Enfield Council – Retrospective Equality Impact Assessment / Analysis – *Return due by 27 May 2016*

**About the service**

1. **Brief description of the service covered by this assessment.**

Strategy & Service Development consists of a strategic commissioning function, including the Drug & Alcohol Service providing an integrated service with Enfield CCG. Strategic Service Development/Commissioning is the process by which public authorities plan the services that are needed by people that live in the local area. We need to ensure that the services available to the people of Enfield are of high quality, appropriate to their needs and give value for money. It includes the process of long term planning which ensures that resources are used in the right way at the right time to meet demand and need. This involves the use of accurate information to measure current need and predict future demand, informing the design and delivery of local services. A key stage of this process is the involvement of local residents, ensuring we are delivering appropriate services to people, families and their carers.

2. **Please list the main partners, council departments, organisations and service user or target groups for this service.**

This service covers all vulnerable adults and older people including mental ill health, learning disability, physical disability, old age and drug and alcohol abuse. Main partners/stakeholders include:

- Other Council departments as appropriate
- Enfield Community Services (ECS)
- North Middlesex University Hospital NHS Trust (NMUH)
- Barnet and Chase Farm Hospital NHS Trust (BCF)
- Barnet Enfield Haringey Mental Health Trust (BEH MHT)
- London Ambulance Services (LAS)
- GP Practices
- Third sector organisations
- Healthwatch Enfield
- Service users/Carers across all care groups
3. If the service is provided by another organisation or agency please give their names and how you ensure they comply with the Council’s Equal Opportunities and Valuing Diversity policy

Not applicable

4. Please list any performance objectives / targets relating to equality that your service has / uses. If as a result of this assessment you are going to introduce new targets, please detail these in your action plan at the end of this form

The service contributes towards the department’s performance objectives:
Decreasing residential admissions for older people
Decreasing residential admissions for adults
Decreasing delayed discharges from hospital for adults and older people
Increasing the number of carers supported to continue caring
Increasing the number of people able to access a direct payment to fund their care and support services
Increasing the number of people with mental ill health to enter or sustain paid employment
Increasing the number of people with a learning disability to enter or sustain paid employment
Increasing the proportion of people with mental ill health in settled accommodation
Increasing the proportion of people with a learning disability in settled accommodation
Increasing the proportion of older people discharged from hospital who are able to live independently
Reducing the number of people admitted to hospital as an emergency
Increasing number of people entering effective drug and alcohol treatment
Level of satisfaction with services for both service users and carers
Equalities data collection and monitoring

5. Does your service collect data from service users/applicants for equalities monitoring purposes? **YES**
   If YES please detail below how and when this data is collected and where it is stored e.g. *equalities data is collected at application stage and entered into the SAP database.*

The service commissions services through the Voluntary Sector by the awarding of grants. There is a performance and equality monitoring process in place both of which inform the making of payments. All other data which relating to people who access statutory services is collected through contact with frontline staff (contact centre, social workers, occupational therapists, nursing staff etc.

6. Does your service carry out equalities monitoring to review the take up/accessibility of your service? **YES**
   If YES please detail which aspects of your service are monitored and how frequently, then proceed to Q8. If NO please complete Q7.

Monitoring of take up of services is done on a monthly basis as part of performance/resource/financial management process. VCS performance and equality monitoring is done on a quarterly basis. Strategy & policy reviews are supported by needs analysis, contributed to by the JSNA which is refreshed on an ongoing basis. Currently work is underway to complete a population analysis to show both population growth in the general population and in affected population accessing services both statutory and through the VCS. This is part of our market position statement refresh, commissioning strategy refresh and recommissioning of the VCS due to conclude by the end of the financial year March 2017

7. If your service does NOT monitor equalities, please detail how you comply with the Council’s Equal Opportunities and Valuing Diversity policy and how you achieve the council’s aim of ‘Fairness for all’ - serving the whole borough fairly and tackle inequality

Not applicable

8. Monitoring information:
   Indicate YES, NO or NA (Not Applicable) for each characteristic

<table>
<thead>
<tr>
<th>Characteristic</th>
<th>Disability</th>
<th>Gender</th>
<th>Age</th>
<th>Race</th>
<th>Religion &amp; Belief</th>
<th>Sexual Orientation</th>
<th>Gender reassignment</th>
<th>Pregnancy &amp; Maternity</th>
<th>Marriage &amp; Civil Partnerships</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does monitoring enable you to <strong>profile</strong> service users/applicants by the following characteristics?*</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td><strong>Dependant on service</strong></td>
<td>no</td>
<td>N/a</td>
<td>yes</td>
</tr>
<tr>
<td>Does monitoring enable you to <strong>profile the satisfaction</strong> of service users by the following characteristics?*</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td><strong>Dependant on service</strong></td>
<td>no</td>
<td>n/a</td>
<td>yes</td>
</tr>
<tr>
<td>Does a comparison against baseline demographic data show that service users are representative of the local population in relation to the following characteristics?</td>
<td>Yes</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>n/a</td>
<td>n/a</td>
<td>yes</td>
</tr>
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</tr>
<tr>
<td>Does monitoring show that there are any under-represented groups within the following characteristics?</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>n/a</td>
<td>n/a</td>
<td>no</td>
</tr>
</tbody>
</table>

**IF YES PLEASE LIST THE ACTIONS YOU ARE TAKING/WILL TAKE TO ADDRESS UNDER-REPRESENTATION OF PROTECTED GROUPS IN THE ACTION PLAN AT THE END OF THIS ASSESSMENT.**

*If you do not include all protected characteristics in your equalities monitoring please explain why below:*

Gender reassignment & pregnancy/maternity are not collected unless specifically relevant to the situation.

### Equalities impact

#### 9. Protected characteristics equalities impact:

Please indicate **YES, NO** or **NA** (Not Applicable) for each characteristic

<table>
<thead>
<tr>
<th></th>
<th>Disability</th>
<th>Gender</th>
<th>Age</th>
<th>Race</th>
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<th>Marriage &amp; Civil Partnerships</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do satisfaction levels identify any concerns arising from vulnerable groups within the following characteristics?</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>n/a</td>
<td>n/a</td>
<td>no</td>
</tr>
<tr>
<td>Does your evidence show an adverse impact on any group/s within the following characteristics?</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>n/a</td>
<td>n/a</td>
<td>no</td>
</tr>
<tr>
<td>Are there known or potential barriers to participation for any group/s within the following characteristics?</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>n/a</td>
<td>n/a</td>
<td>no</td>
</tr>
</tbody>
</table>

**IF YES PLEASE LIST THE ACTIONS YOU ARE TAKING/WILL TAKE TO MITIGATE ADVERSE IMPACTS / BARRIERS / CONCERNS IN THE ACTION PLAN AT THE END OF THIS ASSESSMENT.**

#### 10. Could the service or policy discriminate, directly or indirectly, according to the accompanying definitions?

If **YES**, please set out how it is justifiable under legislation in the box below. **NO**
11. Could the service or policy have an adverse impact on relations between different groups / community cohesion?
   If YES, describe below and add any actions to mitigate this impact in your action plan.
   No

12. Have you received any complaints about your service in respect of equality issues? YES / NO
    If YES, please give a brief description and what action has been taken as a result.
    Yes during the closure of Reardon Court there was concern about a lack of day opportunities within the south of the borough for people with dementia. Commissioning and procurement services were able to source locally available support to meet this need.
    The consultation process for the new Adult Social Care transport policy generated significant concerns about the availability of appropriate support to support people with disabilities to get out and about safely. These concerns have been mitigated by ensuring that the implementation of the policy is based on a statutory assessment of eligible need to ensure vulnerable people do receive the support they require to get out and about safely.

13. How does the service contribute to eliminating discrimination, advancing equality of opportunity and fostering good relations between different groups in the community?
    The service ensures that the services and support available to people who are vulnerable or who are at risk of becoming vulnerable are appropriate, accessible, that people are able to find the information they need about available support and that where services are to be decommissioned or commissioned, this is done in partnership with all appropriate stakeholders.

14. Please give specific examples of success / best practice your service can evidence in terms of ’narrowing’ the gap through improved outcomes / reduced inequality for service users.
    The Winterbourne transformation project within the Learning Disability Service (as a result of the Winterbourne Review concluded in 2012) sought to address the inequality which resulted in many adults and older people with learning disabilities being kept within institutional care settings (long stay hospital wards). As a result of the really good work done in partnership with the integrated LD service all in patients have been transitioned into more appropriate care settings, enabling people previously contained to live more independent and meaningful lives. This work in Enfield has been cited nationally as an example of good practice and the project has been submitted for Municipal Journal/Municipal Health Journal awards.
15. Does your service or policy provide financial support for the protected groups? **NO**
   If YES, please list below and the value of the financial support.

16. **Socio-economic equalities impact:**
   Indicate **YES, NO or NA (Not Applicable)** for each characteristic

<table>
<thead>
<tr>
<th>Communities living in deprived areas</th>
<th>People with low academic qualifications</th>
<th>People living in social housing</th>
<th>Lone parents</th>
<th>People on low income</th>
<th>People in poor health</th>
<th>Any other socio-economic factor</th>
<th>Please state</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Does the service or policy specifically impact on people / communities disadvantaged through the following socio-economic factors?

<table>
<thead>
<tr>
<th>Communities living in deprived areas</th>
<th>People with low academic qualifications</th>
<th>People living in social housing</th>
<th>Lone parents</th>
<th>People on low income</th>
<th>People in poor health</th>
<th>Any other socio-economic factor</th>
<th>Please state</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Does the service / policy contribute to promoting equality of opportunity for the following groups?

17. **If YES answered above – please describe the impact (including any positive impact on social economic inequality) and any mitigation if applicable**

People with long term health conditions and or disabilities are very often financially disadvantaged. Key issues which affect both adults and older people are:

- Access to good information and advice
- Access to advocacy to ensure vulnerable people have a voice
- Availability of safe, accessible and decent accommodation
- Access to support which helps people to live as independently as possible
- Ability to enter or sustain paid employment and appropriate training
- Meaningful activities which promote better mental and physical wellbeing
- Money management
- Support with caring responsibilities (carers often unable to work due to caring role)

The commissioning strategy and work done both with statutory and non-statutory stakeholders (e.g. the voluntary sector) addresses all of these issues making sure that where issues such as these are raised, appropriate work is done to address. A key factor in pushing this work forward and assessing success of delivery is the partnership boards which take place across all service areas. We ensure that where we need to develop services and support to help vulnerable client groups, that this is done through a co-production model to ensure that we develop services which people both want and need.
### Consultation and engagement

18. Please list any recent consultation activity on your service, any specific equalities groups that were targeted, how the results have been publicised and what action has been taken in response to the results. (Please state the source of data)

(If more information is needed to understand the views of disadvantaged groups please add this to your action plan)

Adult Social Care Transport Policy – consultation took place over a 3 month period and was supported by distribution of written materials, face to face events and on-line questionnaires (also available as postal). We engaged with over 1,800 service users and their families and the face to face events were attended. As a result of the consultation amendments were made to the policy. Copies of the revised policy and feedback were published on the Council’s website and feedback provided through follow up engagement events.

### Staff training and development

19. Please set out below the staff training undertaken on equalities.

   If there is a need for additional staff training please detail this in your action plan.

Evidence of staff training:

All staff have attended Council equality training events as well as more tailored external training events tailored to specific service development areas.

Outcomes from such training:

Staff are clear about the need for development of an appropriate and robust evidence base to inform service development activity and the revised commissioning strategy and VCS recommissioning work have demonstrated this, supported by regular engagement with both users of services, professionals and providers. We are developing services in a co-produced way to ensure that we are aware of any gaps in provision, services which are no longer relevant and developing new services which people need and want. An example of this is the redevelopment of Carterhatch Lane supported housing scheme, recently completed and now providing opportunities for independent living for people with learning disabilities. We are also developing more accessible and affordable housing options for people with disabilities, both adults and older people to address issues of social isolation, appropriately accessible accommodation which supports independent living as an alternative to residential care. We are also building two new dual registered residential/nursing homes for people with dementia to address an existing shortfall in the market and to replace existing provision which has come to the end of its useful life. In addition we are developing a joint partnership across the North Central London region to create more and better residential and nursing care provision for people with dementia which demonstrates value for money and which addresses the current surplus of specific kinds of provision and shortages of others (dementia, learning disability and mental ill health)
## Review and publicity

| 20. Please set out in your action plan when you will review this assessment and how it will be publicised |
| (Note: all EQIAs sent to the Performance Management Team are published on the Council’s website) |
| The work of the service is encapsulated within our market position statement and commissioning strategy workplans. These will be subject to regular review (quarterly) with an annual review of the strategy and position statement. We will do this through the Council’s partnership boards. |
Enfield Council – Retrospective Equality Impact Assessment / Analysis

Action plan template for existing services

Name of service/policy: Strategy & Service Development

Team: ..........................................................  Department: HHASC

Service manager: Doug Wilson ..........................

<table>
<thead>
<tr>
<th>Identified Issue</th>
<th>Action Required</th>
<th>Lead Officer</th>
<th>Timescale/ By When</th>
<th>Costs</th>
<th>Review Date/ Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Publicity of this assessment and when it will be reviewed</td>
<td>Submission of EQIA to Strategy, Partnerships, Consultation &amp; Engagement service</td>
<td>Doug Wilson</td>
<td>7th June 2016</td>
<td>Nil</td>
<td>March 2017</td>
</tr>
<tr>
<td>Consultation on Commissioning Strategy</td>
<td>Attendance at partnership boards and feedback</td>
<td>Service Development Managers</td>
<td>July 16</td>
<td>Nil</td>
<td>October 2016</td>
</tr>
<tr>
<td>Consultation and publication of market position statement</td>
<td>Through provider engagement events and partnership boards</td>
<td>Service Development Managers</td>
<td>July 16</td>
<td>Nil</td>
<td>April 2017</td>
</tr>
<tr>
<td>Commissioning strategy workstream action plans</td>
<td>Completion of workplans</td>
<td>Service Development managers</td>
<td>September 16</td>
<td>Nil</td>
<td>Quarterly reviews</td>
</tr>
</tbody>
</table>

Please insert additional rows if needed

Date to be reviewed: March 2016

APPROVAL BY THE RELEVANT ASSISTANT DIRECTOR - NAME: Bindi Nagra SIGNATURE: 

This form should be returned by 27 May 2016 to Debbie Warren, Senior Performance Analyst

Email: debbie.warren@enfield.gov.uk  Tel: 020 8379 1612  Address: Performance Management Team, B Block South, Civic Centre