitoring information relative to their size of the population? If so, this could indicate that the proposal may have a disproportionate impact on this group even if it is a universal service. Information about Westminster's population is on the Equalities page on the WIRE.**

The following groups are currently over-represented (following analysis of data provided):

**Age: WCC**

**Lot 1:** Compared to the borough population, users aged 50-59 yrs and 60 yrs or over are over represented by half. This means that this service is of particular relevance to older people and regards to their needs are high.

**Lot 2:** This lot is specifically aimed at young people and as such young people are over-represented in comparison to the borough profile. This is to be expected, given the nature of Lot 2. However, it is of note that 70% of those using Lot 2 are under 16, which means that minors have a special interest in this Lot and regard for their needs is very high.

**Lot 3:** Compared to the borough population, users aged 60 yrs and over are over represented by just under four –fifths. This means that this service is of particular relevance to older people and regards to their needs are high.

**Age: LBHF**

**Lot 1:** Compared to the borough population, users aged 60 yrs and over are over represented by just under half. This means that this service is of particular relevance to older people, who will need it proportionately more than other age groups.

**Lot 2:** This lot is specifically aimed at young people and as such young people are over-represented in comparison to the borough profile. This is to be expected, given the nature of Lot 2. However, it is of note that 70% of those using Lot 2 are under 16, which means that minors have a special interest in this Lot and regard for their needs is very

high.

**Age: all three boroughs**

Lot 1 – Currently, for all three boroughs there is a high number of older people accessing services that will be tendered as Lot 1 - Carers' Hub – Advice, Information and Advocacy. This is in line the national trend, a high proportion of carers are older people and life expectancy is continuing to rise.

Currently there are a high number of young people accessing services that will be tendered as Lot 2 - Support for Young Carers' Service. 100% of service users are aged 18 or under.

There are a high number of young people accessing service that will be tendered as part of Lot 3 – Home Support and Short Breaks for Vulnerable Adults and Children with Disabilities. This is to be expected as one of the target groups are children with disabilities.

There are a higher number of older people currently accessing services that will be tendered as Lot 3 – Home Support and Short Breaks for Vulnerable Adults and Children with Disabilities. This is also in line with the national trend, people with disabilities and long term conditions are living longer due to advances in medical technology.

**Disability: WCC, LBHF, RBKC**

Data is not collated on this group and so it is not possible to give figures. However, there is a high number of people with disabilities accessing Lot 3 - Home Support and Short Breaks for Vulnerable Adults and Children with Disabilities. This is to be expected as the service is targeted to those people with high support needs and their carers.

**All three boroughs: Gender Reassignment, Pregnancy and Maternity, and Religion or Belief**

There is no formal data collected at present in any of the boroughs and so it is not possible to say if any of these groups is over represented.

**Race: WCC:**

**Lot 1:** Compared to the borough population, users who identify as Black are over-represented by a third. This means that this service is of particular relevance to Race. However, no race-specific issues were raised during consultation.

**Lot 2:** Compared to the borough population, users who identify as Black and Asian are over-represented by two thirds. This means that this service is of particular relevance to Race. However, no race-specific issues were raised during consultation.

**Lot 3:** Compared to the borough population, users who identify as Black and Asian are over-represented by half. This means that this service is of particular relevance to Race. However, no race-specific issues were raised during consultation.

**Race: LBHF**

Lot 1: Compared to the borough population, users who identify as Black are over-represented by half. This means that this service is of particular relevance to Race. However, no race-specific issues were raised during consultation.

Lot 2: Those young people who identify as Black are over-represented by two-thirds. Those who identify as mixed are over-represented by half. This means that this service is of particular relevance to Race. However, no race-specific issues were raised during consultation.

**Sex: WCC**

**Lot 1:** Compared to the borough population, users who are male are under-represented by half and females over-represented by just under one third. Given the Age profile of the service users (above in this section), this may be because women live longer than men. The service user profile means that the service is of particular relevance to women, who will benefit proportionately more from it than men.

**Sex: LBHF**

**Lot 1:** It is given in section 2 above that more women use this service than men. This may be because women live longer than men. The service user profile means that the service is of particular relevance to women, who will benefit proportionately more from it than men.

**Lot 2:** Young women are over-represented as compared to the borough population by 4.4%. However, no specific gender issues or concerns were raised during consultation.

**Sex (Gender): all three boroughs**

There are a higher number of female carers accessing Lot 1. This is in line with the national trend, a disproportionate number of carers are women. The 2001 Census shows that women are more likely to be carers than men. Across the UK there are 3,400,000 female carers (58% of carers) and 2,460,000 male carers (42%).

**2.3 Are there any equality groups that are underrepresented in the monitoring information relative to their size of the population? *If so, this could indicate that the service may not be accessible to all groups or there may be some form of direct or indirect discrimination occurring.***

The following groups are currently under-represented (following analysis of data provided):

**Age: WCC**

**Lot 1:** Compared to the borough population, users aged 50-59 yrs and 60 yrs or over are over represented by half. This means that the remainder is under-represented and that they will benefit proportionately less than those over 60.

**Lot 2:** This lot is specifically aimed at young people and as such young people are over-represented in comparison to the borough profile and not under-represented.

**Lot 3:** Compared to the borough population, users aged 60 yrs and over are over represented by just under four –fifths. This means that the remainder is under-represented and that they will benefit proportionately less than those over 60.

**Age: LBHF**

**Lot 1:** Compared to the borough population, users aged 60 yrs and over are over represented by just under half. This means that the remainder is under-represented and

that they will benefit proportionately less than those over 60.

Lot 2: This lot is specifically aimed at young people and as such young people are over-represented in comparison to the borough profile and not under-represented.

**Disability: WCC, LBHF, RBKC**

Data is not collated on this group and so it is not possible to give figures. However, it is expected that disabled people are over, rather than under-represented.

**All three boroughs: Gender Reassignment, Pregnancy and Maternity, and Religion or Belief**

There is no formal data collected at present in any of the boroughs and so it is not possible to say if any of these groups are under-represented.

**Race: WCC**

**Lot 1:** Compared to the borough population, users who identify as White are under-represented by half. While this means that the service is of more relevance (proportionately) to non-White service users, this does not mean that their needs should not be taken into account. However, race-specific issues were raised during consultation

**Lot 2:** Compared to the borough population, users who identify as white are under-represented by just under two-thirds. While this means that the service is of more relevance (proportionately) to non-White service users, this does not mean that their needs should not be taken into account. However, race-specific issues were raised during consultation

**Lot 3:** Compared to the borough population, users who as mixed are under-represented by three quarters. While this means that the service is of more relevance (proportionately) to non-mixed service users, this does not mean that their needs should not be taken into account. However, race-specific issues were raised during consultation

**Race: LBHF**

**Lot 1:** Compared to the borough population, users who identify as White are under-represented by under half. While this means that the service is of more relevance (proportionately) to non-White service users, this does not mean that their needs should not be taken into account. However, race-specific issues were raised during consultation

**Lot 2:** Compared to the borough population, young carers who identify as white are under-represented by two-thirds. While this means that the service is of more relevance (proportionately) to non-White service users, this does not mean that their needs should not be taken into account. However, no race-specific issues were raised during consultation

**Sex: WCC**

**Lot 1:** Compared to the borough population, users who are male are under-represented by half. This may be because women live longer than men and means that men will benefit proportionately less than women from the service



	<p><b>Sex: LBHF</b></p> <p><b>Lot 1:</b> It is given in section 2 above that men are under-represented in this service user group. This may be because women live longer than men and means that men will benefit proportionately less than women from the service.</p> <p><b>Lot 2:</b> Young men are under-represented as compared to the borough population by 4.4%. However, no specific gender issues or concerns were raised during consultation</p> <p><b>Sex (Gender) : all three boroughs</b></p> <p>There are a lower number of male carers accessing Lot 1. This is in line with the national trend, a disproportionate number of carers are women. The 2001 Census shows that women are more likely to be carers than men. Across the UK there are 3,400,000 female carers (58% of carers) and 2,460,000 male carers (42%).</p>
<p><b>2.4</b></p>	<p><b>What other evidence can you use to assess impact?</b> For example:</p> <ul style="list-style-type: none"> <li>• Results of consultation or engagement activity</li> <li>• Analysis of enquiries or complaints</li> <li>• Benchmarking monitoring information with other local authorities</li> <li>• National research</li> </ul> <p><i>If you do not have enough evidence you may need to take steps to fill in your information gaps – for example meeting with stakeholders, conducting surveys etc (the amount of evidence you need should be proportionate to what it is you are assessing. For example, changes to the eligibility for social care required a substantial consultation, as well as assessment of the numbers of people affected. However, a change to the frequency of bin collections will require less evidence to effectively assess impact).</i></p>
	<p>Service user involvement will be an important part of the tender process.</p> <p><b>Lots 1 and 3</b></p> <p>A series of 8 'Service User Input' events with existing service users, across all three boroughs, have been held.</p> <p>The purpose of this exercise was to:</p> <ul style="list-style-type: none"> <li>• Provide a background to the tender and the process</li> <li>• Give an outline of what services are currently provided</li> <li>• Give an overview of the relevant draft specifications</li> <li>• Consult on the outcomes we want for users who access the service</li> <li>• Listen/answer to any queries or concerns existing users may have</li> </ul> <p>Results of engagement activity</p> <p>Following an analysis of the responses, it became clear that responses fell under the headings of the tender process, service/specification feedback and monitoring. The themes were the same across all three borough, and so are not broken down by borough for this reason:</p>

	<p>The Process</p> <ul style="list-style-type: none"> <li>• It is important that shortlisted organisations can demonstrate that they are able to cater for a broad range of needs and disabilities.</li> <li>• The needs of carers requiring specialist support need to be met. This needs to be built into the evaluation process.</li> <li>• It is important that the provider acknowledges that carers are the experts.</li> </ul> <p>Service/Specification Feedback</p> <ul style="list-style-type: none"> <li>• Lot 3 - Paid carers need to be consistent.</li> <li>• Ensure that training is covered in the specifications. Staff need to be trained properly.</li> <li>• A care agency which has premises locally and the capacity /space for parents to visit to talk to managers would be very useful and may also reduce the number of complaints coming through the social services team, as parents often want to talk face to face when they have concerns.</li> <li>• An agency that is able to offer out of hours manager support is crucial.</li> <li>• In relation to outcomes – include examples to show how they can be achieved.</li> <li>• Need to factor in specific issues relating to Black, Minority Ethnic communities.</li> </ul> <p>Monitoring</p> <ul style="list-style-type: none"> <li>• Punctuality and time keeping of staff needs to be monitored.</li> <li>• Providers needs to be held accountable, quality standards need to be monitored.</li> <li>• What happens if you have a complaint and there is only one single provider?</li> <li>• Carers need to be involved in the monitoring of services – they need to be able to see data.</li> </ul> <p>Responses from participants will be built into the specifications. They will also assist commissioning managers in developing outcome measurement and monitoring tools.</p> <p>At these events, carers were also asked to express their interest in joining the tender evaluation process.</p> <p><b>Lot 2</b></p> <p>Officers acknowledged that young carers have a lot of priorities competing for their time. To ensure that they have the opportunity to engage in the process, letters and an accessible questionnaire will be sent to all current users and their parents. Responses will inform the tender evaluation process and the development of a contract monitoring tool.</p> <p>Young carers will also be given the opportunity to express their interest in joining the tender evaluation process.</p>
<p><b>2.5</b></p>	<p><b>Will people from all equality groups be able to access the council service in question?</b> Think about the customer journey and whether any barriers may exist for different groups along the way (from finding out about the service, at the access points, when receiving the service etc). <i>Separate guidance on identifying barriers is available on the WIRE.</i></p>

	<p><b>Yes</b></p> <p>It is not anticipated that the tendering process will have an adverse impact on any of the equality groups from any of the three boroughs. Indeed, by formalising contracts and agreeing outcomes across the areas involved, it would be expected that all equality groups using the service will receive an improved service in each borough.</p> <p>The services are open to people from all equality groups (age restrictions apply for children’s services). It is anticipated that by undertaking joint commissioning exercises and encouraging more joint working across providers, access to services will increase.</p> <p>Current providers are aware of the tender process and they participated in the Market Warming day in May 2011. The councils will continue to work with them to ensure that service users are aware of any possible changes – a transition plan will be developed.</p> <p>It is worth noting that services users in RBKC can access similar services packaged in this tender exercise as Lot 1 and Lot 3. In relation to Lot 1, the Royal Borough successfully awarded a three year contract to CarersUK to deliver its Carers’ Hub Service in 2010. It also awarded one year grants in the same year to third sector organisations to run specialist support groups and activities.</p>
<p><b>2.6</b></p>	<p><b>What negative impacts or disadvantage could stem from the changes you are proposing on people from the different groups? Could any part of the policy discriminate unlawfully (this includes direct &amp; indirect discrimination, victimisation and harassment)? If there is any discrimination the action must stop immediately and advice sought.</b></p>
	<p><b>Age</b></p> <p>No negative impacts were found in any of the three boroughs.</p> <p><b>Disability</b></p> <p>WCC, LBHF Lot 1 and WCC, LBHF and RBKC Lot 2: There could be a risk that new hubs in different locations are less convenient for some service users than current office spaces.</p> <p>WCC and LBHF Lot 3: There is a risk that changing providers could lead to a change of paid carer/support worker for vulnerable adults and children with disabilities. Although it is likely that TUPE will apply, there could still be some changes across staff groups. This could have a negative impact on families as often a trusting relationship has been built up (please refer to section 2.9 and 3.1 for plans to mitigate this).</p> <p><b>Gender</b></p> <p>As with most adult and children social care services, the large majority of staff working in carer support services are female in all three boroughs. The impact on current service users is therefore unlikely to be significant because the gender of staff that they receive support/care from is unlikely to change.</p> <p>In line with this, It is unlikely that any change to service provider would have an impact on gender for the service user.</p>

	<p><b>Race</b></p> <p>The new services, like the current ones, will offer an inclusive service for people of all ethnic origins in all three boroughs. They will make every effort to address the cultural needs of their users, including language. The impact on the current users will be neutral because the service they currently receive maintains the same principles around the elimination of unlawful discrimination and promotion of equal opportunities, as the new services will.</p> <p>It is clearly specified that providers of the new services will meet the support needs of those carers whose first language is not English. In addition, to developing specific support groups, they will also support black, minority ethnic carers to access universal services. Information will be provided in a range of formats and community languages, as appropriate to the diverse population of the local community. Information is expected to be accessible and responsive according to demand.</p> <p><b>Sexual Orientation</b></p> <p>It is unlikely that the commissioning and procurement proposals would have a differential impact on service users of different sexual orientations in any of the three boroughs. However it should be considered that there is some evidence that as people get older they sometimes conceal their sexuality, for fear of discrimination. Service providers should understand this and ensure that their service does not discriminate on grounds of sexuality.</p> <p><b>Religion or Belief</b></p> <p>It is unlikely that the proposals would have a differential impact on service users who have different religious or philosophical beliefs in any of the three boroughs. It is clearly specified that the new providers will not discriminate on any grounds, including religion. The differential impact therefore is neutral.</p>
<p><b>2.7</b></p>	<p><b>Is there anything you can do to promote equality of opportunity? This means the need to:</b></p> <ul style="list-style-type: none"> <li>• Remove or minimise disadvantages suffered by equality groups</li> <li>• Take steps to meet the needs of equality groups</li> <li>• Encourage equality groups to participate in public life or any other activity where participation is disproportionately low</li> <li>• Consider if there is a need to treat disabled people differently, including more favourable treatment where necessary</li> </ul> <p><b>Is there anything you can do to foster good relations between people who share a protected characteristic and those who do not? This means:</b></p> <ul style="list-style-type: none"> <li>• Tackle prejudice</li> <li>• Promote understanding</li> </ul>
	<p>A series of steps have been taken to promote equality of opportunity in all three boroughs. These include:</p> <ul style="list-style-type: none"> <li>• Ensuring that vulnerable adults and children with disabilities and their carers are fully informed about the process.</li> <li>• Ensuring that all written information is presented in an easy read, accessible format.</li> <li>• Ensure that people have an opportunity to have face-to-face interaction with key</li> </ul>

	<p>professionals involved in the process.</p> <ul style="list-style-type: none"> <li>• Providing people with variety of simple options to communicate their opinions and concerns i.e. telephone, email etc.</li> <li>• Undertaking information sessions with service user groups and including carers on the tender panels, we hope to ensure robust processes and the best outcomes.</li> <li>• Letting contracts in smaller packages - it is hoped that there will be more balanced equality of opportunity for smaller local providers, many of whom employ local residents, to bid for contracts, who may otherwise have been edged out of the market by national organisations.</li> <li>• Aligning our specifications to outcomes frameworks based on national and local policies we hope to ensure that services work excellently across all equality groups.</li> </ul> <p>In addition, the following information, relating to the Equality Act 2010, has been included in each individual service specification:</p> <ul style="list-style-type: none"> <li>• The Equality Act 2010 replaces the previous anti-discrimination laws with a single Equality Act. It simplifies the law, removing inconsistencies and making it easier for people to understand and comply with it. It also strengthens the law in important ways to help tackle discrimination and inequality.</li> <li>• The Equality Act 2010 requires public bodies and those carrying out public functions to have due regard to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations between people from different equality groups. This is called the public sector equality duty.</li> </ul> <p>Approved provider(s) will need to:</p> <ul style="list-style-type: none"> <li>• Inform their staff and managers of the new provisions.</li> <li>• Review their equality policies and make sure that they cover all relevant protected characteristics.</li> <li>• Consider whether their staff or managers need any further training</li> <li>• Consider whether there are any groups that are not as well represented among people who use the service as they should be. If so consider whether there are any steps that they could take to encourage them to use the organisation more.</li> </ul>
<p><b>2.8</b></p>	<p><b>Are there changes proposed in related policy areas or services? How are you taking into account the combined impact of these changes? <i>Small changes in a policy area may cause some disadvantage, but the cumulative effect of changes in related areas could have a significant impact. A separate EIA will need to be undertaken where a number of changes are planned in a service area or where multiple changes are planned in different service areas that could impact on an equality group (for example changes in adult services, children's service, and transport/public realm changes could lead to a significant impact on disabled people, which may not be identified by looking at the changes individually)</i></b></p>
	<p>The three boroughs are currently bringing together commissioning functions across both adult and children's services. The re-structuring of adult and children's commissioning will be completed by March 2012 and the new tri-borough structure will commence from April 2012. The tendering of carers' services across the three boroughs complements this process and should sit well alongside it.</p> <p>The three councils are fully committed to keeping residents, service users and staff fully</p>

informed of developments and changes.

**2.9 Considering your answers above, what are the issues, barriers, impacts you have identified and what can you do to reduce any negative impacts? Also include any issues you will need to take into account as your policy develops.**

We are not planning to vary the levels of services received by users across the three lots, however, the organisations delivering the services may change as a result of the tender process.

<b>Column A – Issues or barriers, things to take into account</b>	<b>Column B – what changes can be made to remove or reduce barriers or negative impacts</b> (Remember to think about the Council as a whole, another service area may already be providing services which can help to deal with any negative impact).
<p><b>Equality Strand(s) :Disability</b></p> <p><b>WCC and LBHF Lot 3: Home Support and Short Break Services for vulnerable adults and children with disabilities-</b> There is a risk that changing providers could lead to a change of paid carer/support worker for vulnerable adults and children with disabilities. Although it is likely that TUPE will apply, there could still be some changes across staff groups. This could have a negative impact on families as often a trusting relationship has been built up.</p>	<p>It is likely that TUPE will apply so in theory service users and families could keep their carers.</p> <p>However, where this does not happen, any new provider would need to work closely with the family and allocated social worker to ensure a good match of carer.</p> <p>Policies on managing change in carers will be requested as part of the bidding process.</p> <p>Direct payment and personal budgets will also be promoted and offered to service users and their families.</p>
<p><b>Equality Strand (s)- All Strands</b></p> <p><b>All contract packages for all three boroughs-</b> There is a risk that should organisations not already familiar with a local area win a contract, that needs of local people could be at risk whilst the provider establishes itself</p>	<p>Commissioning Managers will ensure that demographic information about local needs and population is supplied and that any organisation successful has supplied robust understanding of local needs and how to meet these. Providers will also need to demonstrate how they will work with other local organisations to become established within the community, including publicity for service users and local residents.</p> <p>In addition, implementation plans, regular meetings and contract monitoring will be in place ahead of the new services starting.</p>

	<p><b>Equality Strand (s)- All Strands</b></p> <p><b>WCC and LBHF Lot 1- Carers' Hub - Advice , Information and Advocacy Service</b> There could be a risk that new hubs in different locations are less convenient for some service users than current office spaces.</p>	<p>The councils will work with organisations to source and arrange for the use of suitable, accessible locations around the boroughs.</p> <p>Any possible changes to location will be clearly communicated to existing services users. The tender exercise should hopefully have a positive impact on groups as it will provide an opportunity to re- think the most appropriate places.</p>		
2.10	<p><b>Now you have considered the potential or actual effect on equality, what action are you taking now? Document the reasons for your decision.</b></p> <table border="1" data-bbox="252 600 1513 786"> <tr> <td data-bbox="252 600 820 786"> <p>1. No major change (no impacts identified)</p> </td> <td data-bbox="820 600 1513 786"> <p>Your analysis demonstrates that the policy is robust and the evidence shows no potential for discrimination and you have taken all appropriate steps to advance equality &amp; foster good relations between groups.</p> </td> </tr> </table>		<p>1. No major change (no impacts identified)</p>	<p>Your analysis demonstrates that the policy is robust and the evidence shows no potential for discrimination and you have taken all appropriate steps to advance equality &amp; foster good relations between groups.</p>
<p>1. No major change (no impacts identified)</p>	<p>Your analysis demonstrates that the policy is robust and the evidence shows no potential for discrimination and you have taken all appropriate steps to advance equality &amp; foster good relations between groups.</p>			
	<p>The proposal to re-let carer support services will on the whole have a positive impact on most of the protected groups.</p> <p>It is not anticipated that the services received by carers, children with disabilities, or vulnerable adults will vary significantly from what is currently received as part of this exercise. Eligibility for access to these services is not affected under this process; rather, it is hoped that by working collaboratively and focusing on outcomes across service areas and the three boroughs (whilst ensuring local needs continue to be met), residents will receive both better quality and value for money from the services procured. In addition, approved providers will be required to reach out and target more carers i.e. those currently not known to/or accessing services.</p>			

**SECTION 3: ACTION PLAN**

**3.1** Complete the action plan if you need to reduce or remove the negative impacts you have identified, take steps to foster good relations or fill data gaps.

*Please include the action required by your team/unit, groups affected, the intended outcome of your action, resources needed, a lead person responsible for undertaking the action (inc. their department and contact details), the completion date for the action, and the relevant RAG rating: R(ed) – action not initiated, A(mber) – action initiated and in progress, G(reen) – action complete.*

**NB. Add any additional rows, if required.**

<p><i>This section is for actions related any of the 9 protected characteristic: Age, Disability, Gender, Gender reassignment; Pregnancy &amp; maternity Race, Sexual Orientation, , Religion/Belief</i></p>	Action Required	Equality Groups Targeted	Intended outcome	Resources Needed	Name of Lead, Unit & Contact Details	Completion Date (DD/MM/YY)	RAG
	<p>To mitigate the potential negative impact of current service users/carers losing their current paid carer/support worker if the current service provider is not successful in their bid for the Lot 3 contract:</p> <p>Policy on managing change in carers to be requested form orgs. as part of bidding process.</p> <p>New provider to work closely with social work teams</p> <p>Direct payments/Personal</p>	<p>Disability</p>	<p>Smooth transition to new service provider for existing service users and their carers.</p>	<p>Links to be made between service managers, care mgt teams and existing/ future providers</p>	<p>Steven Falvey, Senior Comm. Mgr Adult Services Dept, 0750 0953 918</p>	<p>01/10/12</p>	<p><b>Not due</b></p>



Budget to continue to be promoted.						
<p>To ensure understanding of local needs:</p> <p>Commissioning Managers to ensure that demographic information about local needs and population is supplied as part of tender process.</p> <p>Successful providers to supply robust understanding of local needs and how to meet these as part of process.</p> <p>Providers to demonstrate how they will work with other local organisations to become established within the community.</p>	All strands	Smooth transition to new service provider for existing service users and their carers		Steven Falvey, Senior Comm. Mgr Adult Services Dept, 0750 0953 918	18/06/12	<b>Not due</b>
Slight risk that change in venues for support groups (Lot 1) may be less convenient for some service users	All strands	Smooth transition to new service provider for existing service users and their carers		Steven Falvey, Senior Comm. Mgr Adult Services Dept, 0750 0953 918	01/10/12	<b>Not due</b>

than current office spaces.

Councils to work with organisations to source and arrange for the use of suitable, accessible locations around the boroughs.

Any possible changes to location will be clearly communicated to existing services users.

**THIS SECTION TO BE COMPLETED BY THE RELEVANT SERVICE MANAGER**

**SIGNATURE:** ..... Mary Dalton

**FULL NAME:** ..... Mary Dalton..... (Head of Complex Needs Commissioning Tri-borough)

**UNIT:** ..... Adult Social Care.....

**EMAIL & TELEPHONE EXT:** ..... 0207 641 6615.....

**DATE (DD/MM/YYYY):** 30<sup>th</sup> April 2012.....

**THIS**

**WHAT NEXT?**

Please email your completed EIA to Jessica Bradford: [jbradford@westminster.gov.uk](mailto:jbradford@westminster.gov.uk)