

## **Appendix 1**

### **Implementing the Equality Action Plan**

#### **1. Introduction**

- 1.1. The Equalities Action Plan (EAP) from the Cabinet report of 17 July 2012 has been used as the basis for consideration in this report. The EAPs general statement was: 'The majority of the issues raised in Equality Assessment will be dealt with when the specifications for the new services are drawn up. Additionally, comments made within the consultation document will be incorporated'.
- 1.2. This report aims to assess the work done on the service specifications to date and update Cabinet Resources Committee on the relevant equalities issues that it needs to have due regard to.

#### **2. Neighbourhood Services**

- 2.1 At Cabinet on the 17th July 2012, it was agreed that an implementation plan for the Older Adults neighbourhood model should be developed with existing providers and taken back to the Cabinet Resources Committee no later than the 30th September 2012. An additional funding resource of £150,000 was allocated to this model.
- 2.2 Following this decision providers were invited to a further meeting on the 23<sup>rd</sup> July to discuss how this implementation plan would be developed and more detail could be obtained about an existing provider led proposal to deliver the neighbourhood model. This proposal described a lead provider model and other providers entering into sub contract arrangements from April 2013 to deliver the neighbourhood model.
- 2.3 A number of further meetings took place where presentations of the Providers' proposals were put to a panel of officers, users and representative groups. The proposals were measured against a set of criteria; which included assessment of the groups' current position, governance and quality arrangements, how the needs of the diverse communities in Barnet will be met, how the draft specification will be met.

### **3. Equalities Assessment of above arrangements**

#### Choice of Lead Provider

- 3.1 Age UK Barnet, as Chair of the Older Adults Service Providers' group, volunteered to put forward a proposal to the council on the delivery of neighbourhood services at a workshop held on 11 June 2012. As these proposals were not fully developed, they were not referred to in any detail within the Cabinet report.
- 3.2 Following Cabinet's decision on 17 July 2012, officers confirmed at a meeting on the 23 July 2012, how the council intended to take the Neighbourhood model forward, including expanding and consolidating the providers' proposals.
- 3.3 At this meeting, Age UK Barnet put itself up to lead this process and no other provider objected to this or put up an alternative nomination. However, following this meeting, one organisation, Barnet African Caribbean Association wrote to Age UK Barnet expressing its concern about the way in which it is intended to procure this contract as there had been no tender process.
- 3.4 A letter and questionnaire was sent to all current contracted providers on 8 August 2012 seeking confirmation that they have or have not signed up to the provider led proposal (see below) and that they have had sufficient information to understand what this might mean for their organisation.
- 3.5 The provider led proposal that has been presented to the council is as follows:
  - i. Existing contracted providers have agreed to work in partnership with each other, and with Age UK Barnet as the lead provider to deliver neighbourhood services from April 2013. This means that all council funding for the neighbourhood model will be provided through a contractual relationship with Age UK Barnet, who will then enter into sub contract arrangements with existing contracted organisations for an element of this contract;
  - ii. Age UK Barnet are the lead provider, and will have in place a memorandum of understanding with other organisations, with a steering group established to implement and manage the neighbourhood model;
  - iii. The management group will manage the transition plan with the support of the council but existing separate funding to providers will terminate in April 2013;

- iv. Individual management committees of provider organisations have agreed to sign up to the memorandum of agreement that will be put in place between the organisations and agreed for Age UK Barnet to be the lead provider and will each have a vote on the management committee overseeing the contract implementation.
- 3.6 The outcome of this exercise is as follows. Responses, verbal and/or written have been received from all organisations and no objections have been received to date, but one organisation has decided not to be part of the BPG. Of those organisations that have not responded, some have given verbal assurances to Age UK Barnet, but formal written responses are being sought for the Council.

**Panel members to hear Neighbourhood model proposals**

- 3.7 The panel members consisted of council officers; user representatives from Anand Day Centre, Barnet Asian Women's Association and Barnet Older Adults Assembly.

**Critical Friend**

- 3.8 A senior council officer acted as 'critical friend' to the Providers' group and individual groups. This involved giving assistance to the group on the presentation but more importantly, the minority ethnic groups were able to discuss their concerns and be advised on these.

**4. Equalities duties within draft service specifications for Neighbourhood Services, Later Life Planners; Handyperson and Home from Hospital services and Care & Activity Model**

- 4.1 A high level draft service specification for Neighbourhood Services and summary specifications for Later Life Planners, Handyperson and Home from Hospital services were drafted with a generic equalities section relating to all services (summarised below). Each individual specification will then contain equalities issues specific to that service. Generic equality duties include:

4.2 Accessibility

- i Availability and accessibility of schemes to everyone in the borough – particularly those not easily engaged with
- ii Schemes are accessible and inclusive to people with all types and degrees of disability whether these are provided separately or facilitated within general / mixed groups
- iii Emphasis on outreach work to reach those people with disabilities that do not normally engage in day opportunities, ensuring the necessary transport arrangements are available. Where someone does not wish to attend a centre, interests of isolated older people,

particularly those with disabilities should be ascertained and activities arranged to suit their particular needs.

- iv The need for the Lead Provider to organise or enhance existing travel facilities for older people has been specified.
- 4.3 Ethnic / cultural / religious specific services
- i. Activities are culturally sensitive; ethnically diverse and in accordance with religious beliefs. Staff and volunteers are available with language skills and cultural knowledge for all the main minority ethnic groups
  - ii. The Lead Provider is expected to work with existing BME providers and volunteers to facilitate borough-wide provision for BME communities which meet cultural, language and religious needs and wherever possible, the ethos and identity of established organisations should be retained within the financial envelope.
- 4.4 Gender / sexuality specific services
- i. Schemes are 'equal not the same', i.e. there is provision of gender specific services or those geared towards a particular sexuality, depending on their needs and preferences
  - ii. Any new service will be encouraged to employ female operatives, not only for equality in employment but also to cater for those older women who are nervous about allowing men into their homes.
- 4.5 Finding non-contracted organisations
- i. The Neighbourhood model gives Providers the opportunity to expand their expertise to cater for a larger group of older people, particularly where existing provision is lacking. The specification requires the Lead Provider to ensure that wherever possible, activities for all communities as well as provision for those with disabilities is arranged in all parts of the borough.
  - ii. To ensure service providers who are currently not funded by the council are included in the Neighbourhood services, the Lead Provider will at the outset ensure that all protected groups and all cultural groups in Barnet are represented by carrying out a mapping exercise
- 4.6 Services for people on low income
- i. Services should be affordable and as more locally based services would reduce travel costs; people could pay for services that interest them individually rather than a ready-made one on offer.
- 4.7 Addressing potential inequality in the Care & Activity model
- i. There may be inequality within the Care and Activity model between those assessed with FACS critical / substantial and those with lesser

needs. For older people, particularly with disabilities who have low or moderate needs, a range of alternative services should be on offer.

## **5. Market testing event**

- 5.1 A market testing event was organised for 15 August 2012. Invitees were local and national organisations and individuals who had shown interest in bidding for services if they were to be advertised following the 27 September 2012 Cabinet meeting.
- 5.2 Attendees included 15 people representing 11 organisations.
- 5.3 One potential issue was that the original invitation to participate in market testing in June 2012 included the Neighbourhood model which was removed subsequent to the Cabinet decision and this may have reduced the level of interest from the wider market as the contract value is reduced.

## **6. Equalities duties within full service specifications**

- 6.1 Following the proposals from the current service providers on the delivery of Neighbourhood Services and the market testing event on Later Life Planners, Handypersons and Home from Hospital services, full service specifications have been drawn up for all services.
- 6.2 These include and have expanded on the equality duties covered within the draft specifications.

## **7. Implementation of CRC's decision**

### Agrees provider-led Neighbourhood model

- 7.1 Contract monitoring obligations will apply; in particular ensuring equality duties under section 4 are being met.

### Agrees Later Life Planners, Handypersons, Home from Hospital services

- 7.2 Competitive tender ensuring equality duties under section 4 are being met.

## 8. Issues from consultation

Respondents were asked to consider if they thought there would be a negative impact on any of the equality groups and if so, did they have any ideas about what could be done to improve this?

<b>Later Life Planners</b>	<b>Included in specification?</b>
Any costs involved must be affordable	Yes
Life planners require knowledge of specific services for groups	Skills and training to be included in detailed spec
Help minorities to integrate	To be included in detailed spec
More personal approach required	To be included in detailed spec
Specific services for ethnic minorities	Requirements for availability of services by ethnic minorities to be included in spec
Provide transport	Yes
<b>Neighbourhood Services</b>	
Separate provision for cultural needs	Yes
Any costs should be affordable	Yes
Provide access for all	Yes
Provide transport	Included in specification, to be developed
Improve disabled access to centres	Yes
Provision for dietary needs	Yes
<b>Practical Support</b>	
Any costs involved must be affordable	Yes
Services must be appropriate to cultural backgrounds/beliefs	Yes
Ensure people feel safe when receiving in-home services	Yes
<b>Care &amp; Activity</b>	
Educate people as to what services are available	Yes, to be developed
Work more closely with the voluntary sector	Yes
<b>Separate Services for groups</b>	
Older people with dementia	Yes
Older people from black and ethnic	Yes

minorities	
Older people with chronic illness / disabilities	Yes some services e.g. for stroke survivors but generally these groups can access other services
People with mental health issues	Yes (separate service)
Women	Yes
People with mobility problems	No – not separate but accessible services specified
People with learning difficulties	Yes (separate service)
Older people who are lonely	Yes
People with hearing difficulties	No – not separate but accessible services specified
People with eyesight problems	No – not separate but accessible services specified
Epileptic people	No – not separate but accessible services specified
People with a history of violence	Nothing specific but people with challenging behaviour can access certain services.
Bereaved people	Yes
People in debt	Yes
<b>Any other ways that you think the council and service providers could improve day services for older people</b>	
Fund existing voluntary services/charities	Yes
Provide and maintain funds	No
Maintain/increase amount of day care centres	Yes
Improve transport facilities for old people	Yes – to be developed
Simple forms/questionnaires	Yes
More advertising/provide information of services available	Yes
Information should be provided in a variety of languages/formats	Yes
Make regular contact with older people	Yes
Recognise individual needs	Yes
Wider range of day centre activities	Yes