

Equality impact assessment form

Directorate: People Services

Service area: Direct Services

**Consultation on the future of Day Care and
Residential Care Services**

Date of assessment: 20 December 2018

Signed off by: Kirsty McMillan

Decision of Cabinet: February 2019

Date published on website: tbc

December 2018



Derby City Council



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

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

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

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

Having 'due regard' means:

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

The protected characteristics are:

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

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

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

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

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

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

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

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

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

Equality groups and protected characteristics

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

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

Contact for help

Ann Webster – Lead on Equality and Diversity

ann.webster@derby.gov.uk

Tel 01332 643722 Minicom 01332 640666 Mobile 07812301144

The form

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

Policies will usually fall into three main categories...

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

If in doubt – it’s better and safer to do an Equality Impact Assessment than not to bother! You never know when we may get a legal challenge and someone applies for Judicial Review.

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

Consultation on the future of a) Day Services and b) Residential care services.

The assessment team

Team leader’s job title –Strategic Commissioning and Partnerships Manager

Other team members

Job title	Organisation	Area of expertise
Commissioning and Partnerships Officer	Derby City Council	Knowledge of VCS, carers, grant and contract processes, funded organisations, diversity issues and EIA’s.
Lead on Equality and Diversity by email	Derby City Council	Experience (28yrs) of working with equality and diversity issues. Experience of working with a wide number of

Job title	Organisation	Area of expertise
		voluntary sector groups that provide services to people with a range of diversity issues. Strategic and local partnership working across the voluntary sector.
Service Manager, Direct Services – oversees day centres i.e. Aspect, Inspire and Morleston St	Derby City Council	Experience of overseeing delivery within day care for working age and older adults
50 + Forum representative		Representing views of older people
Head of Home First	Derby City Council	Overseeing services supporting leaving hospital
Adult child currently accesses a Council day centre		
Disability Hub representative/ Carer		Representing views of people affected by disabilities
Representative of local Talking Point and Alvaston Carers		
Adults and Diverse Communities Participation Officer	Derby City Council	Lead officer for adult participation and equality hubs

Step 1 – setting the scene

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

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

This Equality Impact Assessment (EIA) is part of the decision making process in relation to the future of Day Care and Residential Care Services in Derby. Further information about the proposals can be found here: www.derby.gov.uk/yourcityyoursay

Day Care:

The Council proposes to close the three current in-house Day Care facilities of Inspire; Aspect; and Morleston St and cease the provision therein. The small number of current customers will be supported to find alternative provision elsewhere and new customers will be supported to find alternative provision as needs arise within the community.

In Spring 2016 the Council consulted on proposals to stop running the remaining Council owned day centres and for them to be run by alternative providers. Council cabinet made a decision to sell Arboretum House in December 2016 (where Morleston St is based). Discussions with providers who may be interested in taking on the running of Aspect and Inspire also took place. Many existing customers at Aspect and Inspire have moved to alternative provision elsewhere in the city, and a framework agreement is in place to help match up customers requiring day care support with providers who have demonstrated ability to deliver support to customers with complex needs.

Residential Care:

Council cabinet decided in 2016 to no longer be a provider of long term care – i.e. care in people's own homes or in residential care over a long period of time. Cabinet approved plans to sell the remaining five in-house care homes: Merrill House; Raynesway View; Coleridge; Arboretum House (including Morleston Day Centre) and Bramblebrook.

- The Council proposes to retain Arboretum House as an in-house facility to provide short term, multi-agency assessment and support as opposed to long term care. The proposals for Arboretum House have been revised since the Council cabinet decision in 2016 to reflect the city's need to retain this as a short term rehabilitation facility for older people to support their discharge from hospital. Current long term residents to remain as long as required.
- Warwick house is proposed for closure (it is not being currently operational due to building issues).
- Bonsall View is proposed to be relocated from site at Warwick House but to continue to provide the same service to the same customer group from a different location. Any changes to Bonsall View would only happen once a suitable alternative building was identified, and would therefore not take place until summer 2019 at the earliest.

These proposals fit within the following Corporate objectives and priorities of the Council :

- Protecting vulnerable children, young people, adults and older people
- Enabling individuals and communities
- Promoting health and wellbeing
- Delivering services differently

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

The Council currently deliver in house day care and long term residential care although this is no longer deemed viable financially or strategically.

There is an accompanying consultation process underway between 9.11.18 and 1.2.19 to engage with local people affected and stakeholders to ensure that these proposals are reviewed and considered fully.

Should the proposals around day care be agreed, any remaining customers will discuss their support needs with social work teams and alternative provision will be identified. The numbers of people currently accessing Inspire and Aspect is currently very small – and at time of writing estimated to be four customers across both facilities, with many of these customers actively transitioning to alternative provision. Council Contract procedure rules will be followed should new provision beyond our existing contractual mechanisms be required.

In terms of the residential care provision, alternative provision will be sought from within our existing pool of providers in the city. In reality, there is no expectation of people transferring from current long term provision to alternative long term provision unless in the case of Arboretum, this is based on customer choice or a change in support needs.

In the case of Bonsall View, there may be a need to enter into an agreement with an alternative provider to house the support delivered currently, and options will be considered in this respect if the proposal to close Warwick House is agreed. Access and equalities considerations will form a key part of any discussions.

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

The main customers who will be affected are as follows:

- People who may require long residential care now or in the future, and/ or their carers, including people who may be leaving hospital, people who may be living on their own
- People who may require day care now or in the future, and/ or their carers

Other people who may be affected by this proposal include local professionals working with the above customer groups; and local providers who may be delivering alternative/ similar provision.

Step 2 – collecting information and assessing impact

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

The consultation is ongoing and has been widely publicised and has been promoted/ will be promoted via the following routes:

- Your City Your Say
- Via customer specific forums and contact lists
- Various Council forums including the Equality Hubs and The 50+ Forum
- Local Carers organisations and groups
- Discussions with staff and residents at the affected sites has taken place
- Local professionals have been invited to offer comments as part of the process and this EIA

It was noted by the panel that for some elements of the proposal, the EIA and consultation findings would have looked quite different 18 months ago when Council day centres had more customers within them.

5 Using the skills and knowledge in your assessment team, and from any consultation you have done, what do you already know about the equality impact of the policy on particular groups? Also, use any other information you know about such as any customer feedback, surveys, national research or data. Indicate by a tick for each protected characteristic group whether this is a negative or a positive impact. If it's negative, fill in the mitigation section as well to explain how you are going to lessen the impact.

Age

What do you already know?	Positive impact	Negative impact	Mitigation
<p>There are a small number of older people currently accessing in-house long term residential care at Arboretum House.</p> <p>Reports are that residents within Arboretum have welcomed the change of focus to short term in recent times and it has offered new social opportunities.</p>	x		<ul style="list-style-type: none"> • Existing customers will not have to move from Arboretum House unless it is their choice. Impact from change of use to short term care is perceived to be negligible, although it may impact on the dynamics within the residential care home. Staff at Arboretum have received enhanced training to maximise independence amongst the customers, which should

What do you already know?	Positive impact	Negative impact	Mitigation
			<p>benefit all customers. Input will be enhanced by virtue of the joint work with health and an enhanced therapeutic offer.</p> <ul style="list-style-type: none"> • Staff at Arboretum House will discuss implications on a one to one basis and will review satisfaction amongst customers on an ongoing basis.
<p>There are a number of approximately 19 older people currently accessing the day - care facility at Morleston St who will be affected. This amounts to around 5 people on a daily basis. A much greater number of older people are supported to access services and support in the community to meet their social needs.</p> <p>Impact will be felt differently for each individual.</p> <p>Current building is old and facilities including the boiler are not fit for purpose – boiler issue in itself leads to short term, sudden closures which does not support good customer service.</p>		x	<ul style="list-style-type: none"> • Individual social workers and staff members will review every individual (involving families as appropriate) and consideration of needs around age or frailty will be central to this. Future individuals needing this kind of support will have their individual needs assessed to ensure that their needs are met through community provision – including through Shared Lives, through a personal assistant, or through a range of community alternatives. • Must ensure that new facilities can provide good access/ facilities and continuity of care and support • Friendship groups are maintained going forward wherever possible • Use of LACs to look at facilities near where they live – to encourage people to access local facilities and informal support
<p>There will be a number of older people who require short term assessment facility to support their transition from hospital to home.</p>	x		<ul style="list-style-type: none"> • Joint facility with NHS to provide therapies etc • Services will be available to be accessed by anyone over age of 18.

What do you already know?	Positive impact	Negative impact	Mitigation
The specialist provision at Arboretum will support customer independence and help people return to their homes following hospital admissions. It will also free up capacity in the wider health and social care market.			

Disability

What do you already know?	Positive impact	Negative impact	Mitigation
There are a small number of working age adults with complex needs accessing the in-house day care services at present (approximately 4 in total across Aspect and Inspire at time of writing). For people with future needs who are presenting to us.		x	<ul style="list-style-type: none"> • Whilst this could be perceived as negative for some current customers, many others have experienced the recent transition from in-house day care to alternative provision as positive. Customers and families have fed back that these new services are meeting their needs around disability well. Social work teams are already working very closely with affected customers to ensure that needs are met in a positive way with appropriate alternate providers. • Must consider needs of people across the whole spectrum of needs and ensure that assessment is looked at in the round – need to ensure people with highest needs are looked at carefully. May find alternative providers are less able to/reluctant to provide support to people with more complex needs so contract management needs to take this into

What do you already know?	Positive impact	Negative impact	Mitigation
			<p>account.</p> <ul style="list-style-type: none"> • Annual statutory social work reviews are essential and must happen in order to ensure needs are captured and communication is improved. One panel member reported that they were unaware of a named social worker being off sick until some months had passed leading to frustrations and communication breakdowns. • Customers need consistency of support particularly from social work teams. • Ensure our databases are up to date as communication is vital. Customers and carers need to be confident that they have the latest update on support available. • Must consider need for advocacy to play a role in ensuring people's views are heard and ensure that access to advocacy is available. Contract exclusions are not helpful and citizens living out of area can fall through cracks in contracts between authorities. • Need to look at contingency plans for cared for and look at easing burden through managed budgets where Direct Payments are felt to be onerous and unclear in terms of responsibilities around budget management etc. • Quality monitoring in services needs to be addressed and leave

What do you already know?	Positive impact	Negative impact	Mitigation
			<p>families confident that services are meeting needs.</p> <ul style="list-style-type: none"> • Need to consider needs of adults who have ageing Carers.
<p>There are a small number of people accessing in-house short term respite at Bonsall View (32) for whom transfer to an alternative facility may prove challenging by virtue of their physical needs, or their needs around feeling familiar and comfortable with their environment. This a 4 bed facility.</p>	x		<ul style="list-style-type: none"> • Should the proposal go ahead, any alternate provision will be considered in light of the current and future needs of people affected. Transitions should be managed carefully and in a way that allows people time to adjust to new surroundings. Any environmental considerations will be reviewed to provide a clear specification for new provision. Keeping the environment small scale will be beneficial.

Gender identity- trans

What do you already know?	Positive impact	Negative impact	Mitigation
<p>Trans people may use the services offered by the in-house services, or may do in the future .</p>	x		<ul style="list-style-type: none"> • Any services that are commissioned as alternative provision will need to demonstrate their adherence to gender identity equality and diversity standards as part of their contractual obligations. Any individual needs with respect to gender identity will be reviewed with the customer on an individual basis. • Services to use the support and expertise available from Derbyshire LGBT + • Need to standardise and have consistency around person centred planning, and need flexibility around person centred planning

What do you already know?	Positive impact	Negative impact	Mitigation
			and who is involved with that. Principle of person held records/ plans is important to support ownership and transferability/ updating of plans.

Marriage and Civil Partnership

What do you already know?	Positive impact	Negative impact	Mitigation
The services offered are used by and open to all people whatever their marital status.	x		<ul style="list-style-type: none"> • Individual needs arising relating to marriage and civil partnership will be reviewed on an individual basis. Any services that are commissioned as alternative provision will need to demonstrate their adherence to equality and diversity standards as part of their contractual obligations. • Recognising that partners are on occasions essential in participating in an assessment, and at other times are inappropriate to involve - professional judgement and understanding the individual circumstances is key. • Must look at couples in the round, including couples who become couples as part of service provision.

Pregnancy and maternity

What do you already know?	Positive impact	Negative impact	Mitigation
The services offered are open to and potentially used by all people including those who are pregnant or have recently given birth	x		<ul style="list-style-type: none"> • Individual needs in relation to pregnancy and maternity will be reviewed on an individual basis by the customer and their

			<p>wider social work team. Any services that are commissioned as alternative provision will need to demonstrate their adherence to equality and diversity standards as part of their contractual obligations.</p> <ul style="list-style-type: none"> • People who are pregnant may require an additional assessment of their needs – whether as a Carer or as a customer. Support needs will vary at this time and post-birth.
--	--	--	---

Race

What do you already know?	Positive impact	Negative impact	Mitigation
The services offered are open to and potentially used by people of all races	x		<ul style="list-style-type: none"> • Customers will be reviewed and assessed on an individual basis, to ensure that needs around race and language are identified. Holistic assessment is needed. • Customers/ their families who have transitioned thus far to alternative day care facilities have fed back that the community provision they have transferred to has provided an opportunity to meet their needs around race/ language in a way that has improved their outcomes. Families have also expressed feedback around flexibility. • Any services that are commissioned as alternative provision will need to demonstrate their adherence to equality and diversity standards as part of their contractual obligations.

			<ul style="list-style-type: none"> • Service providers must not make assumptions around written and oral communication. Must not assume that oral communication mirrors level of understanding/abilities in other aspects. • Ensure any communication styles and materials are accessible and inclusive of all.
--	--	--	---

Religion or belief or none

What do you already know?	Positive impact	Negative impact	Mitigation
The services offered are open to people of all religions or no religion		x	<ul style="list-style-type: none"> • Individual needs around religion or belief will be reviewed on an individual basis to support person centred planning. Any services that are commissioned as alternative provision will need to demonstrate their adherence to equality and diversity standards as part of their contractual obligations. • Importance to have parity across religious belief in respect of support provision and support planning – example given by one panel member of religious needs around C of E belief not being acknowledged or met. • Must ensure providers are meeting statutory needs with regards equality – to ensure this is assessed at contract management level and via social work reviews. • Consider LACs involvement to link people up within communities

			where this may help support outcomes.
--	--	--	---------------------------------------

Sex

What do you already know?	Positive impact	Negative impact	Mitigation
Both men and women use the services of the two providers	x		<ul style="list-style-type: none"> Any services that are commissioned as alternative provision will need to demonstrate their adherence to equality and diversity standards as part of their contractual obligations. Individual assessments will help articulate needs around gender and received support from men and women. Men and women may vary in who they feel comfortable receiving support from and how. Support commissioned will need to be mindful of need around gender specific provision but recognise that in certain circumstances this might not be possible.

Sexual orientation

What do you already know?	Positive impact	Negative impact	Mitigation
The services offered are open to and used by t the LGBTQ+ community	x		<ul style="list-style-type: none"> Any services that are commissioned as alternative provision will need to demonstrate their adherence to LGBTQ+ equality and diversity standards as part of their contractual obligations. Need for providers to be inclusive and identify and barriers to access. Derbyshire LGBTQ+— need to be cited as local experts who can provide support.

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

The needs of people affected will be considered on an individual basis with support from customers themselves, families and social work/ wider multi-disciplinary care teams. Each individual's needs in relation to any protected characteristics will be carefully considered and suitable alternative provision or support will be identified. Any provision that will need to be considered for a group of customers will be commissioned to ensure that diversity and equality are central criteria within the assessment process of any tender. In relation to any long term residential care residents at Arboretum, needs will also be reviewed as a group to ensure that the impact of any changes of use is monitored and satisfaction levels are reviewed on an on-going basis, with mechanisms put in place by staff to gauge feedback.

For specific actions to be taken to ensure that negative impact is addressed for particular groups or issues please action plan below.

Step 3 – deciding on the outcome

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

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

Our Assessment team has agreed Outcome number(s)

2 and 3 were the predominant outcome numbers that people felt matched the impact identified, and actions were identified as below.

The majority of the group felt that assuming all the identified actions were undertaken to a) mitigate the potential negative impact and b) to monitor any implications post-implementation, that any negative impact could be brought down to an acceptable level and would justify continuing with the policy.

For one panel member – it was felt that retaining Aspect as a Community Asset would be the only mitigation to avoid the Outcome 4 in relation to the proposal to close Aspect, and hence actions to incorporate this have been included.

Why did you come to this decision?

The breadth of the proposals was such that people felt there were different considerations to be taken into account for each proposal.

Please see the action plan below which details all the suggested mitigations and actions that were felt to address any negative impact.

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

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

Step 4 – equality action plan – setting targets and monitoring

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

Equality Action Plan –setting targets and monitoring

Age

What are we going to do to advance equality	What difference will it make	When will we do it and who will lead	Monitoring arrangements
Ensure that contract monitoring for any alternative provision is robust and reflective of the need to ensure that support is delivered in a way which meets our equality and diversity objectives	It will help us to be clear on expectations and quality standards for our contracts	As per the terms and conditions of each and any contracted service – contract managers within DCC	To be monitored by the Service Quality and Brokerage Team as per contract demands/ Head of Service for Commissioning to oversee; Head of Service for Direct Services to oversee any in-house provision
Ensure that individual customer reviews incorporate analysis and consideration of equality strands and seek to identify actions required to meet these needs as appropriate	It will support us to highlight any individual needs around equality strands/ protected characteristics that may be unmet.	On an individual basis as needs dictate – by social work teams	By social work teams/ Service Quality and Brokerage team to provide any information regarding providers who may not be meeting their contractual obligations regarding equalities
DCC and health partners to monitor demand for the short term assessment service and speed of response to ensure system is working effectively and efficiently	It will help DCC and partners to make any required changes to enhance the service on offer and ensure it is as responsive as possible.	Head of Service for Home Support, DCC	As part of new/ existing routine performance monitoring systems by DCC and partners
Staff at Arboretum House to discuss implications on a one to one basis and review satisfaction amongst customers on an ongoing basis.	It will provide individuals the space to consider and discuss their needs, and to identify any commonalities of dissatisfaction for	Head of Direct Services, DCC	To discuss and review on an individual and collective basis following any decisions made and beyond.

What are we going to do to advance equality	What difference will it make	When will we do it and who will lead	Monitoring arrangements
	address		
<p>Ensure any new facilities can provide good access/ facilities and continuity of care and support – for Morleston St customers.</p> <p>Friendship groups are maintained going forward wherever possible.</p> <p>Use of Local Area Coordinators to look at facilities near where they live – to encourage people to access local facilities and informal support</p>	<p>Access considerations are critical to achieving good customer outcomes.</p> <p>Peer groups are likely to be a key part of the current provision</p> <p>Support options close to home may offer flexible and local support solutions</p>	Head of Direct Services, pending cabinet decision	Head of Direct Services to oversee progress

Disability

What are we going to do to advance equality	What difference will it make	When will we do it and who will lead	Monitoring arrangements
<p>Ensure that contract monitoring for any alternative provision is robust and reflective of the need to ensure that support is delivered in a way which meets our equality and diversity objectives</p> <p>Need to ensure that any alternative providers can and will provide support to people with more complex needs.</p>	<p>It will help us to be clear on expectations and quality standards for our contracts</p> <p>This will ensure that providers are not opting to support only those with the least complex needs.</p>	<p>As per the terms and conditions of each and any contracted service as and when commissioned.</p> <p>DCC Commissioning team/ social workers to ensure that providers are meeting</p>	<p>To be monitored by the Service Quality and Brokerage Team as per contract demands</p> <p>Head of Service for Commissioning to oversee; Head of Service for Direct Services to oversee any in-house provision</p>

What are we going to do to advance equality	What difference will it make	When will we do it and who will lead	Monitoring arrangements
		contractual and individual support needs.	
Ensure that individual customer reviews incorporate analysis and consideration of equality strands and seek to identify actions required to meet these needs as appropriate. Must consider needs of people across the whole spectrum of needs and ensure that assessment is looked at in the round.	It will support us to highlight any individual needs around equality strands/ protected characteristics that may be unmet.	On an individual basis as needs dictate – by social work teams	By social work teams/ Service Quality and Brokerage team to provide any information regarding providers who may not be meeting their contractual obligations regarding equalities
Ensure that annual statutory social work reviews are undertaken to support assurance that current support packages are meeting needs.	Customers' needs will need to be re-appraised in acknowledgement of the fact that support planning is a dynamic process.	Social work/ review teams to complete	Locality teams to conduct – overseen by Heads of Service responsible.
For those affected by the Morleston St proposals, individuals will require an individual needs assessment to ensure that their needs are explored and met through alternative community provision – including through Shared Lives, or through a personal assistant. Contingency plans should be explored to consider what is needed if current support mechanisms are unavailable or break down – particularly where customers have ageing Carers.	Individualised assessments will provide us with the best view of customers needs and allow us to support plan alongside customers.	Social work teams, pending cabinet decision. Head of Direct Services to oversee – pending cabinet decision	Head of Direct Services to oversee progress
Customers need consistency	This will support		

What are we going to do to advance equality	What difference will it make	When will we do it and who will lead	Monitoring arrangements
of support from social work teams and good communication.	understanding of the customer and help to prevent any deterioration.		
Ensure our databases are up to date as communication is vital. Customers and carers need to be confident that they have the latest update on support available.	If we are not clear on which citizens require what support via our database, then our citizens will not receive information that may support their outcomes in a timely fashion.	DCC Head of Business Intelligence to advise	Progress to be overseen as part of Business Intelligence business plan.
Ensure that a solid advocacy offer is in place to support customers who require it.	Customers who have limited family support or limited capacity to make decisions will need access to advocacy to aid support planning and decision making	DCC Commissioning team oversee the commissioning and contract managing of Advocacy, on on-going basis and within quarterly monitoring cycle.	DCC Commissioning team to oversee the offer available and performance against requirements.
Consider moving customers to managed services where it is felt that families are struggling with the requirements to administer or monitor these.	Direct Payments may in some cases present a barrier to accessing support if the responsibilities behind them outweigh the benefits.	Social work teams to consider on individual basis	Heads of Service to oversee as appropriate
Quality monitoring in services needs to provide families with the reassurance that support is meeting their loved ones needs.	Some families may find it difficult to do this themselves.	DCC commissioning team to oversee this for commissioned services; social	Heads of Service for social work teams and Head of Service for Integrated Commissioning team

What are we going to do to advance equality	What difference will it make	When will we do it and who will lead	Monitoring arrangements
		work team to oversee this on an individual basis	as appropriate.
Any alternate provision for customers needs to be considered in light of the current and future needs of people affected, particularly a environmental and access considerations. Transitions should be managed carefully and in a way that allows people time to adjust to new surroundings.	Customers will need to receive support in an environment that meets their needs.	Pending cabinet decision, by Head of Service for Direct Services	Head of Service for Direct Services to oversee
Council to consider any proposals around Community Asset Transfer that may come forward for Aspect, or other facilities as appropriate.	Asset transfer may provide a viable solution to support needs, and may allow an existing facility to be maintained for local customers.	Pending cabinet decision on future of day care; Council cabinet/ officers to explore any applications as they are received.	Overseen by the Cabinet member for Adults, Health and Housing

Gender identity - trans

What are we going to do to advance equality	What difference will it make	When will we do it and who will lead	Monitoring arrangements
Ensure that contract monitoring for any alternative provision is robust and reflective of the need to ensure that support is delivered in a way which meets our equality and diversity objectives	It will help us to be clear on expectations and quality standards for our contracts	As per the terms and conditions of each and any contracted service	To be monitored by the Service Quality and Brokerage Team as per contract demands
Ensure that individual	It will support us to	On an individual	By social work teams/

What are we going to do to advance equality	What difference will it make	When will we do it and who will lead	Monitoring arrangements
customer reviews incorporate analysis and consideration of equality strands and seek to identify actions required to meet these needs as appropriate	highlight any individual needs around equality strands/ protected characteristics that may be unmet.	basis as needs dictate – by social work teams	Service Quality and Brokerage team to provide any information regarding providers who may not be meeting their contractual obligations regarding equalities
Support to be sought from Derbyshire LGBT plus where appropriate.	To ensure that services are inclusive.	Pending decision by cabinet, by Head of Service for Direct Services	Head of Service for Direct Services to oversee for in-house provision. Head of Commissioning to review any considerations amongst commissioned services.
Need to standardise and have consistency around person centred planning, and need flexibility around person centred planning and who is involved with that. Principle of person held records/ plans is important to support ownership and transferability/ updating of plans.	Customers and families will gain familiarity with support planning format, and records will be person-held supporting ownership.	Social work teams to consider how to achieve.	Heads of Service to review approaches to person-centred planning

Marriage and Civil Partnership

What are we going to do to advance equality	What difference will it make	When will we do it and who will lead	Monitoring arrangements
Ensure that contract monitoring for any alternative provision is robust and	It will help us to be clear on expectations and quality standards	As per the terms and conditions of each	To be monitored by the Service Quality and Brokerage Team as

What are we going to do to advance equality	What difference will it make	When will we do it and who will lead	Monitoring arrangements
reflective of the need to ensure that support is delivered in a way which meets our equality and diversity objectives	for our contracts	contracted service	per contract demands
Ensure that individual customer reviews incorporate analysis and consideration of equality strands and seek to identify actions required to meet these needs as appropriate	It will support us to highlight any individual needs around equality strands/ protected characteristics that may be unmet.	On an individual basis as needs dictate – by social work teams	By social work teams/ Service Quality and Brokerage team to provide any information regarding providers who may not be meeting their contractual obligations regarding equalities
Ensure that any assessments are conducted with family members/ partners - or not - according to the individual needs and circumstances of each person/ couple.	Individual and shared needs must be taken into account and partners/ Carers views and needs may be important to look at in the round.	Social work teams/ contracted and in-house services as needs arise or change.	Heads of Services for respective service areas; Head of Service for Integrated Commissioning to oversee for contracted services

Pregnancy and maternity

What are we going to do to advance equality	What difference will it make	When will we do it and who will lead	Monitoring arrangements
Ensure that contract monitoring for any alternative provision is robust and reflective of the need to ensure that support is delivered in a way which meets our equality and diversity objectives	It will help us to be clear on expectations and quality standards for our contracts	As per the terms and conditions of each contracted service	To be monitored by the Service Quality and Brokerage Team as per contract demands
Ensure that individual	It will support us to	On an individual	By social work teams/

What are we going to do to advance equality	What difference will it make	When will we do it and who will lead	Monitoring arrangements
customer reviews incorporate analysis and consideration of equality strands and seek to identify actions required to meet these needs as appropriate	highlight any individual needs around equality strands/ protected characteristics that may be unmet.	basis as needs dictate – by social work teams	Service Quality and Brokerage team to provide any information regarding providers who may not be meeting their contractual obligations regarding equalities
People who are pregnant or who have had a baby may require an additional assessment of their needs – whether as a Carer or as a customer. Support needs will vary at this time and post-birth.	Capturing accurate and up to date information about support needs is critical.	Social work teams/ in-house and contracted services	By social work teams/ Service Quality and Brokerage team to provide any information regarding providers who may not be meeting their contractual obligations regarding equalities

Race

What are we going to do to advance equality	What difference will it make	When will we do it and who will lead	Monitoring arrangements
<p>Ensure that contract monitoring for any alternative provision is robust and reflective of the need to ensure that support is delivered in a way which meets our equality and diversity objectives</p> <p>Service providers must not make assumptions around written and oral communication. Must not assume that oral communication mirrors level of understanding/ abilities in</p>	It will help us to be clear on expectations and quality standards for our contracts	As per the terms and conditions/ service standards of each and any contracted or in-house service	<p>To be monitored by the Service Quality and Brokerage Team/ Commissioning team as per contract demands</p> <p>In-house service provision to be monitored by Head of Service for Direct Services/ Head of Service for Integrated</p>

What are we going to do to advance equality	What difference will it make	When will we do it and who will lead	Monitoring arrangements
<p>other aspects.</p> <p>Ensure any communication styles and materials are accessible and inclusive of all.</p>			Commissioning to oversee for contracted services
<p>Ensure that individual customer reviews incorporate analysis and consideration of equality strands and seek to identify actions required to meet these needs as appropriate</p>	<p>It will support us to highlight any individual needs around equality strands/ protected characteristics that may be unmet.</p>	<p>On an individual basis as needs dictate – by social work teams</p>	<p>By social work teams/ Service Quality and Brokerage team to provide any information regarding providers who may not be meeting their contractual obligations regarding equalities</p>

Religion or belief or none

What are we going to do to advance equality	What difference will it make	When will we do it and who will lead	Monitoring arrangements
<p>Ensure that contract monitoring for any alternative provision is robust and reflective of the need to ensure that support is delivered in a way which meets our equality and diversity objectives</p> <p>Need to ensure parity across religious beliefs in respect of support provision and support.</p> <p>Must ensure all providers are meeting that statutory duties with regards to equality strands and protected characteristics.</p>	<p>It will help us to be clear on expectations and quality standards for our contracts, and support good customer outcomes</p>	<p>As per the terms and conditions of each contracted service, and by review by social work teams as appropriate. Head of Service for Direct Services for in-house services.</p>	<p>To be monitored by the Service Quality and Brokerage Team as per contract demands/ by social workers on an individual basis. Head of Service to oversee for Direct Services for in-house services.</p>
<p>Ensure that individual customer reviews incorporate</p>	<p>It will support us to highlight any individual</p>	<p>On an individual basis as needs</p>	<p>By social work teams/ Service Quality and</p>

What are we going to do to advance equality	What difference will it make	When will we do it and who will lead	Monitoring arrangements
analysis and consideration of equality strands and seek to identify actions required to meet these needs as appropriate. Consider LACs involvement to link people up within communities where this may help support outcomes.	needs around equality strands/ protected characteristics that may be unmet.	dictate – by social work teams	Brokerage team to provide any information regarding providers who may not be meeting their contractual obligations regarding equalities

Sex

What are we going to do to advance equality	What difference will it make	When will we do it and who will lead	Monitoring arrangements
<p>Ensure that contract monitoring for any alternative provision is robust and reflective of the need to ensure that support is delivered in a way which meets our equality and diversity.</p> <p>Support commissioned will need to be mindful of needs around gender specific provision but recognise that in certain circumstances this might not be possible.</p>	<p>It will help us to be clear on expectations and quality standards for our contracts.</p> <p>Expectations need to be defined and explored. Communication needs to on-going about ability to meet any specific needs.</p>	As per the terms and conditions of each contracted service	To be monitored by the Service Quality and Brokerage Team as per contract demands
Ensure that individual customer reviews incorporate analysis and consideration of equality strands and seek to identify actions required to	It will support us to highlight any individual needs around equality strands/ protected characteristics that	On an individual basis as needs dictate – by social work teams	Overseen by Heads of Service for social work teams. Social work teams/ Service Quality and Brokerage team to

What are we going to do to advance equality	What difference will it make	When will we do it and who will lead	Monitoring arrangements
meet these needs as appropriate. Individual assessments will help articulate needs around gender and received support from men and women. Men and women may vary in who they feel comfortable receiving support from and how.	may be unmet or help us consider how needs can be best met.		provide and collate any information regarding providers who may not be meeting their contractual obligations regarding equalities.

Sexual orientation

What are we going to do to advance equality	What difference will it make	When will we do it and who will lead	Monitoring arrangements
<p>Ensure that contract monitoring for any alternative provision is robust and reflective of the need to ensure that support is delivered in a way which meets our equality and diversity.</p> <p>Derbyshire Friend – need to be cited as local experts who can provide support.</p>	<p>It will help us to be clear on expectations and quality standards for our contracts.</p> <p>Specialist local support may help provide good outcomes for customers.</p>	As per the terms and conditions of each and any contracted service, and as per the service standards of any in-house provision.	To be monitored by the Service Quality and Brokerage Team/ Commissioning team as per contract demands. Head of Service for Direct Services to oversee any in-house provision.
Ensure that individual customer reviews incorporate analysis and consideration of equality strands and seek to identify actions required to meet these needs as appropriate	It will support us to highlight any individual needs around equality strands/ protected characteristics that may be unmet.	On an individual basis as needs dictate – by social work teams	By social work teams/ Service Quality and Brokerage team to provide any information regarding providers who may not be meeting their contractual obligations regarding equalities.

We can give you this information in any other way, style or language that will help you access it. Please contact us on: 01332 643722
Minicom: 01332 640666

Polish

Aby ułatwić Państwu dostęp do tych informacji, możemy je Państwu przekazać w innym formacie, stylu lub języku.

Prosimy o kontakt: **01332 643722** Tel. tekstowy: 01332 640666

Punjabi

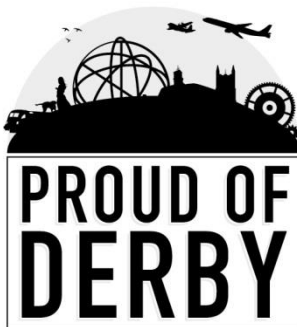
ਇਹ ਜਾਣਕਾਰੀ ਅਸੀਂ ਤੁਹਾਨੂੰ ਕਿਸੇ ਵੀ ਹੋਰ ਤਰੀਕੇ ਨਾਲ, ਕਿਸੇ ਵੀ ਹੋਰ ਰੂਪ ਜਾਂ ਬੋਲੀ ਵਿੱਚ ਦੇ ਸਕਦੇ ਹਾਂ, ਜਿਹੜੀ ਇਸ ਤੱਕ ਪਹੁੰਚ ਕਰਨ ਵਿੱਚ ਤੁਹਾਡੀ ਸਹਾਇਤਾ ਕਰ ਸਕਦੀ ਹੋਵੇ। ਕਿਰਪਾ ਕਰਕੇ ਸਾਡੇ ਨਾਲ ਟੈਲੀਫੋਨ **01332 643722** ਮਿਨੀਕਮ 01332 640666 ਤੇ ਸੰਪਰਕ ਕਰੋ।

Slovakian

Túto informáciu vám môžeme poskytnúť iným spôsobom, štýlom alebo v inom jazyku, ktorý vám pomôže k jej sprístupneniu. Skontaktujte nás prosím na tel.č: 01332 643722 Minicom 01332 640666

Urdu

یہ معلومات ہم آپ کو کسی دیگر ایسے طریقے، انداز اور زبان میں مہیا کر سکتے ہیں جو اس تک رسائی میں آپ کی مدد کرے۔ براہ کرم **01332 643722** پر ہم سے رابطہ کریں۔



Derby City Council