

Tri-Borough Equality Impact Analysis Tool – Self Directed Support Services Framework Award

Overall Information	Details of Full Equality Impact Analysis		
Financial Year and Quarter	2013/14 – 1 st Quarter		
Name and details of policy, strategy, function, project, activity, or programme	<p>Hospital to Home and Befriending Plus Services Tender Award Equalities Impact (New)</p> <p>The purpose of this report is to assess the impact on service users of Awarding the Hospital to Home and Befriending Plus services tender which will ensure the qualities implications have been considered in the Royal Borough of Kensington and Chelsea, the London Borough of Hammersmith and Fulham and the City of Westminster.</p> <p>The Hospital to Home and Befriending Plus services will help with the discharge process, effectively supporting people to live a life with potentially less reliance on acute care and reducing hospital re-admittance. Tendering for these services allows for contractual formalisation of similar existing services, monitoring management arrangements to be made, and the means for moving away from grant funding. The tender will therefore improve the quality of the services currently in place for the benefit of service users.</p>		
Tri-Borough Lead Officers	Name: Sarah Gluszek Position: Tri-Borough ASC Procurement and Contracts Officer Email: sarah.gluszek@lbhf.gov.uk Telephone No: 0208 753 1032	Name: Charles Stephens Position: Tri-Borough ASC Procurement and Contracts Manager Email: charles.stephens@rbkc.gov.uk Telephone No: 020 7361 2717	Name: Kamal Pasha Position: Joint Adults Commissioning Senior Commissioning Officer Email: kamal.pasha@nwlcsu.nhs.uk Telephone No: 020 3350 4513
Lead Borough	The EIA and other associated documentation is being coordinated by Sarah Gluszek.		
Date of completion of final EIA	15/05/2013		

Section 02	Scoping of Full EIA		
Analyse the impact of the policy, strategy, function, project, activity, or programme	We have analysed the impact of the policy on the protected characteristics (including where people / groups may appear in more than one protected characteristic) to determine whether the policy will have a positive, neutral or negative impact on equality, giving due regard to relevance and proportionality.		
	Protected characteristic	Borough Analysis	Impact: Positive, Negative, Neutral
	Age	<p>Tri-Borough (Lot 1): The award of the Hospital to Home will formalise services by facilitating the discharge process and diverting service users to the community. The Hospital to Home contract is to be utilised primarily by older people, 95% of service users will be 65 years and older.</p> <p>The proportion of people over the age of 65 in RBKC (12%), LBHF (10.2%) and WCC (12%) identify a significant number of potential service users that can benefit from the Hospital to Home service.</p> <p>Given that the majority of service users will be older people, this service will positively impact on this Tri-borough demographic.</p>	Positive
		<p>WCC (Lot 2): The award of the Befriending Plus tender will improve the quality of individual lives, including physical and mental wellbeing, and will aim to help people out of isolation. The Befriending Plus contract is to be utilised primarily by older people, 95% of service users will be 65 years and older. When considering that there are around 25,000 WCC residents aged 65 and over (JSNA), it can be seen that the Befriending Plus service will have a positive impact on older service users and is therefore of high relevance to the protected characteristic of age.</p>	Positive
Disability	<p>Tri-Borough (Lot 1): The award of the Hospital to Home will formalise services by facilitating the discharge process and diverting service users to the community. A high proportion of services users will have a recognised disability. As part of the contract monitoring requirements, once appointed the successful provider will be required to provide a breakdown of the number of people with disabilities.</p> <p>When taking into consideration that a high proportion service users accessing this</p>	Positive	

		service will include those with the protected characteristic of having a disability, this reflects a positive impact on this group.	
		WCC (Lot 2): The award of the Befriending Plus tender will improve the quality of individual lives, including physical and mental wellbeing. A high proportion of services users will have a recognised disability or mental health issues. As part of the contract monitoring requirements, once appointed the successful provider will be required to provide a breakdown of the number of people with disabilities. When considering that there are over 4000 WCC residents with a learning disability (JSNA), it can be indicated that the Befriending Plus service will have a positive impact on service users with a disability and is therefore of high relevance to the protected characteristic of disability.	Positive
	Gender reassignment	Tri-Borough (Lot 1): Data is not available regarding gender reassignment amongst users and there are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
		WCC (Lot 2): Data is not available regarding gender reassignment amongst users and there are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
	Marriage and Civil Partnership	Tri-Borough (Lot 1): Data is not available regarding marital or civil partnership status amongst users and there are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
		WCC (Lot 2): Data is not available regarding marital or civil partnership status amongst users and there are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
	Pregnancy and maternity	Tri-Borough (Lot 1): Data is not available regarding pregnancy and maternity amongst users and there are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
		WCC (Lot 2): Data is not available regarding pregnancy and maternity amongst users and there are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
	Race	Tri-Borough (Lot 1): There are no additional benefits or negative impacts other than to	Neutral

		those who also have protected characteristics age or disability.	
		WCC (Lot 2): There are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
	Religion/belief (including non-belief)	Tri-Borough (Lot 1): Data is not available regarding religion/beliefs amongst users and there are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
		WCC (Lot 2): Data is not available regarding religion/beliefs amongst users and there are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
	Sex	Tri-Borough (Lot 1): There are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
		WCC (Lot 2): There are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
	Sexual Orientation	Tri-Borough (Lot 1): There are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral
		WCC (Lot 2): There are no additional benefits or negative impacts other than to those who also have protected characteristics age or disability.	Neutral

Section 03	Analysis of relevant data Examples of data can range from census data to customer satisfaction surveys. Data should involve specialist data and information and where possible, be disaggregated by different equality strands.
Documents, data reviewed and new research	<p>Tri-Borough (Lot 1): There are currently approximately 267 adult service users in the London Borough of Hammersmith and Fulham, 330 service users in the Royal Borough of Kensington and Chelsea and 430 adult service users in the City of Westminster who are expected to receive the Hospital to Home services from the provider British Red Cross.</p> <p>Following the award of this tender it is proposed that the winning tenderer, the British Red Cross, continue with these services, which will be made available to more people.</p> <p>WCC (Lot 2): There are currently approximately 60 adult service users who are expected to receive a similar Befriending Plus service from providers Volunteer Centre Westminster and Age Concern Westminster. Following the award of this tender it is proposed that the winning tenderer, Volunteer Centre Westminster, continue with the new formalised Befriending Plus service.</p>

Section 04	Consultation
Consultation in each borough	Consultation about the development of the Hospital to Home and Befriending Plus service specifications took place on 16 January 2013. Service users from all three boroughs were invited to attend the consultation to provide feedback on the drafting of the specifications of both lots. Service users were also asked which areas of the specification needed to be tested at ITT stage and how providers/tenderers could be tested on this.
Analysis of consultation outcomes for each borough	Service users recommended that the confidentiality section of the specification explicitly mention the duty of care required by providers to maintain patient confidentiality whilst creating a volunteer community where experiences could be shared. It was also emphasised that service users should have the option of being involved more closely with the process of training volunteers, beyond simply providing feedback, but to also be part of the training of volunteers themselves. In addition to this, concerns were raised over circumstances when service declines would be considered valid, highlighting the possible problems that could arise from family member involvement and from accepting declines without further inquiry.

Section 05	Analysis of impact and outcomes
Analysis	<p>This service user meeting was a beneficial aspect to the tendering process and moving forward it is recommended that this method of consultation be applied to future tenders.</p> <p>The feedback from the service users identified the need to maintain correct and up-to-date information to be distributed to the volunteer community whilst ensuring confidentiality. It was also highlighted that in order to safeguard vulnerable service users,</p>

	the relationship between volunteers, carers and family members would need to be closely monitored.
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Section 06	Reducing any adverse impacts and recommendations
Outcome of Analysis	<p>As a result of the consultation, the service specifications of both lots were amended according to service user comments. In particular, recommendations to reduce adverse effects on service users were incorporated at ITT stage as a means of highlighting the importance of the feedback given. For example, comments around maintaining confidentiality and ensuring acceptable and appropriate behaviour of volunteers were included in the ITT response document and then prompted in the post tender clarification meetings.</p> <p>As indicated above in the protected characteristics section, these recommendations are of high importance to people aged over 65 and people with disabilities. Service user consultation helps to ensure the quality of service provided, given their personal experience and knowledge. This further adds to the positive impact that the Hospital to Home and Befriending Plus service will have on these groups.</p>

Section 07	Action Plan					
Action Plan	Issue identified	Action (s) to be taken	When	Lead officer and borough	Expected outcome	Date added to business/service plan
	Revision of service specification.	Develop service specification to meet service users recommendations and concerns.	Prior to Invitation to Tender (ITT).	Charles Stephens / Kamal Pasha (Tri-Borough)	Improved service specification to reflect the needs of the service users.	16/01/2013

Section 08	Agreement, publication and monitoring		
Chief Officers' sign-off	LBHF Name: Position: Email: Telephone No:	RBKC Name: Position: Email: Telephone No:	WCC Name: Position: Email: Telephone No:
Key Decision Report	LBHF	RBKC	WCC

(if relevant)	Date of report to Cabinet Member: 10/06/2013 Key equalities issues have been included: Yes	Date of report to Cabinet/Cabinet Member: 28/05/2013 Key equalities issues have been included: Yes	Date of report to Cabinet Member: 03/06/2013 Key equalities issues have been included: Yes
Lead Equality Manager (where involved)	LBHF Name: Carly Fry Position: Opportunities Manager Date advice / guidance given: 08/10 Email: carly.fry@lbhf.gov.uk Telephone No: 020 8753 3430	RBKC Name: Angela Chaudhry Position: Equalities and Diversity Officer Date advice / guidance given: Email: angela.chaudhry@rbkc.gov.uk Telephone No: 020 7361 2654	WCC Name: David O’Leary Position: Senior Policy Officer Date advice / guidance given: Email: doleary@westminster.gov.uk Telephone No: 020 7641 8024