

Equality Impact Assessment Template

Date: 21 May 2019

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| Title of proposal (include forward plan reference if available) | Direct Payment Support Services (SMBC09/06/2019) |
| Directorate and Service Area | Adult Social Care, Health and Wellbeing |
| Name and title of Lead Officer completing this EIA | Beverley Stevens – Commissioning Officer |
| Contact Details | 0121 569 5406 |
| Names and titles of other officers involved in completing this EIA | Justin Haywood- Commissioning Operations Manager Emily Cox– Senior Procurements and Contracts Officer Tejinder Mann -Financial Services Manager |
| Partners involved with the EIA where jointly completed | Not applicable |
| Date EIA completed | 21 May 2019 |
| Date EIA signed off or agreed by Director or Executive Director | |
| Name of Director or Executive Director signing off EIA | David Stevens, Director, Adult Social Care Health and Wellbeing |
| Date EIA considered by Cabinet Member | |

See [Equality Impact Assessment Guidance](#) for key prompts that must be addressed for all questions

**1. The purpose of the proposal or decision required
(Please provide as much information as possible)**

The proposal is to tender for and commence new contract(s) on 05 April 2020 to support people who choose to receive their care funding as a direct payment and can therefore commission their support from a care agency or Personal Assistant(s). They may need support with one or more of the following:

1. Payroll – paying the Personal Assistant or Care Agency
2. Managed accounts - managing their direct payment account to an agency or Personal Assistant(s)
3. Employer support to recruit and employ a Personal Assistant
4. Employer Liability Insurance and ongoing information and advice to resolve any issues with employing a Personal Assistant.

A range of options have been considered as outlined in the Cabinet Report and the option to retender for two contracts for services 1-3 above and another for service 4 above was chosen.

Sandwell Council currently has one contract to provide the first 3 services and which expires in 5 April 2020.

The current annual budget on the three individual services is £111,700, and current spend is within this.

The aims of the proposal are to meet and improve outcomes for service users (direct payment recipients) so that they feel they are confident in using their direct payment and can make informed choices around how to spend it. The services quality should continuously improve (measured by key performance indicators) and achieve value for money (achieving possible efficiency savings for the council) and adding social value (the services should benefit the local economy and local community).

2. Evidence used/considered

Available evidence includes:

- Current monitoring data on current take up and new referrals of direct payments and managed account, employer support and payroll services (to end of 2018/19)
- Contract Reviews for currently contracted services.
- Benchmarking against similar services in other local authorities
- Ongoing dialogue with stakeholders including senior managers and direct payments staff in the Council, staff working for currently contracted services, and current service users, and their carers and families.

3. Consultation

Ongoing dialogue with senior managers in Commissioning, Procurement and Direct Payments
Survey of service users, carers and families for current contract

4. Assess likely impact

Please give an outline of the overall impact if possible.

The overall impact of the proposals will be to positively impact of all groups of service users covered by this EIA, due to the provision good quality and timely services. There will be no adverse impact identified if current demand and funding remains stable.

Please complete the table below at 4a to identify the likely impact on specific protected characteristics

4a. Use the table to show:

- Where you think that the strategy, project or policy could have a negative impact on any of the equality strands (protected characteristics), that is it could disadvantage them or if there is no impact, please note the evidence and/or reasons for this.
- Where you think that the strategy, project or policy could have a positive impact on any of the groups or contribute to promoting equality, equal opportunities or improving relationships within equality characteristics.

| Protected Characteristic | Positive Impact | Negative Impact | No Impact | Reason and evidence (Provide details of specific groups affected even for no impact and where negative impact has been identified what mitigating actions can we take?) |
|--------------------------|-----------------|-----------------|-----------|--|
| | ✓ | ✓ | ✓ | |
| Age | ✓ | | | The age criteria for access to each of the services will remain unchanged in the new services – this will be aged 18 (the legal age that a person can have a direct payment). As at end quarter 4 2019, 36% of current service users are aged 60 or older, and 20% are aged 25 or younger, including 8% children) so there is a disproportionate impact on these age groups. For new referrals in 2018/19, 48% were 60 or older, and 17% were aged 25 or younger. For children and young people (aged 0-18), they cannot legally manage a direct payment but a parent/close family member can manage a direct payment on their behalf. |

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| Disability | ✓ | | | <p>The criteria for access to each of the services will remain unchanged- this will be that service users whose care needs are assessed by Adult Social Care and judged as eligible under the criteria outlined in the Care Act 2014. These needs may be related to their disabilities. Current service users have a variety of care needs – the most common being frailty due to being elderly, physical, learning and sensory disability and mental health needs.</p> |
| Gender reassignment | ✓ | | | <p>Access criteria relating to this characteristic will remain unchanged; all direct payment support services will be open to all including gender reassigned people. No evidence of trends in take up of direct payments (or the support services) by people who have reassigned their gender, as not currently measured.</p> |
| Marriage and civil partnership | ✓ | | | <p>Access criteria relating to this characteristic will remain unchanged: all direct payment support services will be open to all regardless of marital status. No evidence of take up of direct payments (or the support services) by people who are married, single or in a civil partnership. As 56% of service users are aged below 25 or over 60, it is likely that there are relatively higher proportion who are single or widowed than the general population, and unless have support from other nearby family/friends are more vulnerable to loneliness and thus would benefit from care agency/Personal Assistant support.</p> |

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| Pregnancy and maternity | ✓ | | | <p>Access criteria relating to this characteristic will remain unchanged: all direct payment support services will be available to pregnant women and mothers or fathers. There is no evidence of take up of direct payments (or the support services) by people who are pregnant or parent carers, as this is not measured. 8% of service users are under 18 so most of these will have parent carers who commission their care by direct payment. Recent consultation findings from parent carers show that they can feel isolated, tired and overwhelmed by caring for their child and thus would benefit from support with commissioning care using a direct payment.</p> |
| Race | ✓ | | | <p>Access criteria relating to this characteristic will remain unchanged: all direct payment support services will be available to people of all races. The current take-up of direct payment support services in 2018/19 shows that 41% of the new referrals are for Black and Minority Ethnic groups- which is higher than the Sandwell population. However, this was evenly spread around many ethnic groups – with only Indians having a substantial share.</p> |
| Religion or belief | ✓ | | | <p>Access criteria relating to this characteristic will remain unchanged, all direct payment services will be available to people of all faiths/beliefs. This is not currently recorded by the services.</p> |

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| Sex | ✓ | | | <p>Access criteria relating to this characteristic will remain unchanged, all direct payment support services will be available to men and women. In 2018/19 58% of new referrals to direct payment support were for women. This probably reflects the higher share of people over 60 using the service, as women's life expectancy is higher.</p> |
| Sexual orientation | ✓ | | | <p>Access criteria relating to this characteristic will remain unchanged: all direct payment support services will be open to all regardless of sexual orientation. There is no evidence of take up of direct payments (or the support services) by people who are of different sexual orientations, as this is currently not measured.</p> |
| Other vulnerable and socially isolated people | ✓ | | | <p>There is some evidence from carers and service users of Adult Social Care that those who experience a range of vulnerable situations are less likely to be aware of, or confident about, using the option of direct payments and direct payment support services than those that are not. These situations include people with or caring for people with serious medical conditions, dual diagnosis, complex needs, living alone or confined to home/care home, lonely, no internet access/money for transport, nearing end of life etc. Thus the direct payment support services will be required to offer telephone based and home based support where needed, and to promote their services to these people, where appropriate, in partnership with voluntary sector and faith based groups in local communities.</p> |

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Does this EIA require a full impact assessment? Yes

No



If there are no adverse impacts or any issues of concern or you can adequately explain or justify them, then you do not need to go any further. You have completed the screening stage. You must, however, complete sections 7 and 9 and publish the EIA as it stands.

If you have answered yes to the above, please complete the questions below referring to the guidance document.

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5. What actions can be taken to mitigate any adverse impacts?

Not applicable – however, there is a need to ensure that new services record all the protected characteristics listed above to ensure evidence that any group is not being adversely impacted by the delivery of the services. There is also a need to promote the services to vulnerable groups of people

6. As a result of the EIA what decision or actions are being proposed in relation to the original proposals?

To add a requirement in the service specification for future providers to:

- include protected characteristics in the monitoring of future services
- promote services to vulnerable groups using community, faith and voluntary groups in Sandwell.

7. Monitoring arrangements

All service specifications to include requirement to monitor quarterly take up by all protected characteristics, and list engagement with local groups in Sandwell.

8. Action planning

You may wish to use the action plan template below

| Question no. (ref) | Action required | Lead officer/ person responsible | Target date | Progress |
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9. Publish the EIA

The EIA will be published on the Council's Intranet as per the Council's policy

Where can I get additional information, advice and guidance?

In the first instance, please consult the accompanying guide “Equality Impact Assessment Guidance”

Practical advice, guidance and support

Help and advice on undertaking an EIA, using the electronic EIA toolkit or receiving training related to equalities legislation and EIAs is available to **all managers** across the council from officers within Improvement and Efficiency. The officers within in Improvement and Efficiency will also provide overview quality assurance checks on completed EIA documents.

Please contact:

Kashmir Singh - 0121 569 3828