

EQUALITY IMPACT ASSESSMENT

The **Equality Act 2010** places a '**General Duty**' on all public bodies to have '**due regard**' to the need to:

- Eliminating discrimination, harassment and victimisation and any other conduct prohibited under the Act;
- Advancing equality of opportunity between those with a 'relevant protected characteristic' and those without one;
- Fostering good relations between those with a 'relevant protected characteristic' and those without one.

In addition the Council complies with the Marriage (same sex couples) Act 2013.

Stage 1 – Screening

Please complete the equalities screening form. If screening identifies that your proposal is likely to impact on protected characteristics, please proceed to stage 2 and complete a full Equality Impact Assessment (EqIA).

Stage 2 – Full Equality Impact Assessment

An EqIA provides evidence for meeting the Council's commitment to equality and the responsibilities under the Public Sector Equality Duty.

When an EqIA has been undertaken, it should be submitted as an attachment/appendix to the final decision making report. This is so the decision maker (e.g. Cabinet, Committee, senior leader) can use the EqIA to help inform their final decision. The EqIA once submitted will become a public document, published alongside the minutes and record of the decision.

Please read the Council's Equality Impact Assessment Guidance before beginning the EqIA process.

1. Responsibility for the Equality Impact Assessment

Name of proposal	Award of contract for the provision of bundled hours home support and reablement service
Service area	Commissioning
Officer completing assessment	Pauline Simpson
Equalities/ HR Advisor	Melissa Nalubwama-Mukasa
Cabinet meeting date (if applicable)	9 th February 2021
Director/Assistant Director	Charlotte Pomery

2. Summary of the proposal

Please outline in no more than 3 paragraphs

- The proposal which is being assessed*
- The key stakeholders who may be affected by the policy or proposal*
- The decision-making route being taken*

In Haringey, there are a wide range of services available to people in their home. These services can be either delivered directly by the Council and NHS or commissioned by the Council and the NHS and delivered by a variety of organisations including GPs, other NHS providers, independent providers and the voluntary and community sectors. Currently the Council spot purchases home support & reablement services via a Dynamic Purchasing System. Each year around 1.1 million hours of home support is delivered, by around 70 different providers.

In 2017, a review of Home Support was undertaken jointly by the Council and CCG supported by the Design Council. The review involved a range of stakeholders i.e. Home Care Providers, Adult Social Care Staff, Care workers, Informal Carers, Service Users. The findings from the review informed the proposed re-design.

The Council's ambition is to have in place a cost effective, best value, locality-based home support and reablement service which will require Providers to pay London Living Wage to all care workers. It will support and meet service users' assessed needs while supporting and promoting enablement and independence. The new model will enable services to be more responsive to the needs of service users and is focussed on preventing ill health and proactively managing service users with complex or long term health conditions and will support individuals in their own homes that is based on the principles of continuing enablement through outcome-based Service Agreements.

The Council intention is to award Service Agreements to a maximum of Ten (10) successful organisations (service providers) across three localities "East, Central & West". We have already awarded two (2) Service Agreements following a tender process in February 2020 however due to a number of bids not being compliant a further round of procurement was implemented.

There are several aspects to the new service that successful service providers will be required to deliver for example:

1. Flexible, person-centred approach to service delivery. Service providers will be expected to agree with partners and service users the details of the care package including when and how the service will be provided, ensuring that it best meets the users agreed outcomes, moving away from the directly commissioned time and task model.
2. The Service Provider will work in an enabling way from a strengths perspective that allows service users to increase or maintain their level of independence.

3. Service providers are required to pay all of its employees engaged in the provision of the Services an hourly wage (or equivalent of an hourly wage) no less than the London Living Wage as published by the Living Wage Foundation from the 1st April 2020.

3. What data will you use to inform your assessment of the impact of the proposal on protected groups of service users and/or staff?

Identify the main sources of evidence, both quantitative and qualitative, that supports your analysis. Please include any gaps and how you will address these

This could include, for example, data on the Council's workforce, equalities profile of service users, recent surveys, research, results of relevant consultations, Haringey Borough Profile, Haringey Joint Strategic Needs Assessment and any other sources of relevant information, local, regional or national. For restructures, please complete the restructure EqIA which is available on the HR pages.

Protected group	Service users	Staff
Sex	Data on Haringey Adult Social Care Management System	N/A
Gender Reassignment	Haringey residents Survey 2018	N/A
Age	Data on Haringey Adult Social Care Management System	N/A
Disability	Data on Haringey Adult Social Care Management System	N/A
Race & Ethnicity	Data on Haringey Adult Social Care Management System	N/A
Sexual Orientation	Haringey Residents Survey 2018 Joint Strategic Needs Assessment	N/A
Religion or Belief (or No Belief)	Data on Haringey Adult Social Care Management System	N/A
Pregnancy & Maternity	Census 2011	N/A
Marriage and Civil Partnership	Census 2011	N/A

Outline the key findings of your data analysis. Which groups are disproportionately affected by the proposal? How does this compare with the impact on wider service users and/or the borough's demographic profile? Have any inequalities been identified?

Explain how you will overcome this within the proposal.

Further information on how to do data analysis can be found in the guidance.

The key source of the data is from Care Management System- Mosaic and Census 2011, details of which is detailed below.

Data is also from the 2018 Haringey Residents Survey, in the areas of Gender Reassignment, Sexual Orientation, Pregnancy & Maternity and Marriage and Civil Partnership.

The data below provides an analysis of the equalities profile of home support service users during 2018/19

The key findings for Haringey are :

Sex

The data indicates that there is an over representation of males (67%) within the home support client base, compared to all Adult Social Care service users and the Haringey population

Column Labels	Grand			All ASC	Hgy Popn
	F	M	U	Service Users	
	29%	33%	80%	46.7%	50.1%
	71%	67%	20%	53.3%	49.9%
Total	100%	100%	100%	100%	100%

Gender assignment

There is very little robust data on Haringey or the UK’s trans population. However, it is estimated that there are between 200,000 and 500,000 people who identify as trans in the UK. According to the LGBT Survey 2018, younger trans people are more likely to identify as non-binary, with 57% of all trans respondents aged under 35 identifying as non-binary. We do not hold any service user data on gender reassignment protected characteristic. However, we are aware that LGBT people experience discrimination, harassment and victimisation, including in social care. The Council is committed to enhancing equality of opportunity for all resident including those with a protected characteristic as defined by the Equality Act, 2010. As such we will continue to monitor and review the service to ensure that is accessible for all those you need to access home support

Age

The data shows that 78% of service users affected by this proposal are 60+. This is higher than the age profile of Adult Social Care clients 60+ (58%) and the Haringey population for 60+ (16%). This is expected of a home support service, therefore we would expect that the age of the majority of future service users affected by this proposal to be 60+.

Count of ID	Column Labels	All ASC	Hgy Popn
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Row Labels	Grand			Service Users	Total
	F	M	U		
18-30	2%	4%	0%	3%	27%
31-40	2%	4%	0%	3%	26%
41-50	5%	5%	0%	5%	18%
51-60	8%	12%	10%	10%	13%
61-70	12%	15%	10%	13%	8%
71-80	24%	24%	30%	24%	5%
81-90	36%	30%	30%	33%	2%
90+	12%	6%	20%	9%	1%
Grand Total	100%	100%	100%	100%	100%

Disability

A high proportion of Adults receiving home care (80%) were recorded with a physical disability. Due to the nature of the service a high level is expected. Overall this is higher than all Adult Social care users (72%). Nevertheless, it is below the proportion of all Haringey population with a recorded disability.

Disability	All ASC Service Users	Hgy Popn
No	28%	86%
Yes	72%	14%
Total	100%	100%

Row Labels	F	M	U	Grand Total
Learning Disability Support		4%	6%	5%
Mental Health Support		4%	8%	6%
Physical Support		82%	76%	80%
Sensory Support		3%	3%	3%
Social Support		3%	4%	3%
Support with Memory and Cognition		4%	3%	3%
Grand Total		100%	100%	100%

Race & Ethnicity

The data shows that the largest ethnic group within the home support client group is White ethnic group (includes White British, White Irish and Any Other Background), this is consistent with all Adult Social Care service users. The data also shows that there is an overrepresentation of Black ethnic group within the home support client group compared to the Haringey population (28% compared to 16%), albeit this is consistent with the ethnic profile of all Adult Social Care service users (30%). This indicates that the main ethnic groups affected by this proposal will be Black ethnic group and White ethnic.

All ASC	Hgy Popn

Ethnicity	Service Users	
Asian / Asian British	13%	10%
Black / African / Caribbean / Black British	30%	16%
Mixed / multiple	5%	5%
Other Ethnic Group	0%	5%
White	50%	65%
No data	0%	0%
Total	100%	100%

Count of ID	Column Labels			Grand Total
	F	M	U	
Asian / Asian British	7%	8%	0%	8%
Black / African / Caribbean / Black British	28%	28%	0%	28%
Mixed / multiple	1%	1%	0%	1%
No data	12%	15%	70%	13%
Other Ethnic Group	3%	4%	0%	3%
White	48%	45%	30%	47%
Grand Total	100%	100%	100%	100%

Sexual Orientation

We do not hold any service user data on sexual orientation protected characteristic and we do not have any data on the lesbian, gay and bisexual (LGB) population of Haringey. The ONS estimates that 3.7% of Haringey’s population are lesbian, gay or bisexual (LGB), which is the 15th largest LGB community in the country and is likely to be reflected in the Home Support client base. We are aware that LGBT people experience discrimination, harassment and victimisation, including in social care. The Council is committed to enhancing equality of opportunity for all resident including those with a protected characteristic as defined by the Equality Act, 2010. As such we will continue to monitor and review the service to ensure that is accessible for all those you need to access home support

Religion or Belief (or No Belief)

Count of ID	Column Labels				Grand Total	All ASC Service Users	Hgy Popn
	F	M	U				
Buddhist	0%	0%	0%	0%	0.3%	1.2%	
Catholic	8%	7%	0%	8%	11.2%	No breakdown	
Christian	27%	24%	10%	25%	48.5%	49.4%	
Greek Orthodox	4%	3%	0%	3%	5.2%	No breakdown	
Hindu	2%	1%	0%	2%	3.3%	2.0%	
Jehovah Witness	0%	0%	0%	0%	0%	0%	
Jewish	2%	1%	0%	2%	4.0%	3.3%	
Muslim	8%	8%	0%	8%	16.7%	15.6%	

No Religion	4%	4%	0%	4%	6.9%	27.7%
Not Stated	43%	50%	90%	46%	0.3%	0.3%
Other Religion	2%	2%	0%	2%	0.3%	0.3%
Rastafarian	0%	0%	0%	0%	0.0%	No breakdown
Sikh	0%	0%	0%	0%	0.3%	0.3%
Grand Total	100%	100%	100%	100%	100%	100%

Please note that the above table is calculated based on recorded religions. 46% of home support service users have not stated a religion.

Christian is the largest recorded religion amongst the home support client group (25%), which is in keeping with all Adult Social Care service users and the Haringey Population. Catholic (8%) and Muslim (8%) are the next largest groups. There are no significant over-representations for any of the religions.

Pregnancy & Maternity

We do not hold data on this protected group. We do not envisage an impact of this service based upon this protected group.

Marriage and Civil Partnership

	Married (heterosexual couples)	Civil Partnership
Haringey	32.2%	0.6%
London	40%	0.4%
England and Wales	47%	0.2%

The number of married people (only data on heterosexual couples is available at this time) is significantly lower in Haringey than in London and England. However, the proportion of people in civil partnerships is higher in Haringey compared to the London and England and Wales average. It is reasonable to expect that the client base of Home Support reflects this.

4. a) How will consultation and/or engagement inform your assessment of the impact of the proposal on protected groups of residents, service users and/or staff?

Please outline which groups you may target and how you will have targeted them

Further information on consultation is contained within accompanying EqIA guidance

In 2017, a review of Home Support was undertaken jointly by the Council and CCG supported by the Design Council. The review involved a range of stakeholders including service users and family carers. Co-Design workshops have also been held, which have included service users and family carers. Further workshops were held in November & December 2019 with home support providers, council staff, Haringey over 50s representative, family carers and other stakeholders. The findings from the review and the workshops inform the proposed re-design.

This proposal aligns to outcomes in the Borough Plan 2019 -2023

Priority 2

Outcome 7: All adults are able to live healthy and fulfilling lives, with dignity, staying active and connected in their communities

Objective

- a) Healthy life expectancy will increase across the borough, improving outcomes for all communities
- b) People are supported to live independently and well at home for longer

4. b) Outline the key findings of your consultation / engagement activities once completed, particularly in terms of how this relates to groups that share the protected characteristics

Explain how will the consultation's findings will shape and inform your proposal and the decision making process, and any modifications made?

Theme	Findings for Haringey arrangements
Workforce	<ul style="list-style-type: none">• Travel-time (issues with demands of travel – although some providers geographically zone carers)• Issues with workforce retention (loss to neighbouring boroughs/retail)• Issues with sector career progression• Use of zero-hour contracts
Quality	<ul style="list-style-type: none">• Service users and carers mostly happy with quality of service• Issues with sufficiency of care commissioned (level of hours) to address social isolation• Time & task – not 'enablement focused'
Sustainability	<ul style="list-style-type: none">• DPS/spot-commissioning provides lack of certainty for providers.

5. What is the likely impact of the proposal on groups of service users and/or staff that share the protected characteristics?

Please explain the likely differential impact on each of the 9 equality strands, whether positive or negative. Where it is anticipated there will be no impact from the proposal, please outline the evidence that supports this conclusion.

Further information on assessing impact on different groups is contained within accompanying EqIA guidance

It is intended that existing service users will be reviewed and will move to the new service providers. Service users who wish to remain with their current care worker and provider will be offered direct payments with the support they require. Where this offer is

taken up, it will give service users and families the opportunity to exert more choice and control over the provision of care that enables them to be independent. It will reduce dependency on more costly care and as a result contribute to protecting crucial services for those most in need. The Councils Direct payments team will provide support to service users and families with the following :

- Information on the availability of care agencies
- Information on the availability of payroll services
- Health and Safety advice
- Discuss alternative services and support available and signpost if needed.
- Provide information on the Direct Payments process.

Overall, the impact of the proposal is positive as the aim of the proposal is to improve the quality of home support by delivering an outcomes focussed, person-centred service. As the proposed service will be delivered in locality areas, the reliability of the service should also improve. The overall aims of the new approach are as follows:

- supply assured across the borough
- sustainability in the market and in the workforce
- reduced reliance on 'time and task' contract measures with more focus on outcomes
- enhanced quality and focus on outcomes - empowering people to live independent lives near the people and places that are important to them
- arrangements which are manageable to run

5. What is the likely impact of the proposal on groups of service users and/or staff that share the protected characteristics?

Please explain the likely differential impact on each of the 9 equality strands, whether positive or negative. Where it is anticipated there will be no impact from the proposal, please outline the evidence that supports this conclusion.

Further information on assessing impact on different groups is contained within accompanying EqIA guidance

1. Sex (Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)

The proposal will improve service delivery for all residents who received home care support from the council. The data shows that more men currently access home care support than women, therefore the proposed changes will have disproportionately positive impact on men, as reflected and due to the current demand for the service.

Positive	X	Negative		Neutral impact		Unknown Impact	
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2. Gender reassignment *(Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)*

We do not have local data regarding this protected characteristic. However, it is estimated that there are between 200,000 and 500,000 people who identify as trans in the UK. The proposal will improve service delivery for all residents and the proposed changes will not have an impact for this protected group and will try to ensure that discrimination, harassment and victimisation is tackled based upon this and any other protected group

Positive		Negative		Neutral impact		Unknown Impact	x
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3. Age *(Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)*

Our data analysis indicates that 78% of service users affected by this proposal are 60+. This is higher than the age profile of Adult Social Care clients aged 60+ (58%) and the Haringey population for 60+ (16%). Therefore, the proposal is likely to have a positive impact on clients 60+, which is expected of a home support service and in line with the current demand for the service.

Positive	X	Negative		Neutral impact		Unknown Impact	
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4. Disability *(Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)*

A high proportion of Adults receiving home care (80%) were recorded with a physical disability. The proposal is more likely to affect people with a disability due to the nature of the service and so we can assume a positive impact for this group.

Positive	x	Negative		Neutral impact		Unknown Impact	
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5. Race and ethnicity *(Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)*

The proposal will improve service delivery for all residents who received home care support from the council. Our data analysis shows that those of Black ethnicity are currently overrepresented within the home support client group compared to the Haringey population (28% compared to 16%). Therefore, the proposed changes will have a positive impact on this group, reflecting the current demand for the service.

Positive	X	Negative		Neutral impact		Unknown Impact	
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6. Sexual orientation *(Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)*

We do not hold any service user data on sexual orientation protected characteristic, The ONS estimates that 3.7% of Haringey's population are lesbian, gay or bisexual (LGB), which is the 15th largest LGB community in the country and is likely to be reflected in the Home Support client base. The Council is committed to enhancing equality of opportunity for all resident including those with a protected characteristic as defined by the Equality Act, 2010. As such we will continue to monitor and review the service to ensure that is accessible for all those you need to access home support

Positive		Negative		Neutral impact		Unknown Impact	x
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7. Religion or belief (or no belief) *(Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)*

There are no significant over-representations for any of the religions. Christian is the largest recorded religion amongst the home support client group and more likely to be affected by the proposal.

Positive		Negative		Neutral impact	x	Unknown Impact	
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8. Pregnancy and maternity *(Please outline a summary of the impact the proposal will have on this protected characteristic and cross the box below on your assessment of the overall impact of this proposal on this protected characteristic)*

We do not envisage that this proposal will have a negative impact upon this protected group due to the nature of the service.

Positive		Negative		Neutral impact		Unknown Impact	x
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9. Marriage and Civil Partnership *(Consideration is only needed to ensure there is no discrimination between people in a marriage and people in a civil partnership)*

The proportion of people in civil partnerships is higher in Haringey compared to the London and England and Wales average. It is reasonable to expect that the client base of Home Support reflects this. Service users and/or carers who are in a civil partnership will be treated the same as those who are married.

Positive		Negative		Neutral impact	X	Unknown Impact	
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10. Groups that cross two or more equality strands e.g. young black women

The majority of people accessing this service are likely to have two or more protected characteristics, and the service will be designed with the particular needs and experiences of the following people, who are over-represented or whose outcomes are known to be poorer, groups that are likely to be overrepresented among service users include Black Afro-Caribbean minority ethnic residents with disabilities who are over 60.

In recognising the particular difficulties that are faced by people from Black, Asian, minority ethnic backgrounds who are over 60 and disabled and given the analysis above, we expect a positive impact for clients who are aged over 60 and have a disability and are from Black Afro- Caribbean minority ethnic backgrounds.

Outline the overall impact of the policy for the Public Sector Equality Duty:

- Could the proposal result in any direct/indirect discrimination for any group that shares the relevant protected characteristics?
- Will the proposal help to advance equality of opportunity between groups who share a relevant protected characteristic and those who do not?

This includes:

- a) Remove or minimise disadvantage suffered by persons protected under the Equality Act
 - b) Take steps to meet the needs of persons protected under the Equality Act that are different from the needs of other groups
 - c) Encourage persons protected under the Equality Act to participate in public life or in any other activity in which participation by such persons is disproportionately low
- Will the proposal help to foster good relations between groups who share a relevant protected characteristic and those who do not?

The proposals will not lead to any direct or indirect discrimination against any group sharing a protected characteristic. The proposal will support service users by promoting enablement and independence, therefore encouraging service users to be more involved in their local communities.

In summary the proposals will positively respond to the needs of service users, who are older and disabled, a protected group who may otherwise not be able to live in the community in Haringey.

6. a) What changes if any do you plan to make to your proposal as a result of the Equality Impact Assessment?

Further information on responding to identified impacts is contained within accompanying EqlA guidance

Outcome	Y/N
No major change to the proposal: the EqlA demonstrates the proposal is robust and there is no potential for discrimination or adverse impact. All	Y

opportunities to promote equality have been taken. <u>If you have found any inequalities or negative impacts that you are unable to mitigate, please provide a compelling reason below why you are unable to mitigate them.</u>	
Adjust the proposal: the EqlA identifies potential problems or missed opportunities. Adjust the proposal to remove barriers or better promote equality. Clearly <u>set out below</u> the key adjustments you plan to make to the policy. If there are any adverse impacts you cannot mitigate, please provide a compelling reason below	N
Stop and remove the proposal: the proposal shows actual or potential avoidable adverse impacts on different protected characteristics. The decision maker must not make this decision.	N

6 b) Summarise the specific actions you plan to take to remove or mitigate any actual or potential negative impact and to further the aims of the Equality Duty

Impact and which relevant protected characteristics are impacted?	Action	Lead officer	Timescale
As identified in the equalities assessment many of our service users are from Black and minority ethnic communities and have specific needs pertaining to their protected group. This may include language support, cultural awareness and the need to build trust, confidence and improve communication between the service user and service provider in delivering this service and ensuring there is sufficient choice in the home support service to meet the cultural needs of the Black and minority ethnic groups.	Around 30% of new home support packages will continue to be purchased on a spot basis through the Dynamic purchasing system (DPS). This will allow the commissioning team to commission services via the DPS to specialist providers for service users from the protected groups in instances whereby the Locality provider may lack the capacity to meet the specific language or cultural needs.	Commissioning team	April 2021
As all packages of care will form part of the bundled hours arrangement as part of the new model. Clients, especially those who identify with the protected characteristic of age and disability, may be reluctant to move to the new providers in the Locality.	To ensure continuity of care clients will be offered the option of direct payments to give them more choice and control if they choose to stay with their current provider. With this in mind, the commissioning team will look to manage the change	Commissioning team	April 2021

	effectively, including consideration of a project team to support this change.		
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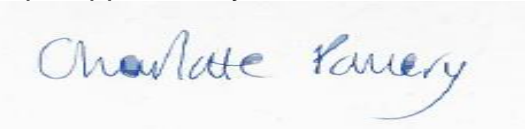
Please outline any areas you have identified where negative impacts will happen as a result of the proposal but it is not possible to mitigate them. Please provide a complete and honest justification on why it is not possible to mitigate them.

N/A

6 c) Summarise the measures you intend to put in place to monitor the equalities impact of the proposal as it is implemented:

- In monitoring the delivery of the Home Support, we will:
- Allocate officers from the commissioning team to monitor the equalities impact of the new home support model.
 - Analyse demographic data on service users annually, specifically related to protected characteristics.
 - Undertake annual surveys of residents to obtain feedback on the services received and will specifically analyse data on Protected Groups
 - The policy will be reviewed in March 2022 by the Commissioning team unless intelligence suggests direct or indirect discrimination against a protected characteristic then an early revision of the policy will be instigated.

7. Authorisation

EqlA approved by  (Assistant Director/ Director)	Date 14 th January 2021.....
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8. Publication

Please ensure the completed EqlA is published in accordance with the Council's policy.

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Please contact the Policy & Strategy Team for any feedback on the EqlA process.