

21 April 2011

To: All Members of the Cabinet

Dear Member,

Cabinet - Tuesday, 26th April, 2011

I attach a copy of the following reports for the above-mentioned meeting which were not available at the time of collation of the agenda:

**11. PROPOSALS FOR THE REDESIGN OF THE SUPPORTING PEOPLE PROGRAMME AND CONTRIBUTIONS TO THE COUNCIL'S SAVINGS PLANS (PAGES 1 - 86)**

(Report of the Director of Adults, Culture and Community Services - To be introduced by the Cabinet Member for Adult Social Care and Wellbeing): To describe the proposal on redesign of the Supporting People programme from April 2011 to March 2014 and to achieve improved value for money savings and to deliver on strategic developments to ensure continued support to the residents of the Borough.

Yours sincerely

Ayshe Simsek  
Principal Committee Co-Ordinator

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Haringey Council

Agenda item:

**[No.]****Cabinet****On 26th April 2011**

Report Title: Proposal for the redesign of the Supporting People programme and contributions to the Council's savings plan

Report of: **Mun Thong Phung, Director of Adult, Culture and Community Services**

Signed:

Contact Officer: Margaret Allen, Assistant Director Safeguarding & Strategic Services

Wards(s) affected: **ALL**

Report for: **Key decision**

**1. Purpose of the report**

- 1.1. This report is supplemental to the original report to Cabinet of 26 April 2011, Agenda item 11, and where there is any difference this supplemental report supersedes the content of the original report.
- 1.2. The purpose of the original report and this supplemental report is to confirm the reduction in budget commitment of the Supporting People programme by £5m in the financial year 2011/12 following appropriate consideration of the results of consultation and having had due regard to the Council's equality duties.

**2. Introduction by Cabinet Member**

- 2.1. On 22 March 2011 the cabinet agreed in principle to confirm the reduction in budget commitment of the Supporting People programme by £5m, subject to consultation and Equalities Impact Assessments. Cabinet further approved the redesign of the programme in line with the current and future needs of the Borough.
- 2.2. Consultation with users and providers has been carried out and a report is

attached to this report at Appendix 1. A summary can be found also at Appendix 1. Equality Impact Assessments (EQIAs) have been carried out on the sectors in the programme and are attached at Appendix 2, together with a summary.

- 2.3. Following consideration of the consultation responses, and having regard to the Council's equality duties under the Equality Act 2010 it is recommended that the Supporting People Programme is reduced in budget by £5m in the financial year 2011/12.
- 2.4. In order to make informed and equitable decisions regarding proposed reductions criteria were developed to assist in making decisions on future funding of organisations under the Supporting People Programme. The criteria put greater emphasis on the need for accommodation based services over floating support services. Various comments were received in consultation on the criteria and a summary can be found under the heading "Comments on the Criteria Used" of the consultation report attached at Appendix 1.
- 2.5. Although some expressed concerns at the approach taken in favouring accommodation based services, many understood the need to make savings in the current financial climate and to protect the Borough's general provision of accommodation based services in preference to its floating support services.

**3. State link(s) with Council Plan Priorities and actions and /or other Strategies:**

**3.1. ACCS Council Plan Priorities are:**

- Encouraging lifetime well-being at home, work, play and learning;
- Promoting Independent living while supporting adults and children in need; and
- Delivering excellent customer focused cost effective services.

**4. Recommendations**

4.1. It is recommended that the Supporting People programme is reduced in budget commitment by £5m in the financial year 2011/12.

4.2. It is recommended that the final decisions are delegated to the cabinet member for Adult, Culture and Community Services to be taken in May 2011.

**5. Reason for recommendation(s)**

5.1. See original report and attached appendices.

5.2. The specific proposals for the funding of individual services are to be the subject of a separate key decision report to the cabinet member for Adult, Culture and Community Services. This report will set out a detailed breakdown of the reduction in budget of £5m to the Supporting People Programme. This final decision will be taken in May 2011. This final decision will also include a decision on the criteria that has been out for consultation referred to in paragraphs 2.4 and 2.5 of this report.

**6. Other options considered**

6.1. Officers have considered all options but due to budgetary constraints on the Council it is necessary to find this level of savings within the Supporting People budget. This necessitates the redesign of the service to meet these budgetary demands.

**7. Summary**

7.1 See original report and attached appendices

**8. Chief Financial Officer Comments**

8.1. See original report and attached appendices

**9. Head of Legal Services Comments**

- 9.1. The decisions by Members concerning the recommendations set out in the report must be informed by and take into account the outcome of the consultation with service users and providers, which is set out in Appendix 1 to this report.
- 9.2. In reaching their decisions Member must also have due regard to the authority's public sector equality duty and thus should take into account the attached equality impact assessment included at Appendix 2 to the report. The extent of the duty on the authority is set out in Appendix 3 to this report
- 9.3. Final decisions will need to be made as appropriate by the relevant Cabinet Member or Cabinet. The budget report that went to Cabinet on 8<sup>th</sup> February 2011 approved **in principle** savings set out in the relevant Appendix to the report and agreed to delegate final decisions on the savings to be adopted to Directorates and where appropriate to the relevant Cabinet members within their portfolio responsibilities, following appropriate consideration of the results of any consultation and having had due regard to the Council's equality duties. In particular Equality Impact Assessments will be considered individually and where appropriately collectively before any final decisions are made.

**10. Head of Procurement Comments – [Required for Procurement Committee]**

- 10.1. N/A.

**11. Equalities & Community Cohesion Comments**

- 11.1 EqlA's have been completed for each of the client groups SP supports.
- 11.2 To help inform the EqlA's and assist in decision making a wide-ranging consultation exercise was undertaken. (Appendix 1)
- 11.3 As a result of the EqlA's some changes have been made to where some of the budget reductions may be implemented.
- 11.4 It is recognised in the EqlA's that reducing floating support services over accommodation based ones is likely to have a greater impact on the service users involved. In the EqlA's where possible mitigating actions have been identified.
- 11.5 By reducing the budget for floating support services, it is recognised that it is often easier for providers to implement these cuts than for accommodation based services.

11.5	In addition, as £3.1m of the £5m intended cuts will be made through efficiency savings that will offer better value for money, the overall impact is lessened.
<b>12. Consultation</b>	
12.1	Consultation with users and providers has been carried out. A report with consultation details, the responses and a summary are attached at Appendix 1.
<b>13. Service Financial Comments Efficiencies</b>	
	Of the proposed £5m cuts, £3.1m will be achieved through efficiencies, without impacting on service provision, and is inline with the Root and Branch review of the Supporting People programme which is due to be completed by March/April 2011.
<b>14. Use of appendices /Tables and photographs</b>	
14.1.	Appendix 1: Consultation Report and summary
14.2.	Appendix 2: Equality Impact Assessments and summary
14.3.	Appendix 3: The public sector single equality duty
<b>15. Local Government (Access to Information) Act 1985</b>	
15.1.	N/A.

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# Supporting People Programme – 2011 Consultation Report

## Executive summary

- **Consultation Details**

Following a number of informal meetings between November 2010 and January 2011, the formal consultation for Supporting People organisations ran from 25<sup>th</sup> February to 31<sup>st</sup> March 2011 and for users of services from 4<sup>th</sup> March to 8<sup>th</sup> April. Those taking part contributed through a range of different channel including separate user consultation and sector provider meetings; by corresponding with the Council; or filling out consultation surveys. Providers were also encouraged to hold their own consultation events, with many choosing to do so. Supplementary and follow-up meetings also took place. Accessibility issues were addressed during the consultation in order to ensure that people with protected characteristics were able to participate.

There were over **1500** direct responses to the consultation including, as at the time this report was produced, **1391** completed surveys. In total, over **300** providers, users, relatives and carers attended the various meetings that we held. Also, we received a petition from HAGA with **283** signatures. All of these responses have been read and analysed.

- **Brief summary of key findings highlighting the key themes, impacts and responses for client groups across the various sectors**

### The key findings are these:

**Users of Services** overwhelmingly would prefer it if ‘much needed’ services remained as they were and ‘strongly opposed’ or ‘opposed’ the proposal. Not too many individuals therefore contributed to the debate about how we might do things differently apart from suggesting ways in which we could or should be spending more rather than less on the SP programme.

Many people who responded to the consultation did so with personal stories outlining their experiences of their support to date and what life would be like for them should that care and support not be there or in its present form, including how they would struggle to cope or continue to live a normal life without services they’d come to depend on. Users of services expressed how they could be made homeless, experience physical or mental health issues, end up in hospital or prison, suffer a setback or be at risk or even a threat to themselves or others. There were worries too how these proposed changes would impact on partners, children or other family members.

Further details including the main sector differences are contained within the main body of the consultation report, however, the most highly rated services ranged from accommodation-based services, to advice and information, to help with overcoming language and cultural barriers, daily support and/or contact or help with other every day tasks.



Across the majority of sectors more users of services understood the reasons for the cuts than did not, even if they did not necessarily agree with why or how they were to be implemented. However, understanding of what was going on was roughly 50:50 within the BME and LD sectors and even less clear to younger respondents, teenage parents and Domestic Violence survivors.

Over two thirds of those users of services who responded said that they did not receive support from elsewhere. Moreover, the majority of consultees said that where they did so, this additional support came from the Council, a health professional, voluntary organisation or a similar source rather than a family member or carer. Of the remainder, almost a fifth had identified an alternative source of help. Less than 5% of service users said they would be made homeless or end up in prison.

Several core themes emerged from the responses we received from those **providers, Voluntary Sector organisations and advocacy services** whom we consulted.

**Commenting on the Proposal**, some organisations expressed their opposition to any cuts in funding that threatened services for people within the community. They also said they struggled to do all they wanted as things stood or thought the proposals were disproportionate, regressive or something of a short term economy and worried for the future health and well-being of the client groups that they supported. Several providers made the case for their strategic relevance and the contribution they made.

**Commenting on the Criteria Used**, many providers understood the need to make savings in the current financial climate and supported plans to protect the Borough's general provision of accommodation-based services over floating support services despite the difficulty of separating SP funding from other funding streams, many of which were also, (they said), facing cuts. The proposal was not however without its critics, some of whom saw the focus on accommodation based services or the application of the scoring mechanism as not without its problems, favouring paradoxically smaller and larger providers, arbitrary in nature or not necessarily in their clients best interests. These points were addressed during the various contractual negotiations.

**Commenting on the Way Forward**, the majority of providers confirmed that they were happy to work with the Council to reach a mutually acceptable outcome. Others were reluctant, as they saw it, to 'barter' one service against another. Several welcomed the fact that there had been an extension to existing contracts to cover the consultation period but were also worried about potential future cuts and implementation timescales.

Providers also said they were worried that their clients would have fewer opportunities or have a reduced voice in the community. Others raised safeguarding concerns or pointed to the extra demand for statutory and non-statutory services across the Borough and (as they saw it), the wider social impact of the proposals: e.g. rent arrears, a rise in neighbourhood safety issues, substance misuse, rises in hospital admissions, debt and financial problems, unemployment levels etc.

Providers stated concerns that "unique" or specialist services would be lost as would the local knowledge-base. The notion of retaining only large scale generic floating support programmes would, (some argued), diminish specialist knowledge in some sectors.

## HARINGEY COUNCIL

### EQUALITY IMPACT ASSESSMENT FORM



Haringey Council

**Service:** Safeguarding and Strategic Services  
**Directorate:** ACCS  
**Title of Proposal:** Supporting People Programme – Teenage Parents  
**Lead Officer:** Margaret Allen – Assistant Director

**Names of other Officers involved:** Nick Crago, Camlee Voisin-Baptiste, David Powell, Maggie Cameron-Ratchford

#### Step 1 - Identify the aims of the policy, service or function

Following the Comprehensive Spending Review and grant settlement in 2010, Haringey Council is required to make significant financial savings. Approximately £5 million of savings will need to be delivered by the Supporting People (SP) programme in 2011/12.

Current expenditure in this sector is £173,768. This proposal identifies savings of £53,768 in the Teenage Parent sector, which represents a 31% reduction in expenditure.

It is proposed that the existing SP Teenage Parent provision will be remodelled to achieve the proposed savings. The reshaping will focus resources on floating support services, since this type of support is considered most practical for this user group. Teenage parents are less dependent on SP services to maintain their security of tenure as many of them have access to other forms of housing.

It is proposed that savings will not be made in the Single Homeless, Young People, Physical Disabilities, Sensory Impairment and HIV/AIDS sectors within SP. These are all accommodation-based services. Resources will be focused on accommodation-based provision in these areas as the retention of these services will guarantee service users' security of tenure.

Home Improvement Agency funding will be retained. This is a unique service within the borough which provides housing repairs, improvements and adaptations to help vulnerable people to maintain their independence and continue to live in their own homes. The service covers a range of tenures and delivers value for money.

Savings have already been made in the BME and Older People sectors through contract renegotiation, which will contribute over £550,000 towards the 2011/12 savings.

For the purposes of conducting Equalities Impact Assessments (EqIAs), the different sectors of the SP programme affected by the budget reductions have been considered separately.

### **Overview of the Supporting People Programme**

The Supporting People (SP) Programme delivers housing related support to vulnerable client groups and almost 9000 people in Haringey, approximately 3000 of whom benefit from services provided directly by the Council. The programme aims to support people to live independently in their own homes. Support services are either 'accommodation-based' or 'floating support', and are provided according to level of need as well as individual circumstances. The SP providers are contracted to deliver against a set of national quality standards and locally agreed performance criteria.

Floating support aims to help service users with:

- Tenancy attainment;
- Sustaining tenancies;
- Community integration;
- Access to training, education and employment;
- Independent living skills;
- Advice, advocacy, emotional support and counselling;
- Community safety;
- Preventing hospitalisation, rehabilitation, residential care or secure units;
- Preventing family breakdown;
- Preventing homelessness.

Accommodation-based services aim to help service users with:

- Setting up and maintaining a home or tenancy;
- Developing domestic and independent living skills;
- Developing social skills/behaviour management;
- Advice, advocacy, emotional support and counselling;
- Community safety;
- Managing finances and benefit claims;
- Gaining access to other services/community organisations;
- Establishing social contacts and activities;
- Establishing personal safety and security;
- Supervising and monitoring of medication, health and well being;
- Peer support and befriending.

### **Overview of the Teenage Parents Sector**

There are currently 20 teenage parents supported across the SP programme. The SP Teenage Parent sector comprises the following services:

- Support to live in a safe environment with in-house support or mentoring;
- Support to live independently with visiting or floating support;
- Access to crèche, nursery and primary school facilities and engaging teenage parents in development of parenting skills;
- Support to access training, education and employment opportunities;
- Advice and support regarding housing applications and liaison with utility companies;
- Close links to the Children & Young People's Service, particularly the Teenage Parent Co-ordinator and Re-integration Officer.

## Step 2 - Consideration of available data, research and information

### Supporting People Client Record Equalities Data

SP client data is collated centrally by the Supporting People Client Record Office. The latest available data from 2009/10 provides details of over 2250 SP service users in Haringey. It should be noted that some providers are not required to submit this data. Although this is a limited sample, it provides an insight into the characteristics of Supporting People service users across each sector.

The Supporting People client data for Haringey indicates that people who use the Teenage Parent services have the following characteristics:

- 100% of service users are women (see Table 1).
- 20% of service users have a disability.
- All service users are aged 16 to 24, with 40% aged 16-17 and 60% in the 18-24 age category.
- 40% of service users are Black/Black British and 20% are Mixed White and Black Caribbean, meaning that these groups are over-represented compared with the borough profile (see Table 2).

Table 1: Gender of SP TP service users compared with borough profile (SPCR)

Gender	Teenage Parent Services	Haringey Borough Profile*
Male	0%	51%
Female	100%	49%

\* ONS Mid-year Estimates 2009

Table 2: Ethnicity of SP TP service users compared with borough profile (SPCR)

Ethnicity	Teenage Parent Services	Haringey Borough Profile*
<b>White</b>	<b>40%</b>	<b>65%</b>
White British	40%	48%
White Irish	0%	4%
Other White	0%	14%
<b>Mixed</b>	<b>20%</b>	<b>5%</b>
White and Black Caribbean	20%	1%
White and Black African	0%	1%
White and Asian	0%	1%
Other Mixed	0%	1%
<b>Asian or Asian British</b>	<b>0%</b>	<b>8%</b>
Indian	0%	3%
Pakistani	0%	1%
Bangladeshi	0%	2%
Other Asian	0%	2%
<b>Black or Black British</b>	<b>40%</b>	<b>19%</b>
Caribbean	40%	8%
African	0%	9%
Other Black	0%	1%
<b>Chinese or Other Ethnic Group</b>	<b>0%</b>	<b>4%</b>
Chinese	0%	2%
Other Ethnic Group	0%	2%

\* Borough population figures ONS 2005

## Step 3 - Assessment of Impact

### **Differential Impact**

The equalities data shows that the following groups with protected characteristics may be adversely affected by a reduction in funding to SP teenage parent services:

- Young women;
- Women with disabilities;
- Pregnant women and young mothers;
- Black or Black British women;
- Mixed race women.

### **Overall Impact**

The SP Teenage Parent sector will be remodelled to achieve savings across the sector. It is anticipated that these savings will be achieved through service efficiencies, therefore, the overall impact should be minimised. Any reduction in teenage parent services would affect teenage parents and their children, and their ability to live independently. It is likely that this would have a knock on effect on other services, such as:

- It is possible that there may be a rise in applications for social housing and increased use of temporary accommodation.
- These proposals may also potentially result in an increased demand for health, adult social care and associated voluntary sector services.
- Potential safeguarding risks for vulnerable clients and children.

### **Mitigation of the Impact**

To mitigate the impact of the funding reduction to SP teenage parent services, work will be carried out with service providers to remodel the services available. It is anticipated that these savings will be achieved through efficiencies in order to minimise the overall impact.

Safeguarding risks will be mitigated through the existing adult and children's safeguarding referral and investigation processes.

Service providers will be encouraged to source alternative funding. Initiatives being considered are social enterprises, Big Lottery Fund, collaborative working, individual budgets, charitable donations, increased use of volunteers, as well as cross-authority commissioning of services.

## **Step 4 - Consult on the proposal**

### **Consultation Process**

- SP providers have been consulted on the proposals through an ongoing review process and through the SP Provider Forums on 7 December 2010, 25 January 2011 and 15 February 2011.
- A special meeting of the SP Practitioner Group was held on 2 February 2011 to discuss general levels of service delivery and headline detail of the proposal.
- A sector meeting was held on 23 March 2011 when providers were advised of the consultation timetable, proposed criteria and arrangements for engaging with service users.
- Letters were sent to providers inviting them to comment on the proposed changes.

- Contract negotiation meetings are being held with individual providers.
- Consultation questionnaires have been sent to service users to establish specific impacts of the proposals. Responses were received by the Council by 8 April 2011 and have been analysed. The analysis is reflected in the EqlAs and the Supporting People Consultation Report.

### **Findings of the Consultation**

Findings of the consultation can be found in the Supporting People Consultation Report taken to Cabinet on 26 April 2011.

#### **Step 5 - Addressing Training**

There are no staff training issues arising out of this proposal.

#### **Step 6 - Monitoring Arrangements**

The existing methods and procedures for evaluating SP services include service reviews, validation visits, quarterly performance workbooks and contract management. Support providers are required to submit Client Record Forms (CRF) to the Supporting People Client Record Office when a new client enters their service. These mechanisms will be used by the Head of Supporting People to carry out ongoing equalities monitoring to monitor the impact of the proposed budget reductions.

#### **Step 7 - Summarise impacts identified**

This EqlA has identified that the proposal to reduce SP Teenage Parent sector expenditure by £53,768 will have the following impact:

- There will be reduced availability of services for teenage parents, which may affect service users' ability to live independently, placing more pressure on housing, health and social care services.
- Groups with equalities protected characteristics will be affected by the reduction in services, in particular, young women, women with disabilities, pregnant women and young mothers, Black or Black British women and mixed race women.

#### **Step 8 - Summarise the actions to be implemented**

- Work with service providers to remodel the SP teenage parent sector.
- Ongoing consultation on the re-design of the SP programme.
- Ongoing equalities monitoring of services to establish the impact of reduced funding.

#### **Step 9 - Publication and sign off**

This EqlA will be presented to Cabinet on 26 April 2011 and will then be made available as a public document.

**Assessed by (Author):**

**Name:** Nick Crago

**Designation:** Acting Head of Service, Supporting People, Contracts & Complaints

**Signature:** Nick Crago

**Date:** 18 April 2011

**Quality checked by (Equality Team):**

**Name:** Eve Featherstone

**Designation:** Principal Equality and Diversity Officer

**Signature:** Eve Featherstone

**Date:** 18 April 2011

**Sign off by Directorate Management Team:**

**Name:** Margaret Allen

**Designation:** Assistant Director, Safeguarding and Strategic Services

**Signature:** Margaret Allen

**Date:** 18 April 2011



## HARINGEY COUNCIL

### EQUALITY IMPACT ASSESSMENT FORM



**Haringey** Council

**Service:** Safeguarding and Strategic Services  
**Directorate:** ACCS  
**Title of Proposal:** Supporting People Programme – BME Sector  
**Lead Officer:** Margaret Allen – Assistant Director

**Names of other Officers involved:** Nick Crago, Camlee Voisin-Baptiste, David Powell, Maggie Cameron-Ratchford

#### Step 1 - Identify the aims of the policy, service or function

Following the Comprehensive Spending Review and grant settlement in 2010, Haringey Council is required to make significant financial savings. Approximately £5 million of savings will need to be delivered by the SP programme in 2011/12.

This EqIA assesses the impact of a reduction in expenditure in the BME sector of £360,333, which represents a 40% reduction. These efficiencies have already been achieved through contract renegotiation and some decommissioning, and will contribute to the 2011/12 SP programme savings.

The BME sector provides centre-based advice and information to a number of different BME groups. The reduction in expenditure in the BME sector is in line with the general proposal to focus SP resources on accommodation-based services over floating support provision. It is considered a lesser risk to remodel such services, as most people using these services have access to other forms of support.

It is proposed that savings will not be made in the Single Homeless, Young People, Physical Disabilities, Sensory Impairment and HIV/AIDS sectors within SP. These are all accommodation-based services. The retention of accommodation-based provision will guarantee service users' security of tenure.

Home Improvement Agency funding will be retained. This is a unique service within the borough which provides housing repairs, improvements and adaptations to help vulnerable people to maintain their independence and continue to live in their own homes. The service covers a range of tenures and delivers value for money.

For the purposes of conducting Equalities Impact Assessments (EqIAs), the different sectors of the SP programme affected by the budget reduction have been considered separately.

#### **Overview of the Supporting People Programme**

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live independently in their own homes. Support services are either 'accommodation-based' or 'floating support', and are provided according to level of need as well as individual circumstances. The SP providers are contracted to deliver against a set of national quality standards and locally agreed performance criteria.

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- Developing domestic and independent living skills;
- Developing social skills/behaviour management;
- Advice, advocacy, emotional support and counselling;
- Community safety;
- Managing finances and benefit claims;
- Gaining access to other services/community organisations;
- Establishing social contacts and activities;
- Establishing personal safety and security;
- Supervising and monitoring of medication, health and well being;
- Peer support and befriending.

### **Overview of the BME Sector**

The BME organisations comprise 14 support services which deliver floating support services to specific communities within Haringey. Contracts are in place to serve the Cypriot/Turkish Cypriot, Chinese, Pan-African, Somali, Kurdish, Polish and Traveller communities. Referrals are either self-referrals or are made from various statutory and voluntary agencies.

The BME sector supports approximately 172 people over 65 years old, 500 disabled users, 600 men and 800 women from the various communities mentioned above. Many of these clients experience difficulties maintaining their tenancies, dealing with housing benefit claims and managing utility bills due to language barriers, and do not have family or carers to advocate on their behalf.

The BME support services aim to improve community integration, independent living, national identity, access to mainstream local services and assisting with language barriers, e.g. via translation services.

## Step 2 - Consideration of available data, research and information

### Supporting People Client Record Equalities Data

SP client data is collated centrally by the Supporting People Client Record Office. The latest available data from 2009/10 provides details of over 2250 SP service users in Haringey. It should be noted that some providers are not required to submit this data. Although this is a limited sample, it provides an insight into the characteristics of Supporting People service users across each sector.

The Supporting People client data for Haringey indicates that people who use the SP BME services have the following characteristics:

- 22% of the people who use the BME services have a disability.
- The age of the service users varies from 1–10 to 75-79 years. The majority of service users (84%) are aged 18 to 52.
- 61% of service users are female which is higher than the borough profile (see Table 1).
- 76% of service users are recorded as being in the 'White' category, suggesting that this group is over-represented compared with the borough profile (see Table 2). However, it is likely that this is an anomaly of the sample data due to service providers not returning data to the Client Record Office (records are available for 82 service users from the BME sector).

Table 1: Gender of SP BME sector service users compared with borough profile (SPCR)

Gender	BME Services	Haringey Borough Profile*
Male	39%	51%
Female	61%	49%

\* ONS Mid-year Estimates 2009

Table 2: Ethnicity of SP BME sector service users compared with borough profile (SPCR)

Ethnicity	BME Services	Haringey Borough Profile*
<b>White</b>	<b>76%</b>	<b>65%</b>
White British	7%	48%
White Irish	65%	4%
Other White	4%	14%
<b>Mixed</b>	<b>1%</b>	<b>5%</b>
White and Black Caribbean	0%	1%
White and Black African	0%	1%
White and Asian	1%	1%
Other Mixed	0%	1%
<b>Asian or Asian British</b>	<b>0%</b>	<b>8%</b>
Indian	0%	3%
Pakistani	0%	1%
Bangladeshi	0%	2%
Other Asian	0%	2%
<b>Black or Black British</b>	<b>7%</b>	<b>19%</b>
Caribbean	0%	8%
African	7%	9%
Other Black	0%	1%
<b>Chinese or Other Ethnic Group</b>	<b>16%</b>	<b>4%</b>
Chinese	4%	2%
Other Ethnic Group	12%	2%

\* Borough population figures ONS 2005

### Service User Consultation Questionnaire Equalities Data

Equalities data for SP BME service users was collected through questionnaires as part of the service user consultation process. Service users of six BME services returned questionnaires. Significant numbers of questionnaires were received for the following three services: Haringey Phoenix Group, Haringey Somali Community and Cultural Centre, and the Turkish Cypriot Women's Project. This creates some limitations to the use of this data as it represents only certain groups within the SP BME sector.

The data corroborates the Client Record data, showing that women are over-represented among service users (Table 3) and that the majority of service users are of working age.

However, the service user questionnaire ethnicity data (Table 4) presents a different picture to that of the Supporting People Client Record Data. It shows that the following groups are over-represented when compared with the borough profile:

- White Other groups (notably White Kurdish, White Turkish and White Turkish Cypriot).
- Black African groups.

Table 3: Gender of SP BME sector service users compared with borough profile (service user consultation questionnaire data)

<b>Gender</b>	<b>BME Services</b>	<b>Haringey Borough Profile*</b>
Male	19%	51%
Female	75%	49%
Not stated	6%	n/a

\* ONS Mid-year Estimates 2009

Table 4: Ethnicity of SP BME sector service users compared with borough profile (service user consultation questionnaire data)

<b>Ethnicity</b>	<b>BME Services</b>	<b>Haringey Borough Profile*</b>
<b>White</b>	<b>61%</b>	<b>65%</b>
White British	2%	48%
White Irish	0%	4%
Other White	59%	14%
<b>Mixed</b>	<b>2%</b>	<b>5%</b>
White and Black Caribbean	1%	1%
White and Black African	1%	1%
White and Asian	0%	1%
Other Mixed	0%	1%
<b>Asian or Asian British</b>	<b>1%</b>	<b>8%</b>
Indian	0%	3%
Pakistani	0%	1%
Bangladeshi	0%	2%
Other Asian	1%	2%
<b>Black or Black British</b>	<b>35%</b>	<b>19%</b>
Caribbean	2%	8%
African	33%	9%
Other Black	0%	1%
<b>Chinese or Other Ethnic Group</b>	<b>1%</b>	<b>4%</b>
Chinese	1%	2%
Other Ethnic Group	0%	2%

\* Borough population figures ONS 2005

The Supporting People Client Record data and the service user questionnaire data present a differing picture with regard to ethnicity. Therefore, when considering the differential impact of these proposals, it is most appropriate to consider the specific target groups within the SP BME sector.

### Step 3 - Assessment of Impact

#### Differential Impact

The equalities data shows that the following groups with protected characteristics may be adversely affected by a reduction in funding to SP BME sector services:

- People with a disability;
- Women;
- People of working age.

Service remodelling may also affect the following groups, for whom the BME services are provided:

- Cypriot groups;
- African groups, with specific services for Somali, Eritrean and Ethiopian groups;
- Kurdish and Turkish groups;
- Chinese groups;
- Eastern European groups.

Support to Eritrean and Ethiopian groups is provided by retained BME organisations, which allows for the decommissioning of two small service providers which did not have any service users.

#### Overall Impact

The SP BME sector has been remodelled through contract renegotiation and decommissioning to achieve efficiency savings across the sector. The overall impact on service users has been minimised by agreeing new contract rates across the majority of contracts. Any resulting reduction in centre-based advice and information services may have a limited effect on service users' ability to live independently. It is possible that this may knock on effect on other services, such as:

- It is possible that there may be a rise in applications for social housing and increased use of temporary accommodation.
- These proposals may also potentially result in an increased demand for adult social care, health and associated voluntary sector services.
- Potential safeguarding risks due to reduced support for vulnerable adults.

#### Mitigation of the Impact

To mitigate the impact of the funding reduction to SP BME services, work has already been carried out with service providers to remodel services. Savings have been achieved through efficiencies in contract rates in order to minimise the overall impact.

Service providers will be encouraged to source alternative funding. Initiatives being considered are social enterprises, Big Lottery Fund, collaborative working, individual budgets, charitable donations, increased use of volunteers, as well as cross-authority commissioning of services.

Safeguarding risks will be mitigated through the existing adult safeguarding referral and investigation processes.

#### **Step 4 - Consult on the proposal**

##### **Consultation Process**

- SP providers have been consulted on the proposals through an ongoing review process and through the SP Provider Forums on 7 December 2010, 25 January 2011 and 15 February 2011.
- A special meeting of the SP Practitioner Group was held on 2 February 2011 to discuss general levels of service delivery and headline detail of the proposal.
- A sector meeting was held on 28 February 2011 when providers were advised of the consultation timetable, proposed criteria and arrangements for engaging with service users.
- Letters were sent to providers inviting them to comment on the proposed changes.
- Contract negotiation meetings are being held with individual providers.
- Consultation questionnaires have been sent to service users to establish specific impacts of the proposals. Responses were received by the Council by 8 April 2011 and have been analysed. The analysis is reflected in the EqlAs and the Supporting People Consultation Report.

##### **Findings of the Consultation**

Findings of the consultation can be found in the Supporting People Consultation Report taken to Cabinet on 26 April 2011.

#### **Step 5 - Addressing Training**

There are no staff training issues arising out of this proposal.

#### **Step 6 - Monitoring Arrangements**

The existing methods and procedures for evaluating SP services include service reviews, validation visits, quarterly performance workbooks and contract management. Support providers are required to submit Client Record Forms (CRF) to the Supporting People Client Record Office when a new client enters their service. These mechanisms will be used by the Head of Supporting People to carry out ongoing equalities monitoring to monitor the impact of the proposed budget reductions.

#### **Step 7 - Summarise impacts identified**

This EqlA has identified that the proposal to reduce BME sector funding by £360,333 will have the following impact:

- The overall impact will be minimised through remodelling the SP BME sector to achieve the proposed savings.
- Groups with equalities protected characteristics will be affected by a reduction in services, in particular, women, people with disabilities, people of working age, and the

BME groups who use the services (Cypriot, African, Kurdish, Turkish, Chinese and Eastern European people).

### **Step 8 - Summarise the actions to be implemented**

- Ongoing consultation on the re-design of the SP programme.
- Ongoing equalities monitoring of services to establish the impact of reduced funding.

**Step 9 - Publication and sign off**

This EqIA will be presented to Cabinet on 26 April 2011. Following this, it will be published in the public domain.

**Assessed by (Author):**

**Name:** Nick Crago  
**Designation:** Acting Head of Service, Supporting People, Contracts & Complaints  
**Signature:** Nick Crago  
**Date:** 18 April 2011

**Quality checked by (Equality Team):**

**Name:** Eve Featherstone  
**Designation:** Principal Equality and Diversity Officer  
**Signature:** Eve Featherstone  
**Date:** 18 April 2011

**Sign off by Directorate Management Team:**

**Name:** Margaret Allen  
**Designation:** Assistant Director, Safeguarding and Strategic Services  
**Signature:** Margaret Allen  
**Date:** 18 April 2011



**HARINGEY COUNCIL**

**EQUALITY IMPACT ASSESSMENT FORM**



**Service:** Safeguarding and Strategic Services  
**Directorate:** ACCS  
**Title of Proposal:** Supporting People Programme – Domestic Violence  
**Lead Officer:** Margaret Allen – Assistant Director

**Names of other Officers involved:** Nick Crago, Camlee Voisin-Baptiste, David Powell, Maggie Cameron-Ratchford

**Step 1 - Identify the aims of the policy, service or function**

Following the Comprehensive Spending Review and grant settlement in 2010, Haringey Council is required to make significant financial savings. Approximately £5 million of savings will need to be delivered by the Supporting People (SP) programme in 2011/12.

This proposal identifies savings of £307,551 in the Domestic Violence sector, which represents a 57% reduction in expenditure.

It is proposed that domestic violence accommodation-based services and floating support will be retained through renegotiating contracts with service providers to make savings across the sector. Refuge places will be retained as part of the reciprocal arrangement with neighbouring boroughs and every effort will be made to keep as many floating support services as possible. Floating support provides much needed support to Haringey residents who have experienced domestic violence and are living independently in their own homes.

It is proposed that savings will not be made in the Single Homeless, Young People, Physical Disabilities, Sensory Impairment and HIV/AIDS sectors within SP. These are all accommodation-based services. Resources will be focused on accommodation-based provision in these areas as the retention of these services will guarantee service users' security of tenure.

Home Improvement Agency funding will be retained. This is a unique service within the borough which provides housing repairs, improvements and adaptations to help vulnerable people to maintain their independence and continue to live in their own homes. The service covers a range of tenures and delivers value for money.

Savings have already been made in the BME and Older People sectors through contract renegotiation, which will contribute over £550,000 towards the 2011/12 savings.

For the purposes of conducting Equalities Impact Assessments (EqIAs), the different sectors of the SP programme affected by the budget reductions have been considered separately.

### **Overview of the Supporting People Programme**

The Supporting People (SP) Programme delivers housing related support to vulnerable client groups and almost 9000 people in Haringey, approximately 3000 of whom benefit from services provided directly by the Council. The programme aims to support people to live independently in their own homes. Support services are either 'accommodation-based' or 'floating support', and are provided according to level of need as well as individual circumstances. The SP providers are contracted to deliver against a set of national quality standards and locally agreed performance criteria.

Floating support aims to help service users with:

- Tenancy attainment;
- Sustaining tenancies;
- Community integration;
- Access to training, education and employment;
- Independent living skills;
- Advice, advocacy, emotional support and counselling;
- Community safety;
- Preventing hospitalisation, rehabilitation, residential care or secure units;
- Preventing family breakdown;
- Preventing homelessness.

Accommodation-based services aim to help service users with:

- Setting up and maintaining a home or tenancy;
- Developing domestic and independent living skills;
- Developing social skills/behaviour management;
- Advice, advocacy, emotional support and counselling;
- Community safety;
- Managing finances and benefit claims;
- Gaining access to other services/community organisations;
- Establishing social contacts and activities;
- Establishing personal safety and security;
- Supervising and monitoring of medication, health and well being;
- Peer support and befriending.

### **Overview of the Domestic Violence Sector**

Domestic violence is any incident of threatening behaviour, violence or abuse (psychological, physical, sexual, financial or emotional) between adults who are or have been intimate partners or family members, regardless of gender or sexuality.

The SP Domestic Violence sector has a capacity to support 67 service users at any one time and supports about 100 women per year, and their children. The sector comprises a range of accommodation-based refuges and floating support services for individuals and children who have experienced violence and abuse. This support enables women to increase their self-esteem and to live independently in a safe environment, either within a refuge or their own home.

## Step 2 - Consideration of available data, research and information

### Supporting People Client Record Equalities Data

SP client data is collated centrally by the Supporting People Client Record Office. The latest available data from 2009/10 provides details of over 2250 SP service users in Haringey. It should be noted that some providers are not required to submit this data. Although this is a limited sample, it provides an insight into the characteristics of Supporting People service users across each sector.

The Supporting People client data for Haringey indicates that people who use the SP domestic violence services have the following characteristics:

- 100% of service users are women (see Table 1).
- 9% of service users have a disability.
- All service users are aged 16 to 69, with the majority (73%) aged between 18 and 38.
- A number of BME groups are over-represented compared with the borough profile (see Table 2):
  - Black/Black British groups are over-represented.
  - Asian/Asian British groups are over-represented, especially Pakistani women.
  - Mixed groups are over-represented, most notably Mixed White and Black Caribbean.

Table 1: Gender of SP DV service users compared with borough profile (SPCR)

Gender	Domestic Violence Services	Haringey Borough Profile*
Male	0%	51%
Female	100%	49%

\* ONS Mid-year Estimates 2009

Table 2: Ethnicity of SP DV service users compared with borough profile (SPCR)

Ethnicity	Domestic Violence Services	Haringey Borough Profile*
<b>White</b>	<b>36%</b>	<b>65%</b>
White British	15%	48%
White Irish	2%	4%
Other White	19%	14%
<b>Mixed</b>	<b>12%</b>	<b>5%</b>
White and Black Caribbean	6%	1%
White and Black African	2%	1%
White and Asian	1%	1%
Other Mixed	3%	1%
<b>Asian or Asian British</b>	<b>18%</b>	<b>8%</b>
Indian	3%	3%
Pakistani	10%	1%
Bangladeshi	3%	2%
Other Asian	2%	2%
<b>Black or Black British</b>	<b>29%</b>	<b>19%</b>
Caribbean	12%	8%
African	15%	9%
Other Black	2%	1%
<b>Chinese or Other Ethnic Group</b>	<b>2%</b>	<b>4%</b>
Chinese	0%	2%
Other Ethnic Group	2%	2%

\* Borough population figures ONS 2005

### Domestic Violence Provider Equalities Data

Equalities data for SP Domestic Violence service users was collected as part of a service review of these services during 2010/11. Data was collected from 5 of the 6 domestic violence service providers. The data corroborates the SP Client Record Data, showing that the services are used exclusively by women and that the majority of service users (64%) are young women, aged 20 to 39.

The provider data also supports the finding that Black/Black British and Asian/Asian British women are more likely to use SP Domestic Violence services than others (see Table 3). It should be noted that one provider delivers services specifically for Asian women and this is reflected in the service user profile. Unlike the SP Client Record Data, the provider data does not show that Mixed groups are over-represented, therefore, it is unclear whether these groups are over-represented among service users.

Table 3: Ethnicity of SP DV service users compared with borough profile (Provider data)

<b>Ethnicity</b>	<b>Domestic Violence Services</b>	<b>Haringey Borough Profile*</b>
White	23%	65%
Mixed	3%	5%
Asian or Asian British	35%	8%
Black or Black British	37%	19%
Chinese or Other Ethnic Group	2%	4%

The provider data in Table 4 shows that there are distinct ethnicity profiles for accommodation-based and floating support service users. This data may be skewed for accommodation-based services, where data is available for 3 out of 4 providers, one of which is a service specifically for Asian women. The available data shows that Black/Black British women are more likely to receive floating support whereas Asian/Asian British women are more likely to receive accommodation-based support.

It is important that the proposed sector remodelling takes account of the differential user profiles of floating support and accommodation-based services so that a specific group is not disadvantaged through the sector reshaping.

Table 4: Ethnicity of SP DV service users by support type (Provider data)

<b>Ethnicity</b>	<b>Floating support</b>	<b>Accommodation-based</b>
White	34%	15%
Mixed	3%	2%
Asian or Asian British	8%	56%
Black or Black British	55%	24%
Chinese or Other Ethnic Group	0%	3%

## Step 3 - Assessment of Impact

### Differential Impact

The equalities data shows that the following groups with protected characteristics may be adversely affected by a reduction in funding to SP domestic violence services:

- Women of all ages, especially younger women;
- Women with a disability;
- Black/Black British and Asian/Asian British women.



There are no staff training issues arising out of this proposal.

### **Step 6 - Monitoring Arrangements**

The existing methods and procedures for evaluating SP services include service reviews, validation visits, quarterly performance workbooks and contract management. Support providers are required to submit Client Record Forms (CRF) to the Supporting People Client Record Office when a new client enters their service. These mechanisms will be used by the Head of Supporting People to carry out ongoing equalities monitoring to monitor the impact of the proposed budget reductions.

### **Step 7 - Summarise impacts identified**

This EqIA has identified that the proposal to reduce SP Domestic Violence sector expenditure by £307,551 will have the following impact:

- The overall impact will be minimised through remodelling the SP domestic violence sector to achieve the proposed savings. This process will aim to preserve refuge and floating support services;
- Groups with equalities protected characteristics will be affected by any reduction in services, in particular, younger women, women with a disability, Black/Black British women and Asian/Asian British women.

### **Step 8 - Summarise the actions to be implemented**

- Work with service providers to remodel the SP domestic violence sector.
- Ongoing consultation on the re-design of the SP programme.
- Ongoing equalities monitoring of services to establish the impact of reduced funding.

### **Step 9 - Publication and sign off**

This EqIA will be presented to Cabinet on 26 April 2011 and will then be made available as a public document.

**Assessed by (Author):**

**Name:** Nick Crago  
**Designation:** Acting Head of Service, Supporting People, Contracts & Complaints  
**Signature:** Nick Crago  
**Date:** 18 April 2011

**Quality checked by (Equality Team):**

**Name:** Eve Featherstone  
**Designation:** Principal Equality and Diversity Officer  
**Signature:** Eve Featherstone  
**Date:** 18 April 2011

**Sign off by Directorate Management Team:**

**Name:** Margaret Allen  
**Designation:** Assistant Director, Safeguarding and Strategic Services  
**Signature:** Margaret Allen  
**Date:** 18 April 2011

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**HARINGEY COUNCIL****EQUALITY IMPACT ASSESSMENT FORM**

<b>Service:</b>	Safeguarding and Strategic Services
<b>Directorate:</b>	ACCS
<b>Title of Proposal:</b>	Supporting People Programme – Generic Floating Support
<b>Lead Officer:</b>	Margaret Allen – Assistant Director
<b>Names of other Officers involved:</b>	Nick Crago, Camlee Voisin-Baptiste, David Powell, Maggie Cameron-Ratchford

### Step 1 - Identify the aims of the policy, service or function

Following the Comprehensive Spending Review and grant settlement in 2010, Haringey Council is required to make significant financial savings. Approximately £5 million of savings will need to be delivered by the Supporting People (SP) programme in 2011/12.

This proposal identifies savings of £2,659,632 in the Generic Floating Support sector, which represents a 60% reduction in expenditure.

This reduction reflects the proposal to focus resources on accommodation-based services over floating support provision, although every effort will be made to keep as many floating support services as possible. The retention of accommodation-based provision will guarantee service users' security of tenure. It is considered a lesser risk to remove floating support services, as most people using these services have access to other forms of support.

It is proposed that savings will not be made in the Single Homeless, Young People, Physical Disabilities, Sensory Impairment and HIV/AIDS sectors within SP. These are all accommodation-based services.

Home Improvement Agency funding will be retained. This is a unique service within the borough which provides housing repairs, improvements and adaptations to help vulnerable people to maintain their independence and continue to live in their own homes. The service covers a range of tenures and delivers value for money.

Savings have already been made in the BME and Older People sectors through contract renegotiation, which will contribute over £550,000 towards the 2011/12 savings.

For the purposes of conducting Equalities Impact Assessments (EqIAs), the different sectors of the SP programme affected by the budget reductions have been considered separately.

#### **Overview of the Supporting People Programme**

The Supporting People (SP) Programme delivers housing related support to vulnerable client groups and almost 9000 people in Haringey, approximately 3000 of whom benefit

from services provided directly by the Council. The programme aims to support people to live independently in their own homes. Support services are either 'accommodation-based' or 'floating support', and are provided according to level of need as well as individual circumstances. The SP providers are contracted to deliver against a set of national quality standards and locally agreed performance criteria.

Floating support aims to help service users with:

- Tenancy attainment;
- Sustaining tenancies;
- Community integration;
- Access to training, education and employment;
- Independent living skills;
- Advice, advocacy, emotional support and counselling;
- Community safety;
- Preventing hospitalisation, rehabilitation, residential care or secure units;
- Preventing family breakdown;
- Preventing homelessness.

Accommodation-based services aim to help service users with:

- Setting up and maintaining a home or tenancy;
- Developing domestic and independent living skills;
- Developing social skills/behaviour management;
- Advice, advocacy, emotional support and counselling;
- Community safety;
- Managing finances and benefit claims;
- Gaining access to other services/community organisations;
- Establishing social contacts and activities;
- Establishing personal safety and security;
- Supervising and monitoring of medication, health and well being;
- Peer support and befriending.

### **Overview of the Generic Floating Support Sector**

The SP Generic Floating Support sector currently supports around 1378 people and delivers a wide range of support across three areas of need:

- Older People;
- Families;
- Single homeless people with additional needs, such as mental health, substance misuse and offending issues.

The support services are available regardless of tenure. Referrals are either self-referrals or are made from various statutory and voluntary agencies.

## Step 2 - Consideration of available data, research and information

### Supporting People Client Record Equalities Data

SP client data is collated centrally by the Supporting People Client Record Office. The latest available data from 2009/10 provides details of over 2250 SP service users in Haringey. It should be noted that some providers are not required to submit this data. Although this is a limited sample, it provides an insight into the characteristics of Supporting People service users across each sector.

The Supporting People client data for Haringey indicates that people who use the SP Generic Floating Support services have the following characteristics:

- 43% of service users have a disability.
- The age of service users varies from 16-17 to 80+ years, with a fairly even distribution.
- 58% of clients are male, which is slightly above the borough profile (see Table 1).
- 21% are Black/Black British Caribbean, meaning these groups are significantly over-represented compared with the borough profile (see Table 2).

Table 1: Gender of SP generic floating support service users compared with borough profile (SPCR)

Gender	Generic Floating Support Services	Haringey Borough Profile*
Male	58%	51%
Female	42%	49%

\* ONS Mid-year Estimates 2009

Table 2: Ethnicity of SP generic floating support service users compared with borough profile (SPCR)

Ethnicity	Generic Floating Support	Haringey Borough Profile*
<b>White</b>	<b>53%</b>	<b>65%</b>
White British	38%	48%
White Irish	5%	4%
Other White	10%	14%
<b>Mixed</b>	<b>4%</b>	<b>5%</b>
White and Black Caribbean	2%	1%
White and Black African	0%	1%
White and Asian	0%	1%
Other Mixed	2%	1%
<b>Asian or Asian British</b>	<b>3%</b>	<b>8%</b>
Indian	1%	3%
Pakistani	0%	1%
Bangladeshi	0%	2%
Other Asian	2%	2%
<b>Black or Black British</b>	<b>31%</b>	<b>19%</b>
Caribbean	21%	8%
African	9%	9%
Other Black	1%	1%
<b>Chinese or Other Ethnic Group</b>	<b>4%</b>	<b>4%</b>
Chinese	1%	2%
Other Ethnic Group	3%	2%

\* Borough population figures ONS 2005

### Step 3 - Assessment of Impact

#### Differential Impact

The equalities data shows that the following groups with protected characteristics may be adversely affected by a reduction in funding to SP generic floating support services:

- People with disabilities;
- Men;
- Black/Black British Caribbean people.

Older people, families and single homeless people with additional needs may also be affected.

#### Overall Impact

A reduction in funding to the SP Generic Floating Support sector will result in a reduction in the availability of floating support services. Fewer people will receive these generic services which may affect their ability to live independently. It is also likely that this may have a knock on effect on other services, such as:

- It is possible that there may be a rise in applications for social housing and increased use of temporary accommodation.
- These proposals may also potentially result in an increased demand for adult social care, health and associated voluntary sector services.
- Potential safeguarding risks due to the reduced support for vulnerable adults.

#### Mitigation of the Impact

Service providers will be encouraged to source alternative funding. Initiatives being considered are social enterprises, Big Lottery Fund, collaborative working, individual budgets, charitable donations, increased use of volunteers, as well as cross-authority commissioning of services.

Safeguarding risks will be mitigated through the existing adult safeguarding referral and investigation processes.

Data and consultation feedback indicates that most people using generic floating support services also do (or can) access other support services as well.

### Step 4 - Consult on the proposal

#### Consultation Process

- SP providers have been consulted on the proposals through an ongoing review process and through the SP Provider Forums on 7 December 2010, 25 January 2011 and 15 February 2011.
- A special meeting of the SP Practitioner Group was held on 2 February 2011 to discuss general levels of service delivery and headline detail of the proposal.
- Sector meetings were held on 10, 16 and 17 March 2011 when providers were advised of the consultation timetable, proposed criteria and arrangements for engaging with service users.
- Letters were sent to providers inviting them to comment on the proposed changes.

- Contract negotiation meetings are being held with individual providers.
- Consultation questionnaires have been sent to service users to establish specific impacts of the proposals. Responses were received by the Council by 8 April 2011 and have been analysed. The analysis is reflected in the EqlAs and the Supporting People Consultation Report.

### **Findings of the Consultation**

Findings of the consultation can be found in the Supporting People Consultation Report taken to Cabinet on 26 April 2011.

#### **Step 5 - Addressing Training**

There are no staff training issues arising out of this proposal.

#### **Step 6 - Monitoring Arrangements**

The existing methods and procedures for evaluating SP services include service reviews, validation visits, quarterly performance workbooks and contract management. Support providers are required to submit Client Record Forms (CRF) to the Supporting People Client Record Office when a new client enters their service. These mechanisms will be used by the Head of Supporting People to carry out ongoing equalities monitoring to monitor the impact of the proposed budget reductions.

#### **Step 7 - Summarise impacts identified**

This EqlA has identified that the proposal to reduce SP Generic Floating Support expenditure by £2,659,632 will have the following impact:

- Although floating support services will be retained as far as possible, there will be a reduced availability of these services;
- The reduced level of floating support services may affect some service users' ability to live independently, placing more demand on housing, health and social care services.
- Groups with equalities protected characteristics will be affected by the reduction of services, in particular, people with disabilities, men and Black/Black British Caribbean people.

#### **Step 8 - Summarise the actions to be implemented**

- Ongoing consultation on the re-design of the SP programme.
- Ongoing equalities monitoring of services to establish the impact of reduced funding.

**Step 9 - Publication and sign off**

This EqIA will be presented to Cabinet on 26 April 2011 and will then be made available as a public document.

**Assessed by (Author):**

**Name:** Nick Crago  
**Designation:** Acting Head of Service, Supporting People, Contracts & Complaints  
**Signature:** Nick Crago  
**Date:** 18 April 2011

**Quality checked by (Equality Team):**

**Name:** Eve Featherstone  
**Designation:** Principal Equality and Diversity Officer  
**Signature:** Eve Featherstone  
**Date:** 18 April 2011

**Sign off by Directorate Management Team:**

**Name:** Margaret Allen  
**Designation:** Assistant Director, Safeguarding and Strategic Services  
**Signature:** Margaret Allen  
**Date:** 18 April 2011

## HARINGEY COUNCIL

### EQUALITY IMPACT ASSESSMENT FORM



<b>Service:</b>	Safeguarding and Strategic Services
<b>Directorate:</b>	ACCS
<b>Title of Proposal:</b>	Supporting People Programme – Home Improvement Agency
<b>Lead Officer:</b>	Margaret Allen – Assistant Director
<b>Names of other Officers involved:</b>	Nick Crago, Camlee Voisin-Baptiste, David Powell, Maggie Cameron-Ratchford

#### Step 1 - Identify the aims of the policy, service or function

Following the Comprehensive Spending Review and grant settlement in 2010, Haringey Council is required to make significant financial savings. Approximately £5 million of savings will need to be delivered by the Supporting People (SP) programme in 2011/12.

It is proposed that the current expenditure of £132,946 is retained in the Home Improvement Agency sector.

The Home Improvement Agency is a unique service within the borough which provides housing repairs, improvements and adaptations to help vulnerable people to maintain their independence and continue to live in their own homes. The service covers a range of tenures and delivers value for money.

Savings have already been made in the BME and Older People sectors through contract renegotiation, which will contribute over £550,000 towards the 2011/12 savings.

For the purposes of conducting Equalities Impact Assessments (EqIAs), the different sectors of the SP programme affected by the budget reductions have been considered separately.

#### Overview of the Supporting People Programme

The Supporting People (SP) Programme delivers housing related support to vulnerable client groups and almost 9000 people in Haringey, approximately 3000 of whom benefit from services provided directly by the Council. The programme aims to support people to live independently in their own homes. Support services are either 'accommodation-based' or 'floating support', and are provided according to level of need as well as individual circumstances. The SP providers are contracted to deliver against a set of national quality standards and locally agreed performance criteria.

Floating support aims to help service users with:

- Tenancy attainment;
- Sustaining tenancies;

- Community integration;
- Access to training, education and employment;
- Independent living skills;
- Advice, advocacy, emotional support and counselling;
- Community safety;
- Preventing hospitalisation, rehabilitation, residential care or secure units;
- Preventing family breakdown;
- Preventing homelessness.

Accommodation-based services aim to help service users with:

- Setting up and maintaining a home or tenancy;
- Developing domestic and independent living skills;
- Developing social skills/behaviour management;
- Advice, advocacy, emotional support and counselling;
- Community safety;
- Managing finances and benefit claims;
- Gaining access to other services/community organisations;
- Establishing social contacts and activities;
- Establishing personal safety and security;
- Supervising and monitoring of medication, health and well being;
- Peer support and befriending.

### **Overview of the Home Improvement Agencies Sector**

The Home Improvement Agency (HIA) is a service that provides advice and technical services to clients requiring repairs, improvements and adaptation to their homes. The service is targeted at elderly and disabled home owners and private tenants in Haringey. In 2009/10, the HIA visited 4,285 households at least once. The HIA actively targets services at BME groups, with 64% of services users from BME groups.

## **Step 2 - Consideration of available data, research and information**

### **Supporting People Client Record Equalities Data**

SP client data is collated centrally by the Supporting People Client Record Office. The latest available data from 2009/10 provides details of over 2250 SP service users in Haringey. It should be noted that some providers are not required to submit this data. Although this is a limited sample, it provides an insight into the characteristics of Supporting People service users across each sector.

The Supporting People client data for Haringey demonstrates that the people who use the SP HIA services have the following characteristics:

- 98% of service users are aged 60 or over.
- 73% of service users are female, which means that women are over-represented compared with the borough profile (Table 1).
- 90% of service users are from single person households.
- 15% are Black/Black British Caribbean, meaning these groups are over-represented compared with the borough profile (Table 2).



Table 1: Gender of SP HIA service users compared with borough profile (SPCR)

<b>Gender</b>	<b>HIA Services</b>	<b>Haringey Borough Profile*</b>
Male	27%	51%
Female	73%	49%

\*ONS Mid-year Estimates 2009

Table 2: Ethnicity of SP HIA service users compared with the borough profile (SPCR)

<b>Ethnicity</b>	<b>HIA Services</b>	<b>Haringey Borough Profile*</b>
<b>White</b>	<b>65%</b>	<b>65%</b>
White British	48%	48%
White Irish	6%	4%
Other White	10%	14%
<b>Mixed</b>	<b>2%</b>	<b>5%</b>
White and Black Caribbean	2%	1%
White and Black African	0%	1%
White and Asian	0%	1%
Other Mixed	0%	1%
<b>Asian or Asian British</b>	<b>3%</b>	<b>8%</b>
Indian	2%	3%
Pakistani	0%	1%
Bangladeshi	0%	2%
Other Asian	1%	2%
<b>Black or Black British</b>	<b>21%</b>	<b>19%</b>
Caribbean	15%	8%
African	4%	9%
Other Black	1%	1%
<b>Chinese or Other Ethnic Group</b>	<b>4%</b>	<b>4%</b>
Chinese	0%	2%
Other Ethnic Group	4%	2%
Refused	6%	n/a

\*Borough population figures ONS 2005

### Step 3 - Assessment of Impact

#### Overall Impact

There will be no negative impact as a result of this proposal, as no reduction in funding is being proposed.

#### Differential Impact

Although there will be no negative impact from this proposal, it is useful to consider the characteristics of the service users. Any change to this service would affect the following service user groups:

- Women;
- Older People;
- Black/Black British Caribbean people.

### **Mitigation of the Impact**

There will be no negative impact as a result of this proposal, as no reduction in funding is being proposed.

#### **Step 4 - Consult on the proposal**

##### **Consultation Process**

- SP providers have been consulted on the proposals through an ongoing review process and through the SP Provider Forums on 7 December 2010, 25 January 2011 and 15 February 2011.
- A special meeting of the SP Practitioner Group was held on 2 February 2011 to discuss general levels of service delivery and headline detail of the proposal.
- A sector meeting was held on 10 March 2011 when providers were advised of the consultation timetable, proposed criteria and arrangements for engaging with service users.
- Letters were sent to providers inviting them to comment on the proposed changes.
- Contract negotiation meetings are being held with individual providers.
- Consultation questionnaires have been sent to service users to establish specific impacts of the proposals. Responses were received by the Council by 8 April 2011 and have been analysed. The analysis is reflected in the EqlAs and the Supporting People Consultation Report.

##### **Findings of the Consultation**

Findings of the consultation can be found in the Supporting People Consultation Report taken to Cabinet on 26 April 2011.

#### **Step 5 - Addressing Training**

There are no staff training issues arising out of this proposal.

#### **Step 6 - Monitoring Arrangements**

The existing methods and procedures for evaluating SP services include service reviews, validation visits, quarterly performance workbooks and contract management. Support providers are required to submit Client Record Forms (CRF) to the Supporting People Client Record Office when a new client enters their service. These mechanisms will be used by the Head of Supporting People to carry out ongoing equalities monitoring to monitor the impact of the proposed budget reductions.

#### **Step 7 - Summarise impacts identified**

It is proposed that the current expenditure of £132,946 is retained in the Home Improvement Agency sector. Therefore, there will be no negative impact of these proposals.

#### **Step 8 - Summarise the actions to be implemented**

- Ongoing consultation on the re-design of the wider SP programme.
- Ongoing equalities monitoring of service use.

**Step 9 - Publication and sign off**

This EqIA will be presented to Cabinet on 26 April 2011 and will then be made available as a public document.

**Assessed by (Author):**

**Name:** Nick Crago  
**Designation:** Acting Head of Service, Supporting People, Contracts & Complaints  
**Signature:** Nick Crago  
**Date:** 18 April 2011

**Quality checked by (Equality Team):**

**Name:** Eve Featherstone  
**Designation:** Principal Equality and Diversity Officer  
**Signature:** Eve Featherstone  
**Date:** 18 April 2011

**Sign off by Directorate Management Team:**

**Name:** Margaret Allen  
**Designation:** Assistant Director, Safeguarding and Strategic Services  
**Signature:** Margaret Allen  
**Date:** 18 April 2011

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**HARINGEY COUNCIL****EQUALITY IMPACT ASSESSMENT FORM**

**Service:** Safeguarding and Strategic Services  
**Directorate:** ACCS  
**Title of Proposal:** Supporting People Programme – Learning Disabilities Sector  
**Lead Officer:** Margaret Allen – Assistant Director  
**Names of other Officers involved:** Nick Crago, Camlee Voisin-Baptiste, David Powell, Maggie Cameron-Ratchford

### Step 1 - Identify the aims of the policy, service or function

Following the Comprehensive Spending Review and grant settlement in 2010, Haringey Council is required to make significant financial savings. Approximately £5 million of savings will need to be delivered by the Supporting People (SP) programme in 2011/12.

This proposal identifies savings of £281,005 in the Learning Disabilities sector, which represents an 18% reduction in expenditure.

It is proposed that resources will be focused on accommodation-based services over floating support provision within the Learning Disabilities sector. The retention of accommodation-based provision will guarantee service users' security of tenure. It is considered a lesser risk to remove floating support services, as most people using these services have access to other forms of support.

It is proposed that savings will not be made in the Single Homeless, Young People, Physical Disabilities, Sensory Impairment and HIV/AIDS sectors within SP. These are all accommodation-based services.

Home Improvement Agency funding will be retained. This is a unique service within the borough which provides housing repairs, improvements and adaptations to help vulnerable people to maintain their independence and continue to live in their own homes. The service covers a range of tenures and delivers value for money.

Savings have already been made in the BME and Older People sectors through contract renegotiation, which will contribute over £550,000 towards the 2011/12 savings.

For the purposes of conducting Equalities Impact Assessments (EqIAs), the different sectors of the SP programme affected by the budget reductions have been considered separately.

#### **Overview of the Supporting People Programme**

The Supporting People (SP) Programme delivers housing related support to vulnerable client groups and almost 9000 people in Haringey, approximately 3000 of whom benefit

from services provided directly by the Council. The programme aims to support people to live independently in their own homes. Support services are either 'accommodation-based' or 'floating support', and are provided according to level of need as well as individual circumstances. The SP providers are contracted to deliver against a set of national quality standards and locally agreed performance criteria.

Floating support aims to help service users with:

- Tenancy attainment;
- Sustaining tenancies;
- Community integration;
- Access to training, education and employment;
- Independent living skills;
- Advice, advocacy, emotional support and counselling;
- Community safety;
- Preventing hospitalisation, rehabilitation, residential care or secure units;
- Preventing family breakdown;
- Preventing homelessness.

Accommodation-based services aim to help service users with:

- Setting up and maintaining a home or tenancy;
- Developing domestic and independent living skills;
- Developing social skills/behaviour management;
- Advice, advocacy, emotional support and counselling;
- Community safety;
- Managing finances and benefit claims;
- Gaining access to other services/community organisations;
- Establishing social contacts and activities;
- Establishing personal safety and security;
- Supervising and monitoring of medication, health and well being;
- Peer support and befriending.

### **Overview of the Learning Disabilities Sector**

The Borough Profile shows that 614 adults in Haringey have learning disabilities and are receiving social care services. The SP Learning Disabilities sector currently supports around 160 people and includes the following services:

- Accommodation-based services for people with an enduring learning disability;
- Shared housing for those with the ability to live independently, who can eventually move-on;
- Outreach support to those already in their own homes within the community.

## **Step 2 - Consideration of available data, research and information**

### **Supporting People Client Records Equalities Data**

SP client data is collated centrally by the Supporting People Client Record Office. The latest available data from 2009/10 provides details of over 2250 SP service users in Haringey. It should be noted that some providers are not required to submit this data.

Although this is a limited sample, it provides an insight into the characteristics of Supporting People service users across each sector.

The Supporting People client data for Haringey indicates that people who use the SP Learning Disabilities services have the following characteristics:

- All service users have a form of disability, as defined by the Equalities Act 2010.
- Providers in this sector provide services to working age people with learning disabilities, with the majority (88%) aged between 32 and 52.
- 63% of service users are men, which is higher than the borough profile (Table 1).
- 25% of service users are Black/Black British, meaning that this group is over-represented compared with the borough profile (see Table 2). White British groups are also over-represented among service users.

Table 1: Gender of SP learning disabilities service users compared with borough profile (SPCR)

<b>Gender</b>	<b>Learning Disabilities Services</b>	<b>Haringey Borough Profile*</b>
Male	63%	51%
Female	38%	49%

\* ONS Mid-year Estimates 2009

Table 2: Ethnicity of SP learning disabilities service users compared with borough profile (SPCR)

<b>Ethnicity</b>	<b>Learning Disabilities Services</b>	<b>Haringey Borough Profile*</b>
<b>White</b>	<b>69%</b>	<b>65%</b>
White British	63%	48%
White Irish	6%	4%
Other White	0%	14%
<b>Mixed</b>	<b>0%</b>	<b>5%</b>
White and Black Caribbean	0%	1%
White and Black African	0%	1%
White and Asian	0%	1%
Other Mixed	0%	1%
<b>Asian or Asian British</b>	<b>6%</b>	<b>8%</b>
Indian	6%	3%
Pakistani	0%	1%
Bangladeshi	0%	2%
Other Asian	0%	2%
<b>Black or Black British</b>	<b>25%</b>	<b>19%</b>
Caribbean	19%	8%
African	6%	9%
Other Black	0%	1%
<b>Chinese or Other Ethnic Group</b>	<b>0%</b>	<b>4%</b>
Chinese	0%	2%
Other Ethnic Group	0%	2%

\* Borough population figures ONS 2005

### Step 3 - Assessment of Impact

#### Differential Impact

The equalities data shows that the following groups with protected characteristics may be adversely affected by a reduction in funding to SP learning disabilities services:

- People with a disability, in particular those with a learning disability;
- Men;
- Black/Black British people;
- White British people.

#### Overall Impact

A reduction in funding to the SP Learning Disabilities sector will result in a reduction in the availability of floating support services to these clients. Fewer people will receive these services which may affect their ability to live independently and safely. It is also likely that this may have a knock on effect on other services, such as:

- These proposals may potentially result in an increased demand for adult social care, health and associated voluntary sector services.
- Potential safeguarding risks due to the reduced support for vulnerable adults.

#### Mitigation of the Impact

Service providers will be encouraged to source alternative funding. Initiatives being considered are social enterprises, Big Lottery Fund, collaborative working, individual budgets, charitable donations, increased use of volunteers, as well as cross-authority commissioning of services.

Safeguarding risks will be mitigated through the existing adult safeguarding referral and investigation processes.

### Step 4 - Consult on the proposal

#### Consultation Process

- SP providers have been consulted on the proposals through an ongoing review process and through the SP Provider Forums on 7 December 2010, 25 January 2011 and 15 February 2011.
- A special meeting of the SP Practitioner Group was held on 2 February 2011 to discuss general levels of service delivery and headline detail of the proposal.
- A sector meeting was held on 7 March 2011 when providers were advised of the consultation timetable, proposed criteria and arrangements for engaging with service users.
- Letters were sent to providers inviting them to comment on the proposed changes.
- Contract negotiation meetings are being held with individual providers.
- Consultation questionnaires have been sent to service users to establish specific impacts of the proposals. Responses were received by the Council by 8 April 2011 and have been analysed. The analysis is reflected in the EqlAs and the Supporting People Consultation Report.

#### Findings of the Consultation



Findings of the consultation can be found in the Supporting People Consultation Report taken to Cabinet on 26 April 2011.

### **Step 5 - Addressing Training**

There are no staff training issues arising out of this proposal.

### **Step 6 - Monitoring Arrangements**

The existing methods and procedures for evaluating SP services include service reviews, validation visits, quarterly performance workbooks and contract management. Support providers are required to submit Client Record Forms (CRF) to the Supporting People Client Record Office when a new client enters their service. These mechanisms will be used by the Head of Supporting People to carry out ongoing equalities monitoring to monitor the impact of the proposed budget reductions.

### **Step 7 - Summarise impacts identified**

This EqIA has identified that the proposal to reduce SP Learning Disabilities sector expenditure by £281,005 will have the following impact:

- There will be reduced availability of floating support services;
- The reduced level of floating support services may affect some service users' ability to live independently and safely, placing more demand on health and social care services.
- Groups with equalities protected characteristics will be affected by the reduction in services, in particular, people with learning disabilities, men, White British people and Black/Black British people.

### **Step 8 - Summarise the actions to be implemented**

- Ongoing consultation on the re-design of the SP programme.
- Ongoing equalities monitoring of services to establish the impact of reduced funding.

**Step 9 - Publication and sign off**

This EqIA will be presented to Cabinet on 26 April 2011 and will then be made available as a public document.

**Assessed by (Author):**

**Name:** Nick Crago  
**Designation:** Acting Head of Service, Supporting People, Contracts & Complaints  
**Signature:** Nick Crago  
**Date:** 18 April 2011

**Quality checked by (Equality Team):**

**Name:** Eve Featherstone  
**Designation:** Principal Equality and Diversity Officer  
**Signature:** Eve Featherstone  
**Date:** 18 April 2011

**Sign off by Directorate Management Team:**

**Name:** Margaret Allen  
**Designation:** Assistant Director, Safeguarding and Strategic Services  
**Signature:** Margaret Allen  
**Date:** 18 April 2011

**HARINGEY COUNCIL****EQUALITY IMPACT ASSESSMENT FORM**

**Service:** Safeguarding and Strategic Services  
**Directorate:** ACCS  
**Title of Proposal:** Supporting People Programme – Mental Health  
**Lead Officer:** Margaret Allen – Assistant Director

**Names of other Officers involved:** Nick Crago, Camlee Voisin-Baptiste, David Powell, Maggie Cameron-Ratchford

### Step 1 - Identify the aims of the policy, service or function

Following the Comprehensive Spending Review and grant settlement in 2010, Haringey Council is required to make significant financial savings. Approximately £5 million of savings will need to be delivered by the Supporting People (SP) programme in 2011/12.

This proposal identifies savings of £1,406,037 in the Mental Health sector, which represents a 42% reduction in expenditure.

It is proposed that resources will be focused on accommodation-based services over floating support provision within the Mental Health sector, although every effort will be made to keep as many floating support services as possible. The retention of accommodation-based provision will guarantee service users' security of tenure. It is considered a lesser risk to remove floating support services, as most people using these services have access to other forms of support.

It is proposed that savings will not be made in the Single Homeless, Young People, Physical Disabilities, Sensory Impairment and HIV/AIDS sectors within SP. These are all accommodation-based services.

Home Improvement Agency funding will be retained. This is a unique service within the borough which provides housing repairs, improvements and adaptations to help vulnerable people to maintain their independence and continue to live in their own homes. The service covers a range of tenures and delivers value for money.

Savings have already been made in the BME and Older People sectors through contract renegotiation, which will contribute over £550,000 towards the 2011/12 savings.

For the purposes of conducting Equalities Impact Assessments (EqIAs), the different sectors of the SP programme affected by the budget reductions have been considered separately.

#### **Overview of the Supporting People Programme**

The Supporting People (SP) Programme delivers housing related support to vulnerable client groups and almost 9000 people in Haringey, approximately 3000 of whom benefit

from services provided directly by the Council. The programme aims to support people to live independently in their own homes. Support services are either 'accommodation-based' or 'floating support', and are provided according to level of need as well as individual circumstances. The SP providers are contracted to deliver against a set of national quality standards and locally agreed performance criteria.

Floating support aims to help service users with:

- Tenancy attainment;
- Sustaining tenancies;
- Community integration;
- Access to training, education and employment;
- Independent living skills;
- Advice, advocacy, emotional support and counselling;
- Community safety;
- Preventing hospitalisation, rehabilitation, residential care or secure units;
- Preventing family breakdown;
- Preventing homelessness.

Accommodation-based services aim to help service users with:

- Setting up and maintaining a home or tenancy;
- Developing domestic and independent living skills;
- Developing social skills/behaviour management;
- Advice, advocacy, emotional support and counselling;
- Community safety;
- Managing finances and benefit claims;
- Gaining access to other services/community organisations;
- Establishing social contacts and activities;
- Establishing personal safety and security;
- Supervising and monitoring of medication, health and well being;
- Peer support and befriending.

### **Overview of the Mental Health Sector**

The [Haringey Public Health Report 2009](#) identifies that mental health needs are high in Haringey, with people from some Black and Minority Ethnic groups more likely than others to suffer from mental health problems. There are a number of determinants of good mental health which contribute to the overall level of need. These include deprivation, unemployment, housing and homelessness. Mental illness is particularly common in some of Haringey's newer refugee communities, whose members have often experienced traumatic experiences in their home countries.

The SP Mental Health sector currently supports around 200 people and includes the following services:

- Accommodation-based services for people with an enduring mental health problem;
- Shared housing for those with the ability to live independently, who can eventually move-on;
- Outreach support to those already in their own homes within the community.

## Step 2 - Consideration of available data, research and information

### Supporting People Client Record Equalities Data

SP client data is collated centrally by the Supporting People Client Record Office. The latest available data from 2009/10 provides details of over 2250 SP service users in Haringey. It should be noted that some providers are not required to submit this data. Although this is a limited sample, it provides an insight into the characteristics of Supporting People service users across each sector.

The Supporting People client data for Haringey indicates that people who use the SP Mental Health services have the following characteristics:

- All service users have a form of disability, as defined by the Equalities Act 2010.
- Providers in this sector provide services to working age people with mental health issues, with the majority (58%) aged between 32 and 52.
- 62% of service users are men, which is higher than the borough profile (Table 1).
- 39% of service users are Black/Black British, meaning that this group is over-represented compared with the borough profile (see Table 2). White Other groups are also over-represented amongst service users.

Table 1: Gender of SP mental health service users compared with borough profile (SPCR)

Gender	Mental Health Services	Haringey Borough Profile*
Male	62%	51%
Female	38%	49%

\* ONS Mid-year Estimates 2009

Table 2: Ethnicity of SP mental health service users compared with borough profile (SPCR)

Ethnicity	Mental Health Services	Haringey Borough Profile*
<b>White</b>	<b>51%</b>	<b>65%</b>
White British	29%	48%
White Irish	4%	4%
Other White	18%	14%
<b>Mixed</b>	<b>3%</b>	<b>5%</b>
White and Black Caribbean	2%	1%
White and Black African	1%	1%
White and Asian	0%	1%
Other Mixed	0%	1%
<b>Asian or Asian British</b>	<b>3%</b>	<b>8%</b>
Indian	1%	3%
Pakistani	0%	1%
Bangladeshi	1%	2%
Other Asian	1%	2%
<b>Black or Black British</b>	<b>39%</b>	<b>19%</b>
Caribbean	20%	8%
African	15%	9%
Other Black	3%	1%
<b>Chinese or Other Ethnic Group</b>	<b>4%</b>	<b>4%</b>
Chinese	1%	2%
Other Ethnic Group	3%	2%

\* Borough population figures ONS 2005

### Mental Health Provider Equalities Data

Equalities data for SP Mental Health service users was collected as part of a service review of these services during 2010/11. The information below corroborates the SP Client Record Data, showing that men and Black/Black British people are more likely to use SP Mental Health services than others.

Table 3: Gender of SP mental health service users compared with borough profile (Provider data)

Gender	Mental Health Services	Haringey Borough Profile*
Male	67%	51%
Female	33%	49%

Table 4: Ethnicity of SP mental health service users compared with borough profile (Provider data)

Ethnicity	Mental Health Services	Haringey Borough Profile*
White	47%	65%
Mixed	3%	5%
Asian or Asian British	5%	8%
Black or Black British	43%	19%
Chinese or Other Ethnic Group	1%	4%

The provider data indicates that the gender profile is very similar for accommodation-based and floating support service users. This data also shows that there is a similar ethnicity profile for accommodation-based and floating support service users (see Table 5).

Table 5: Ethnicity of SP mental health service users by support type (Provider data)

Ethnicity	Floating support	Accommodation-based
White	48%	45%
Mixed	4%	2%
Asian or Asian British	4%	8%
Black or Black British	43%	45%
Chinese or Other Ethnic Group	1%	0%

### Step 3 - Assessment of Impact

#### Differential Impact

The equalities data shows that the following groups with protected characteristics may be adversely affected by a reduction in funding to SP mental health services:

- People with mental health issues;
- People with a disability;
- Men;
- Black/Black British people;
- White Other groups.

### **Overall Impact**

A reduction in funding to the SP Mental Health sector will result in a reduction in the availability of floating support services to these clients. Fewer people will receive these services which may affect their ability to live independently. It is also likely that this may have a knock on effect on other services, such as:

- It is possible that there may be a rise in applications for social housing and increased use of temporary accommodation.
- These proposals may also potentially result in an increased demand for adult social care, health and associated voluntary sector services.
- Potential safeguarding risks due to the reduced support for vulnerable adults.

The overall impact is likely to be minimal since service users with the highest needs will continue to receive accommodation-based support. In addition, many service users with mental health issues meet FACS eligibility criteria and receive other statutory mental health support services.

### **Mitigation of the Impact**

Service providers will be encouraged to source alternative funding. Initiatives being considered are social enterprises, Big Lottery Fund, collaborative working, individual budgets, charitable donations, increased use of volunteers, as well as cross-authority commissioning of services.

Safeguarding risks will be mitigated through the existing adult safeguarding referral and investigation processes.

## **Step 4 - Consult on the proposal**

### **Consultation Process**

- SP providers have been consulted on the proposals through an ongoing review process and through the SP Provider Forums on 7 December 2010, 25 January 2011 and 15 February 2011.
- A special meeting of the SP Practitioner Group was held on 2 February 2011 to discuss general levels of service delivery and headline detail of the proposal.
- Sector meetings were held on 10, 14 and 17 March 2011 when providers were advised of the consultation timetable, proposed criteria and arrangements for engaging with service users.
- Letters were sent to providers inviting them to comment on the proposed changes.
- Contract negotiation meetings are being held with individual providers.
- Consultation questionnaires have been sent to service users to establish specific impacts of the proposals. Responses were received by the Council by 8 April 2011 and have been analysed. The analysis is reflected in the EqlAs and the Supporting People Consultation Report.

### **Findings of the Consultation**

Findings of the consultation can be found in the Supporting People Consultation Report taken to Cabinet on 26 April 2011.

### **Step 5 - Addressing Training**

There are no staff training issues arising out of this proposal.

### **Step 6 - Monitoring Arrangements**

The existing methods and procedures for evaluating SP services include service reviews, validation visits, quarterly performance workbooks and contract management. Support providers are required to submit Client Record Forms (CRF) to the Supporting People Client Record Office when a new client enters their service. These mechanisms will be used by the Head of Supporting People to carry out ongoing equalities monitoring to monitor the impact of the proposed budget reductions.

### **Step 7 - Summarise impacts identified**

This EqIA has identified that the proposal to reduce SP Mental Health sector expenditure by £1,406,037 will have the following impact:

- Although floating support services will be retained as far as possible, there will be reduced availability of these services;
- The reduced level of floating support services may affect some service users' ability to live independently and safely, placing more demand on housing, health and social care services.
- Groups with equalities protected characteristics will be affected by the proposed reduction in services, in particular, people with mental health issues, people with a disability, men, Black/Black British groups and White Other groups.

### **Step 8 - Summarise the actions to be implemented**

- Ongoing consultation on the re-design of the SP programme.
- Ongoing equalities monitoring of services to establish the impact of reduced funding.



**Step 9 - Publication and sign off**

This EqIA will be presented to Cabinet on 26 April 2011 and will then be made available as a public document.

**Assessed by (Author):**

**Name:** Nick Crago

**Designation:** Acting Head of Service, Supporting People, Contracts & Complaints

**Signature:** Nick Crago

**Date:** 18 April 2011

**Quality checked by (Equality Team):**

**Name:** Eve Featherstone

**Designation:** Principal Equality and Diversity Officer

**Signature:** Eve Featherstone

**Date:** 18 April 2011

**Sign off by Directorate Management Team:**

**Name:** Margaret Allen

**Designation:** Assistant Director, Safeguarding and Strategic Services

**Signature:** Margaret Allen

**Date:** 18 April 2011

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## HARINGEY COUNCIL

### EQUALITY IMPACT ASSESSMENT FORM



**Service:** Safeguarding and Strategic Services  
**Directorate:** ACCS  
**Title of Proposal:** Supporting People Programme – Older People  
**Lead Officer:** Margaret Allen – Assistant Director  
  
**Names of other Officers involved:** Nick Crago, Camlee Voisin-Baptiste, David Powell, Maggie Cameron-Ratchford

#### Step 1 - Identify the aims of the policy, service or function

Following the Comprehensive Spending Review and grant settlement in 2010, Haringey Council is required to make significant financial savings. Approximately £5 million of savings will need to be delivered by the Supporting People (SP) programme in 2011/12.

This EqIA assesses the impact of a reduction in expenditure in the Older People sector of £193,849, which represents an 18% reduction. These efficiencies have already been achieved through service remodelling and contract renegotiation, and will contribute to the 2011/12 SP programme savings.

Resources will be focused on accommodation-based services over floating support provision within the Older People sector. The retention of accommodation-based provision will guarantee service users' security of tenure. It is considered a lesser risk to remove floating support services, as most people using these services have access to other forms of support.

It is proposed that savings will not be made in the Single Homeless, Young People, Physical Disabilities, Sensory Impairment and HIV/AIDS sectors within SP. These are all accommodation-based services.

Home Improvement Agency funding will be retained. This is a unique service within the borough which provides housing repairs, improvements and adaptations to help vulnerable people to maintain their independence and continue to live in their own homes. The service covers a range of tenures and delivers value for money.

For the purposes of conducting Equalities Impact Assessments (EqIAs), the different sectors of the SP programme affected by the budget reductions have been considered separately.

#### Overview of the Supporting People Programme

The Supporting People (SP) Programme delivers housing related support to vulnerable client groups and almost 9000 people in Haringey, approximately 3000 of whom benefit from services provided directly by the Council. The programme aims to support people to live independently in their own homes. Support services are either 'accommodation-based'

or 'floating support', and are provided according to level of need as well as individual circumstances. The SP providers are contracted to deliver against a set of national quality standards and locally agreed performance criteria.

Floating support aims to help service users with:

- Tenancy attainment;
- Sustaining tenancies;
- Community integration;
- Access to training, education and employment;
- Independent living skills;
- Advice, advocacy, emotional support and counselling;
- Community safety;
- Preventing hospitalisation, rehabilitation, residential care or secure units;
- Preventing family breakdown;
- Preventing homelessness.

Accommodation-based services aim to help service users with:

- Setting up and maintaining a home or tenancy;
- Developing domestic and independent living skills;
- Developing social skills/behaviour management;
- Advice, advocacy, emotional support and counselling;
- Community safety;
- Managing finances and benefit claims;
- Gaining access to other services/community organisations;
- Establishing social contacts and activities;
- Establishing personal safety and security;
- Supervising and monitoring of medication, health and well being;
- Peer support and befriending.

### **Overview of the Older People's Sector**

The SP Older People's sector supports over 3000 people and includes the following services:

- Accommodation-based support in sheltered housing schemes;
- Floating support to those already in their own homes within the community;
- A community alarm service.

These services enable older people to maintain independence in their own homes, with the additional security of an on-site scheme manager in sheltered housing schemes and access to a 24 hour emergency control centre.

## Step 2 - Consideration of available data, research and information

### Supporting People Client Record Equalities Data

SP client data is collated centrally by the Supporting People Client Record Office. The latest available data from 2009/10 provides details of over 2250 SP service users in Haringey. It should be noted that some providers are not required to submit this data. Although this is a limited sample, it provides an insight into the characteristics of Supporting People service users across each sector.

The Supporting People client data for Haringey indicates that people who use the SP Older People services have the following characteristics:

- 76% of service users have a disability.
- The majority of service users are aged over 65 (79%), with a significant proportion aged over 80 (32%).
- The proportion of male and female service users is in line with the borough profile (see Table 1).
- 28% of service users are Black/Black British, meaning that this group is over-represented compared with the borough profile (see Table 2).

Table 1: Gender of SP older people service users compared with borough profile (SPCR)

Gender	Older People Services	Haringey Borough Profile*
Male	62%	51%
Female	38%	49%

\* ONS Mid-year Estimates 2009

Table 2: Ethnicity of SP older people service users compared with borough profile (SPCR)

Ethnicity	Older People Services	Haringey Borough Profile*
<b>White</b>	<b>60%</b>	<b>65%</b>
White British	46%	48%
White Irish	5%	4%
Other White	9%	14%
<b>Mixed</b>	<b>4%</b>	<b>5%</b>
White and Black Caribbean	2%	1%
White and Black African	0%	1%
White and Asian	1%	1%
Other Mixed	1%	1%
<b>Asian or Asian British</b>	<b>4%</b>	<b>8%</b>
Indian	1%	3%
Pakistani	0%	1%
Bangladeshi	0%	2%
Other Asian	3%	2%
<b>Black or Black British</b>	<b>28%</b>	<b>19%</b>
Caribbean	22%	8%
African	5%	9%
Other Black	1%	1%
<b>Chinese or Other Ethnic Group</b>	<b>4%</b>	<b>4%</b>
Chinese	1%	2%
Other Ethnic Group	3%	2%

\* Borough population figures ONS 2005

### Step 3 - Assessment of Impact

#### Differential Impact

The equalities data shows that the following groups with protected characteristics may be adversely affected by a reduction in funding to SP older people services:

- Older people;
- Older people with a disability;
- Black/Black British people.

#### Overall Impact

A reduction in funding to the SP Older People sector will result in a reduction in the availability of floating support services to these clients. Fewer people will receive these services which may affect their ability to live independently and safely. It is also likely that this may have a knock on effect on other services, such as:

- It is possible that there may be a rise in applications for social housing.
- These proposals may also potentially result in an increased demand for adult social care, health and associated voluntary sector services.
- Potential safeguarding risks due to the reduced support for vulnerable adults.

The overall impact is likely to be minimal since service users with the highest needs will continue to receive accommodation-based support. In addition, many service users meet FACS eligibility criteria and have access to other statutory support services.

#### Mitigation of the Impact

To mitigate the impact of the funding reduction to SP older people services, work has already been carried out with service providers to remodel services. Savings have been achieved through efficiencies in contract rates in order to minimise the overall impact.

Service providers will be encouraged to source alternative funding. Initiatives being considered are social enterprises, Big Lottery Fund, collaborative working, individual budgets, charitable donations, increased use of volunteers, as well as cross-authority commissioning of services.

Safeguarding risks will be mitigated through the existing adult safeguarding referral and investigation processes.

### Step 4 - Consult on the proposal

#### Consultation Process

- SP providers have been consulted on the proposals through an ongoing review process and through the SP Provider Forums on 7 December 2010, 25 January 2011 and 15 February 2011.
- A special meeting of the SP Practitioner Group was held on 2 February 2011 to discuss general levels of service delivery and headline detail of the proposal.
- A sector meeting was held on 2 March 2011 when providers were advised of the consultation timetable, proposed criteria and arrangements for engaging with service users.

- Letters were sent to providers inviting them to comment on the proposed changes.
- Contract negotiation meetings are being held with individual providers.
- Consultation questionnaires have been sent to service users to establish specific impacts of the proposals. Responses were received by the Council by 8 April 2011 and have been analysed. The analysis is reflected in the EqlAs and the Supporting People Consultation Report.

### **Findings of the Consultation**

Findings of the consultation can be found in the Supporting People Consultation Report taken to Cabinet on 26 April 2011.

#### **Step 5 - Addressing Training**

There are no staff training issues arising out of this proposal.

#### **Step 6 - Monitoring Arrangements**

The existing methods and procedures for evaluating SP services include service reviews, validation visits, quarterly performance workbooks and contract management. Support providers are required to submit Client Record Forms (CRF) to the Supporting People Client Record Office when a new client enters their service. These mechanisms will be used by the Head of Supporting People to carry out ongoing equalities monitoring to monitor the impact of the proposed budget reductions.

#### **Step 7 - Summarise impacts identified**

This EqlA has identified that the proposal to reduce SP Older People sector expenditure by £193,849 will have the following impact:

- There will be reduced availability of floating support services;
- The reduced level of floating support services may affect some service users' ability to live independently and safely, placing more demand on housing, health and social care services.
- Groups with equalities protected characteristics may be affected by the proposed reduction in services, in particular, older people, older people with a disability and Black/Black British groups.

#### **Step 8 - Summarise the actions to be implemented**

- Ongoing consultation on the re-design of the SP programme.
- Ongoing equalities monitoring of services to establish the impact of reduced funding.

#### **Step 9 - Publication and sign off**

This EqIA will be presented to Cabinet on 26 April 2011 and will then be made available as a public document.

**Assessed by (Author):**

**Name:** Nick Crago  
**Designation:** Acting Head of Service, Supporting People, Contracts & Complaints  
**Signature:** Nick Crago  
**Date:** 18 April 2011

**Quality checked by (Equality Team):**

**Name:** Eve Featherstone  
**Designation:** Principal Equality and Diversity Officer  
**Signature:** Eve Featherstone  
**Date:** 18 April 2011

**Sign off by Directorate Management Team:**

**Name:** Margaret Allen  
**Designation:** Assistant Director, Safeguarding and Strategic Services  
**Signature:** Margaret Allen  
**Date:** 18 April 2011



**HARINGEY COUNCIL****EQUALITY IMPACT ASSESSMENT FORM****Haringey Council**

**Service:** Safeguarding and Strategic Services  
**Directorate:** ACCS  
**Title of Proposal:** Supporting People Programme – Offenders and Substance Misuse  
**Lead Officer:** Margaret Allen – Assistant Director  
**Names of other Officers involved:** Nick Crago, Camlee Voisin-Baptiste, David Powell, Maggie Cameron-Ratchford

### Step 1 - Identify the aims of the policy, service or function

Following the Comprehensive Spending Review and grant settlement in 2010, Haringey Council is required to make significant financial savings. Approximately £5 million of savings will need to be delivered by the Supporting People (SP) programme in 2011/12.

This proposal identifies savings of £116,912 in the Offenders and Substance Misuse sector, which represents an 18% reduction in expenditure. This will be achieved through retaining accommodation-based services and remodelling the current floating support services, within the Pathway model already in existence.

The retention of accommodation-based provision will guarantee service users' security of tenure. It is considered a lesser risk to remodel floating support services to improve efficiency. Some floating support services will be retained as this support enables people with alcohol misuse issues to live safely and independently in their own homes.

It is proposed that savings will not be made in the Single Homeless, Young People, Physical Disabilities, Sensory Impairment and HIV/AIDS sectors within SP. These are all accommodation-based services.

Home Improvement Agency funding will be retained. This is a unique service within the borough which provides housing repairs, improvements and adaptations to help vulnerable people to maintain their independence and continue to live in their own homes. The service covers a range of tenures and delivers value for money.

Savings have already been made in the BME and Older People sectors through contract renegotiation, which will contribute over £550,000 towards the 2011/12 savings.

For the purposes of conducting Equalities Impact Assessments (EqIAs), the different sectors of the SP programme affected by the budget reduction have been considered separately.

#### **Overview of the Supporting People Programme**

The Supporting People (SP) Programme delivers housing related support to vulnerable client groups and almost 9000 people in Haringey, approximately 3000 of whom benefit

from services provided directly by the Council. The programme aims to support people to live independently in their own homes. Support services are either 'accommodation-based' or 'floating support', and are provided according to level of need as well as individual circumstances. The SP providers are contracted to deliver against a set of national quality standards and locally agreed performance criteria.

Floating support aims to help service users with:

- Tenancy attainment;
- Sustaining tenancies;
- Community integration;
- Access to training, education and employment;
- Independent living skills;
- Advice, advocacy, emotional support and counselling;
- Community safety;
- Preventing hospitalisation, rehabilitation, residential care or secure units;
- Preventing family breakdown;
- Preventing homelessness.

Accommodation-based services aim to help service users with:

- Setting up and maintaining a home or tenancy;
- Developing domestic and independent living skills;
- Developing social skills/behaviour management;
- Advice, advocacy, emotional support and counselling;
- Community safety;
- Managing finances and benefit claims;
- Gaining access to other services/community organisations;
- Establishing social contacts and activities;
- Establishing personal safety and security;
- Supervising and monitoring of medication, health and well being;
- Peer support and befriending.

### **Overview of the Offenders and Substance Misuse Sector**

The SP Offenders and Substance Misuse sector currently supports around 130 people with substance misuse problems or offenders leaving prison, and includes the following services:

- Hostel accommodation;
- 24 hour accommodation for recovering alcoholics;
- Shared housing for those with the ability to live independently, who can eventually move-on;
- Floating support to those already in their own homes within the community;
- Centre-based floating support services delivered by HAGA.

## Step 2 - Consideration of available data, research and information

### Supporting People Client Record Equalities Data

SP client data is collated centrally by the Supporting People Client Record Office. The latest available data from 2009/10 provides details of over 2250 SP service users in Haringey. It should be noted that some providers are not required to submit this data. Although this is a limited sample, it provides an insight into the characteristics of Supporting People service users across each sector.

The Supporting People client data for Haringey indicates that people who use the SP Offender and Substance Misuse services have the following characteristics:

- 11% of service users have a form of disability.
- Providers in this sector provide services to working age people with offender or substance misuse issues, with the majority (77%) aged between 25 and 52.
- 71% of service users are men, which is significantly higher than the borough profile.
- 33% of service users are Black/Black British and 13% are White Irish, meaning that these groups are over-represented compared with the borough profile (see Table 2).

Table 1: Gender of SP offenders and substance misuse service users compared with borough profile (SPCR)

Gender	Offenders and Substance Misuse Services	Haringey Borough Profile*
Male	71%	51%
Female	29%	49%

\* ONS Mid-year Estimates 2009

Table 2: Ethnicity of SP offenders and substance misuse service users compared with borough profile (SPCR)

Ethnicity	Offenders and Substance Misuse Services	Haringey Borough Profile*
<b>White</b>	<b>57%</b>	<b>65%</b>
White British	32%	48%
White Irish	13%	4%
Other White	12%	14%
<b>Mixed</b>	<b>7%</b>	<b>5%</b>
White and Black Caribbean	4%	1%
White and Black African	1%	1%
White and Asian	0%	1%
Other Mixed	2%	1%
<b>Asian or Asian British</b>	<b>2%</b>	<b>8%</b>
Indian	1%	3%
Pakistani	0%	1%
Bangladeshi	0%	2%
Other Asian	1%	2%
<b>Black or Black British</b>	<b>33%</b>	<b>19%</b>
Caribbean	18%	8%
African	10%	9%
Other Black	5%	1%
<b>Chinese or Other Ethnic Group</b>	<b>1%</b>	<b>4%</b>
Chinese	0%	2%
Other Ethnic Group	1%	2%

\* Borough population figures ONS 2005

### Step 3 - Assessment of Impact

#### Differential Impact

The equalities data shows that the following groups with protected characteristics may be adversely affected by a reduction in funding to SP Offenders and Substance Misuse services:

- People with disabilities;
- Men;
- Black/Black British people;
- White Irish people.

#### Overall Impact

A reduction in funding to the SP Offenders and Substance Misuse sector may result in a reduction in the availability of floating support services. Fewer people will receive these services which may affect their ability to live independently and safely. It is also likely that this may have a knock on effect on other services, such as:

- It is possible that there may be a rise in applications for social housing and increased use of temporary accommodation.
- These proposals may also potentially result in an increased demand for adult social care, health and associated voluntary sector services.
- Potential safeguarding risks due to the reduced support for vulnerable adults.

#### Mitigation of the Impact

Service providers will be encouraged to source alternative funding. Initiatives being considered are social enterprises, Big Lottery Fund, collaborative working, individual budgets, charitable donations, increased use of volunteers, as well as cross-authority commissioning of services.

Safeguarding risks will be mitigated through the existing adult safeguarding referral and investigation processes.

### Step 4 - Consult on the proposal

#### Consultation Process

- SP providers have been consulted on the proposals through an ongoing review process and through the SP Provider Forums on 7 December 2010, 25 January 2011 and 15 February 2011.
- A special meeting of the SP Practitioner Group was held on 2 February 2011 to discuss general levels of service delivery and headline detail of the proposal.
- A sector meeting was held on 9 March 2011 when providers were advised of the consultation timetable, proposed criteria and arrangements for engaging with service users.
- Letters were sent to providers inviting them to comment on the proposed changes.
- Contract negotiation meetings are being held with individual providers.
- Consultation questionnaires have been sent to service users to establish specific impacts of the proposals. Responses were received by the Council by 8 April 2011 and have been analysed. The analysis is reflected in the EqIAs and the Supporting People Consultation Report.

## **Findings of the Consultation**

Findings of the consultation can be found in the Supporting People Consultation Report taken to Cabinet on 26 April 2011.

### **Step 5 - Addressing Training**

There are no staff training issues arising out of this proposal.

### **Step 6 - Monitoring Arrangements**

The existing methods and procedures for evaluating SP services include service reviews, validation visits, quarterly performance workbooks and contract management. Support providers are required to submit Client Record Forms (CRF) to the Supporting People Client Record Office when a new client enters their service. These mechanisms will be used by the Head of Supporting People to carry out ongoing equalities monitoring to monitor the impact of the proposed budget reductions.

### **Step 7 - Summarise impacts identified**

This EqIA has identified that the proposal to reduce SP Offenders and Substance Misuse sector expenditure by £116,912 will have the following impact:

- Although floating support services will be remodelled and retained as far as possible, there may be reduced availability of these services;
- The reduced level of floating support services for people with offender and substance misuse problems may affect their ability to live independently and safely, placing more pressure on housing, health and social care services.
- Groups with equalities protected characteristics will be affected by any reductions in services, in particular, people with disabilities, men, Black/Black British groups and Irish groups.

### **Step 8 - Summarise the actions to be implemented**

- Work with service providers to remodel the SP offenders and substance misuse floating support services.
- Ongoing consultation on the re-design of the SP programme.
- Ongoing equalities monitoring of services to establish the impact of reduced funding.

**Step 9 - Publication and sign off**

This EqIA will be presented to Cabinet on 26 April 2011 and will then be made available as a public document.

**Assessed by (Author):**

**Name:** Nick Crago  
**Designation:** Acting Head of Service, Supporting People, Contracts & Complaints  
**Signature:** Nick Crago  
**Date:** 18 April 2011

**Quality checked by (Equality Team):**

**Name:** Eve Featherstone  
**Designation:** Principal Equality and Diversity Officer  
**Signature:** Eve Featherstone  
**Date:** 18 April 2011

**Sign off by Directorate Management Team:**

**Name:** Margaret Allen  
**Designation:** Assistant Director, Safeguarding and Strategic Services  
**Signature:** Margaret Allen  
**Date:** 18 April 2011

## HARINGEY COUNCIL

### EQUALITY IMPACT ASSESSMENT FORM



**Service:** Safeguarding and Strategic Services  
**Directorate:** ACCS  
**Title of Proposal:** Supporting People Programme – Physical disabilities, HIV and Sensory Impairment (PD/HIV/SI)  
**Lead Officer:** Margaret Allen – Assistant Director  
**Names of other Officers involved:** Nick Crago, Camlee Voisin-Baptiste, David Powell, Maggie Cameron-Ratchford

#### Step 1 - Identify the aims of the policy, service or function

Following the Comprehensive Spending Review and grant settlement in 2010, Haringey Council is required to make significant financial savings. Approximately £5 million of savings will need to be delivered by the Supporting People (SP) programme in 2011/12.

It is proposed that the current expenditure of £97,429 is retained in the Physical Disabilities/HIV/Sensory Impairment sector, which provides accommodation-based services.

This reflects the proposal to focus SP resources on accommodation-based services over floating support provision. The retention of accommodation-based provision will guarantee service users' security of tenure. It is considered a lesser risk to remove floating support services, as most people using these services have access to other forms of support.

Home Improvement Agency funding will be retained. This is a unique service within the borough which provides housing repairs, improvements and adaptations to help vulnerable people to maintain their independence and continue to live in their own homes. The service covers a range of tenures and delivers value for money.

Savings have already been made in the BME and Older People sectors through contract renegotiation, which will contribute over £550,000 towards the 2011/12 savings.

For the purposes of conducting Equalities Impact Assessments (EqIAs), the different sectors of the SP programme affected by the budget reductions have been considered separately.

#### Overview of the Supporting People Programme

The Supporting People (SP) Programme delivers housing related support to vulnerable client groups and almost 9000 people in Haringey, approximately 3000 of whom benefit from services provided directly by the Council. The programme aims to support people to live independently in their own homes. Support services are either 'accommodation-based' or 'floating support', and are provided according to level of need as well as individual circumstances. The SP providers are contracted to deliver against a set of national quality standards and locally agreed performance criteria.

Floating support aims to help service users with:

- Tenancy attainment;
- Sustaining tenancies;
- Community integration;
- Access to training, education and employment;
- Independent living skills;
- Advice, advocacy, emotional support and counselling;
- Community safety;
- Preventing hospitalisation, rehabilitation, residential care or secure units;
- Preventing family breakdown;
- Preventing homelessness.

Accommodation-based services aim to help service users with:

- Setting up and maintaining a home or tenancy;
- Developing domestic and independent living skills;
- Developing social skills/behaviour management;
- Advice, advocacy, emotional support and counselling;
- Community safety;
- Managing finances and benefit claims;
- Gaining access to other services/community organisations;
- Establishing social contacts and activities;
- Establishing personal safety and security;
- Supervising and monitoring of medication, health and well being;
- Peer support and befriending.

### **Overview of the Physical Disability, HIV and Sensory Impairment Sector:**

This sector provides accommodation-based services to people with physical disabilities, HIV or a sensory impairment. Referrals are either self-referrals or are made from various statutory and voluntary agencies. Approximately 60 people receive these services at any one time.

## **Step 2 - Consideration of available data, research and information**

### **Supporting People Client Record Equalities Data**

SP client data is collated centrally by the Supporting People Client Record Office. The latest available data from 2009/10 provides details of over 2250 SP service users in Haringey. It should be noted that some providers are not required to submit this data. Although this is a limited sample, it provides an insight into the characteristics of Supporting People service users across each sector.

The Supporting People client data for Haringey demonstrates that the people who use the SP PD/HIV/SI services have the following characteristics:

- 74% of service users have a disability.
- Providers in this sector provide services to working age people with physical disabilities, HIV or a sensory impairment, with the majority of service users (73%) aged between 32 and 59 years.



- 54% of clients are male, which is slightly above the borough profile (Table 1).
- 36% are Black/Black British and 21% are White Other, meaning these groups are significantly over-represented when compared with the borough profile (Table 2).

Table 1: Gender of SP PD/HIV/SI service users compared with borough profile (SPCR)

<b>Gender</b>	<b>PD, HIV &amp; SI Services</b>	<b>Haringey Borough Profile*</b>
Male	54%	51%
Female	46%	49%

\*ONS Mid-year Estimates 2009

Table 2: Ethnicity of SP PD/HIV/SI service users compared with the borough profile (SPCR)

<b>Ethnicity</b>	<b>PD, HIV &amp; SI Services</b>	<b>Haringey Borough Profile*</b>
<b>White</b>	<b>51%</b>	<b>65%</b>
White British	26%	48%
White Irish	4%	4%
Other White	21%	14%
<b>Mixed</b>	<b>4%</b>	<b>5%</b>
White and Black Caribbean	2%	1%
White and Black African	1%	1%
White and Asian	0%	1%
Other Mixed	1%	1%
<b>Asian or Asian British</b>	<b>6%</b>	<b>8%</b>
Indian	2%	3%
Pakistani	1%	1%
Bangladeshi	0%	2%
Other Asian	3%	2%
<b>Black or Black British</b>	<b>36%</b>	<b>19%</b>
Caribbean	15%	8%
African	18%	9%
Other Black	3%	1%
<b>Chinese or Other Ethnic Group</b>	<b>3%</b>	<b>4%</b>
Chinese	1%	2%
Other Ethnic Group	2%	2%

\* Borough population figures ONS 2005

### Step 3 - Assessment of Impact

#### Overall Impact

There will be no negative impact as a result of this proposal, as no reduction in funding is proposed.

#### Differential Impact

Although there will be no negative impact from this proposal, it is useful to consider the characteristics of the service users. Any change to this service would affect the following service user groups:

- People with a disability, particularly physical disabilities, HIV and sensory impairment;
- White Other people;
- Black or Black British people.

It is also important to note that the HIV services provide services to young lesbian, gay, bisexual and transgender (LGBT) people within Haringey.

### **Mitigation of the Impact**

There will be no negative impact as a result of this proposal, as no reduction in funding is being proposed.

## **Step 4 - Consult on the proposal**

### **Consultation Process**

- SP providers have been consulted on the proposals through an ongoing review process and through the SP Provider Forums on 7 December 2010, 25 January 2011 and 15 February 2011.
- A special meeting of the SP Practitioner Group was held on 2 February 2011 to discuss general levels of service delivery and headline detail of the proposal.
- A sector meeting was held on 10 March 2011 when providers were advised of the consultation timetable, proposed criteria and arrangements for engaging with service users.
- Letters were sent to providers inviting them to comment on the proposed changes.
- Contract negotiation meetings are being held with individual providers.
- Consultation questionnaires have been sent to service users to establish specific impacts of the proposals. Responses were received by the Council by 8 April 2011 and have been analysed. The analysis is reflected in the EqlAs and the Supporting People Consultation Report.

### **Findings of the Consultation**

Findings of the consultation can be found in the Supporting People Consultation Report taken to Cabinet on 26 April 2011.

## **Step 5 - Addressing Training**

There are no staff training issues arising out of this proposal.

## **Step 6 - Monitoring Arrangements**

The existing methods and procedures for evaluating SP services include service reviews, validation visits, quarterly performance workbooks and contract management. Support providers are required to submit Client Record Forms (CRF) to the Supporting People Client Record Office when a new client enters their service. These mechanisms will be used by the Head of Supporting People to carry out ongoing equalities monitoring to monitor the impact of the proposed budget reductions.

## **Step 7 - Summarise impacts identified**

It is proposed that the current expenditure of £97,429 is retained in the Physical Disabilities/HIV/Sensory Impairment sector. Therefore, there will be no negative impact of these proposals.

### **Step 8 - Summarise the actions to be implemented**

- Ongoing consultation on the re-design of the wider SP programme.
- Ongoing equalities monitoring of service use.

**Step 9 - Publication and sign off**

This EqIA will be presented to Cabinet on 26 April 2011 and will then be made available as a public document.

**Assessed by (Author):**

**Name:** Nick Crago

**Designation:** Acting Head of Service, Supporting People, Contracts & Complaints

**Signature:** Nick Crago

**Date:** 18 April 2011

**Quality checked by (Equality Team):**

**Name:** Eve Featherstone

**Designation:** Principal Equality and Diversity Officer

**Signature:** Eve Featherstone

**Date:** 18 April 2011

**Sign off by Directorate Management Team:**

**Name:** Margaret Allen

**Designation:** Assistant Director, Safeguarding and Strategic Services

**Signature:** Margaret Allen

**Date:** 18 April 2011

**HARINGEY COUNCIL****EQUALITY IMPACT ASSESSMENT FORM****Haringey Council**

**Service:** Safeguarding and Strategic Services  
**Directorate:** ACCS  
**Title of Proposal:** Supporting People Programme – Single Homeless and Young People  
**Lead Officer:** Margaret Allen – Assistant Director  
**Names of other Officers involved:** Nick Crago, Camlee Voisin-Baptiste, David Powell, Maggie Cameron-Ratchford

### Step 1 - Identify the aims of the policy, service or function

Following the Comprehensive Spending Review and grant settlement in 2010, Haringey Council is required to make significant financial savings. Approximately £5 million of savings will need to be delivered by the Supporting People (SP) programme in 2011/12.

It is proposed that the current expenditure of £1,345,238 in the Single Homeless and Young People sector, which provides accommodation-based services.

This reflects the proposal to focus SP resources on accommodation-based services over floating support provision. The retention of accommodation-based provision will guarantee service users' security of tenure. It is considered a lesser risk to remove floating support services, as most people using these services have access to other forms of support.

Home Improvement Agency funding will be retained. This is a unique service within the borough which provides housing repairs, improvements and adaptations to help vulnerable people to maintain their independence and continue to live in their own homes. The service covers a range of tenures and delivers value for money.

Savings have already been made in the BME and Older People sectors through contract renegotiation, which will contribute over £550,000 towards the 2011/12 savings.

For the purposes of conducting Equalities Impact Assessments (EqIAs), the different sectors of the SP programme affected by the budget reductions have been considered separately.

#### **Overview of the Supporting People Programme**

The Supporting People (SP) Programme delivers housing related support to vulnerable client groups and almost 9000 people in Haringey, approximately 3000 of whom benefit from services provided directly by the Council. The programme aims to support people to live independently in their own homes. Support services are either 'accommodation-based' or 'floating support', and are provided according to level of need as well as individual circumstances. The SP providers are contracted to deliver against a set of national quality standards and locally agreed performance criteria.

Floating support aims to help service users with:

- Tenancy attainment;
- Sustaining tenancies;
- Community integration;
- Access to training, education and employment;
- Independent living skills;
- Advice, advocacy, emotional support and counselling;
- Community safety;
- Preventing hospitalisation, rehabilitation, residential care or secure units;
- Preventing family breakdown;
- Preventing homelessness.

Accommodation-based services aim to help service users with:

- Setting up and maintaining a home or tenancy;
- Developing domestic and independent living skills;
- Developing social skills/behaviour management;
- Advice, advocacy, emotional support and counselling;
- Community safety;
- Managing finances and benefit claims;
- Gaining access to other services/community organisations;
- Establishing social contacts and activities;
- Establishing personal safety and security;
- Supervising and monitoring of medication, health and well being;
- Peer support and befriending.

### **Overview of the Single Homeless and Young People (SH&YP)**

This sector provides a mixture of accommodation-based services to young people at risk and those leaving care, and to single homeless people. Single homeless service users often have an additional need, such as drug or alcohol misuse, mental health issues, learning disabilities or offending. Approximately 200 people receive these services at any one time.

## **Step 2 - Consideration of available data, research and information**

### **Supporting People Client Record Equalities Data**

SP client data is collated centrally by the Supporting People Client Record Office. The latest available data from 2009/10 provides details of over 2250 SP service users in Haringey. It should be noted that some providers are not required to submit this data. Although this is a limited sample, it provides an insight into the characteristics of Supporting People service users across each sector.

The Supporting People client data for Haringey demonstrates that the people who use the SP Single Homeless and Young People services have the following characteristics:

- 8% of service users have a disability.
- Providers in this sector provide services to working age people, with the majority of service users (65%) aged under 31 years.

- 66% of service users are male, which is above the borough profile (Table 1).
- 38% of service users are Black/Black British and 7% of service users are Mixed White and Black Caribbean, meaning these groups are significantly over-represented compared with the borough profile (Table 2).

Table 1: Gender of SP SH&YP service users compared with borough profile (SPCR)

<b>Gender</b>	<b>Single Homeless &amp; Young People Services</b>	<b>Haringey Borough Profile*</b>
Male	66%	51%
Female	34%	49%

\*ONS Mid-year Estimates 2009

Table 2: Ethnicity of SP SH&YP service users compared with borough profile (SPCR)

<b>Ethnicity</b>	<b>Single Homeless &amp; Young People Services</b>	<b>Haringey Borough Profile*</b>
<b>White</b>	<b>39%</b>	<b>65%</b>
White British	25%	48%
White Irish	4%	4%
Other White	10%	14%
<b>Mixed</b>	<b>9%</b>	<b>5%</b>
White and Black Caribbean	7%	1%
White and Black African	0%	1%
White and Asian	0%	1%
Other Mixed	2%	1%
<b>Asian or Asian British</b>	<b>2%</b>	<b>8%</b>
Indian	0%	3%
Pakistani	0%	1%
Bangladeshi	0%	2%
Other Asian	2%	2%
<b>Black or Black British</b>	<b>38%</b>	<b>19%</b>
Caribbean	24%	8%
African	13%	9%
Other Black	1%	1%
<b>Chinese or Other Ethnic Group</b>	<b>6%</b>	<b>4%</b>
Chinese	1%	2%
Other Ethnic Group	5%	2%

\* Borough population figures ONS 2005

### Step 3 - Assessment of Impact

#### Overall Impact

There will be no negative impact as a result of this proposal, as no reduction in funding is being proposed.

#### Differential Impact

Although there will be no negative impact from this proposal, it is useful to consider the characteristics of the service users. Any change to this service would affect the following service user groups:

- People with disabilities;
- Young people;
- Black or Black British Caribbean people;
- Black or Black British African people; and
- Mixed White and Black Caribbean people.

### **Mitigation of the Impact**

There will be no negative impact as a result of this proposal, as no reduction in funding is being proposed.

## **Step 4 - Consult on the proposal**

### **Consultation Process**

- SP providers have been consulted on the proposals through an ongoing review process and through the SP Provider Forums on 7 December 2010, 25 January 2011 and 15 February 2011.
- A special meeting of the SP Practitioner Group was held on 2 February 2011 to discuss general levels of service delivery and headline detail of the proposal.
- A sector meeting was held on 3 March 2011 when providers were advised of the consultation timetable, proposed criteria and arrangements for engaging with service users.
- Letters were sent to providers inviting them to comment on the proposed changes.
- Contract negotiation meetings are being held with individual providers.
- Consultation questionnaires have been sent to service users to establish specific impacts of the proposals. Responses were received by the Council by 8 April 2011 and have been analysed. The analysis is reflected in the EqlAs and the Supporting People Consultation Report.

### **Findings of the Consultation**

Findings of the consultation can be found in the Supporting People Consultation Report taken to Cabinet on 26 April 2011.

## **Step 5 - Addressing Training**

There are no staff training issues arising out of this proposal.

## **Step 6 - Monitoring Arrangements**

The existing methods and procedures for evaluating SP services include service reviews, validation visits, quarterly performance workbooks and contract management. Support providers are required to submit Client Record Forms (CRF) to the Supporting People Client Record Office when a new client enters their service. These mechanisms will be used by the Head of Supporting People to carry out ongoing equalities monitoring to monitor the impact of the proposed budget reductions.



### **Step 7 - Summarise impacts identified**

It is proposed that the current expenditure of £1,345,238 is retained in the Single Homeless and Young People sector. Therefore, there will be no negative impact of these proposals.

### **Step 8 - Summarise the actions to be implemented**

- Ongoing consultation on the re-design of the wider SP programme.
- Ongoing equalities monitoring of service use.

**Step 9 - Publication and sign off**

This EqIA will be presented to Cabinet on 26 April 2011 and will then be made available as a public document.

**Assessed by (Author):**

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**Date:** 18 April 2011

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**Signature:** Eve Featherstone  
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**Signature:** Margaret Allen  
**Date:** 18 April 2011

## **Supporting People programme funding cuts – Equalities Impact Assessments**

### **Executive Summary**

#### **Background:**

The Supporting People (SP) programme delivers housing-related support to vulnerable client groups totalling almost 9000 people across the borough.

Approximately 3000 of those people benefit from services directly provided by the council. The programme aims to support people to live independently, and this takes the form of either “Floating Support” services or accommodation-based provision, and these are provided according to level of need as well as individual circumstances. The SP providers are contracted to deliver against a set of national quality standards and locally agreed performance criteria

Floating Support is characterised as responding to:

- Tenancy attainment/sustainability
- Community Integration
- Access to training, education and employment
- Independent living skills
- Advice, advocacy, emotional support and counselling
- Community safety
- Preventing hospitalisation, residential or secure unit care
- Promoting rehabilitation
- Preventing family breakdown
- Preventing homelessness

Accommodation-based provision is characterised as responding to:

- Tenancy/owner occupier attainment/sustainability
- Independent and domestic living skills
- Developing social skills/behaviour management
- Advice, advocacy emotional support & counselling
- Community safety
- Managing finances and benefit claims
- Gaining access to other services/community organisations
- Establishing social contacts and activities
- Establishing personal safety and security
- Supervising and monitoring of medication, health & wellbeing
- Peer support and befriending

The budget allocation for Supporting People programme in 2010/11 was £17m; of which £3m was spent on council In-House services and £14m on external provision. In order to meet the savings target and bridge the gap between available funding and expenditure on the Supporting People programme, the Council must find savings of £5m.

The council, being mindful of its legal obligations to ensure consultation and Equalities Impact Assessments (EqIAs) are carried out in relation to the proposed savings, acknowledged that time should be allowed for the findings from the EqIAs to inform the debate, before final decisions are made on the programme cuts.

The programme is divided into 13 sectors and for the purposes of conducting EqIAs, the different sectors of the SP programme have been considered separately.

### **EqIA process – consideration of available data, research and information**

SP client data is collated centrally by the Supporting People Client Record Office. The latest available data from 2009/10 provides details of over 2250 SP service users in Haringey. It should be noted that some providers are not required to submit this data (dependent on the type of service provided and in line with OPDM/CLG requirements on the national programme).

Although this is a limited sample, it provides an insight into the characteristics of SP service users across each sector.

The basis for the EqIAs was related to the gender and ethnicity of the service users and the SP client sample was benchmarked against the borough profile (ONS mid-year estimates 2009)

An assessment of the impact was measured for each sector on the basis of both differential impact (where service user groups with protected characteristics, may be adversely affected by a reduction in funding to SP provision) and overall impact (on the total user groups benefiting from services in a specified sector).

Where possible, mitigation of the impact has been identified for each sector, and is contained within each of the sector EqIAs.

The consultation process has also informed the results of the EqIAs for each sector, and is supported by a chronology of meetings with service users and providers, and questionnaires which have been used to seek views directly from service users in that process.

Findings from the consultation can be found in the Supporting People Consultation Report.

## **Summary of findings from EqlAs**

The Supporting People report put before Cabinet on 22<sup>nd</sup> March 2011 essentially fell into two parts.

The first part was a proposal on how to achieve the required cuts of £5m in 2011/12 with the second part proposing a model for how the remaining SP programme could be re-engineered in order to continue to deliver services to those identified as most in need of the services, and in assisting SP providers to identify alternative sources of funding and new operating models/options going forward.

The findings from the EqlAs across the sectors, (and in line with the consultation findings), identified that the proposal which was originally made, was essentially sound as a strategic delivery plan.

Sectors which were considered to be most needed (e.g. accommodation-based provision) were identified as carrying the greatest risk with the lowest achievable mitigation if they were considered for withdrawal.

The proposal favours retaining accommodation-based provision in the programme.

Equally, the EqlAs and consultation process showed that for those sectors of the programme which are proposed for reductions in expenditure/cuts; the risks identified are lower and there is greater mitigation to respond to those risks.

The proposal on a particular sector which has been directly informed by the EqlAs is Domestic Violence.

As a result of the EqlA (and consultation responses), it is now proposed that the SP team works to re-model the combined services in this sector across both floating support and accommodation-based provision to secure improved value for money without the loss of much needed services.

## **Conclusion**

It is evident that any cuts to the SP programme will inevitably carry some level of risk; However, the EqlAs bear out the rationale in the proposal on funding reductions, and where specific evidence of unacceptable risk has been seen, changes have been made accordingly to the proposed reductions in the programme, although there has been a minimal requirement to do so.

The EqlAs have been quality assured by the Equalities and Diversity Officer who is satisfied that the appropriate due diligence has been applied to the process and the findings are sound.

Margaret Allen  
April 2011

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## THE NEW DUTY – THE SINGLE EQUALITY DUTY

### EQUALITY ACT 2010

Introduces the **Single Equality Duty** which covers all eight strands, namely **race, disability, sex, gender identity, pregnancy and maternity, religion/belief, age** and **sexual orientation** and which comes into force on 06 April 2011.

Section 149 of the Equality Act 2010 Public Sector Equality Duty states

(1) A public authority must, in the exercise of its functions, have due regard to the need to –

- (a) eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
- (b) advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
- (c) foster good relations between persons who share a relevant protected characteristic and persons who do not share it.

(2) – A person who is not a public authority but who exercises public functions must, in the exercise of those functions, have due regard to the matters mentioned in subsection (1).

(3) – Having due regard to the need to advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to –

- (a) remove or minimise disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;
- (b) take steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of persons who do not share it;
- (c) encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.

(4) – The steps involved in meeting the needs of disabled persons that are different from the needs of persons who are not disabled include, in particular, steps to take account of disabled persons' disabilities.

(5) – Having due regard to the need to foster good relations between persons who share a relevant protected characteristic and persons who do not share it involves having due regard, in particular, to the need to –

- (a) tackle prejudice, and
- (b) promote understanding.

(6) – Compliance with the duties in this section may involve treating some persons more favourably than others; but that is not to be taken as permitting conduct that would otherwise be prohibited by or under this Act.

(7) – The relevant protected characteristics are – age; disability; gender reassignment; pregnancy and maternity; race; religion or belief; sex; sexual orientation.

(8) – A reference to conduct that is prohibited by or under this Act includes a reference to –

- (a) a breach of an equality clause or rule;
- (b) a breach of a non-discrimination rule.

### **THE COUNCIL'S EQUALITIES SCHEME 2010-2013 AND DELIVERY PLAN**

The Council's current Equality Scheme includes the three existing equality duties, namely race, disability and gender as well as the additional equality strands, namely religion or belief, age and sexual orientation, introduced by the Equality Act 2006, The Employment Equality (Age) Regulations 2006 and The Equality Act (Sexual Orientation) Regulations 2007.

### **TYPES OF DISCRIMINATION**

Types of discrimination by way of an overview only include

- direct discrimination that is when someone (falling within one or more of the equality strands) is treated less favourably than others in the same circumstances
- indirect discrimination is when a provision, criterion or practice is applied to all but which puts a person (falling within one or more of the equality strands) at a disadvantage
- victimisation is when a person (falling within one or more of the equality strands) is treated less favourably than others having complained about discrimination in some way whether by way of proceedings or providing information or the making of allegations
- harassment is where there is unwanted conduct which has the purpose or effect of violating the person's (falling within one or more of the equality strands) dignity or creating an intimidating, hostile, degrading, humiliating or offensive environment.

### **FOR INFORMATION**

#### **STATUTORY CODES OF PRACTICE**

These are statutory codes relevant to each of the duties and whilst a breach of the code does not of itself make a person liable in any proceedings it will be taken into account by a court in certain types of proceedings. This means that they are admissible in evidence and if any provision of one of the codes appears to a court or a tribunal to be relevant to any question arising in the proceedings it has to be taken into account.

The existing codes continue to have effect until revoked by the Secretary of State at the request of the Equality and Human Rights Commission. The Commission has the power to issue new codes.

The draft code of practice on the Public Sector Equality Duty is scheduled to be laid before Parliament in Summer 2011.

#### **GUIDANCE**

The Commission has also produced non statutory guidance which includes the guidance on how to complete the assessments