

Appendix

Directorate: Adult Social Services
Service Area: Strategic Commissioning Team
Proposed saving: No additional savings

Description of change to service:

Updated EqA September 2012 to accompany Cabinet Resources Committee, 27th September 2012. The report requests that the Committee **authorise a waiver of Contract Procedure Rules to allow the contract with Barnet Centre for Independent Living, for delivery of a Peer Support Brokerage service (previously branded as Advantage Agent Service) to be extended from 31 December 2012 until 31 March 2014**

Barnet have taken up the recent opportunity to bid for an additional year of funding for the Right to Control trailblazer to fund the Peer Support Brokerage service. A decision on allocation of funding will be made by Parliament and is expected in November 2012.

This brings the recommissioning timetable for Peer Support Brokerage in line with the timetable for User Controlled Information, Advice, Advocacy services (also provided by Barnet Centre for Independent Living).

It is highly desirable that IAA and brokerage services are provided within a single integrated service in order to enable flexible use of resources to meet future needs. The waiver of the Contract Procedure Rules is being sought on the basis of exceptional circumstances: the time which it would take to carry out a full procurement, and in view of the re-commissioning timetables of User Controlled Information, Advice and Advocacy services and Peer Support Brokerage to ensure consistency of provision, a streamlined customer journey and best value for money. The services to be provided under the recommended contracts represent specialist models of provision that have not yet been fully tested. The Council is therefore not yet in a position to proceed to competitive procurement but it must nevertheless procure new contracts to ensure continuity of provision for disabled people when existing contracts expire on 30 December 2012.

The initial EqA of BCIL Information, Advice and Advocacy services was completed in July 2011 and attached to Cabinet Resources Committee, 28 July 2011, (Decision item10). This waived Contract Procedure Rules to authorise the commissioning of Barnet Centre for Independent Living to provide information, advice and advocacy services for a maximum period of two years.

The reduction of one-third in funding for prevention services provided by voluntary sector organisations, was the subject of an Equalities impact assessment in November 2010. This EIA considers the proposal to procure of the provision of information, advice, advocacy and brokerage services from Barnet Centre for Independent Living until March 2014.

| Assessing the equality impact | Examples of evidence | Equality Impact of change in service model for information, advice, advocacy and brokerage services |
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| <p>Are there differential service outcomes for different communities? If so, what measures will be put in place to re-dress these differences?</p> | <ol style="list-style-type: none"> 1. What is the information source used by the author to measure service outcomes e.g Place Survey or performance indicators 2. Has the information been segmented for different groups of people 3. What does the data reveal 4. Are there any comments/concerns relating to the data 5. If there are concerns, how will these be resolved 6. Does the policy help to redress any differences | <p>1 Information sources used in the preparation of this EIA include The Barnet Story, service level data collected through the 2010 Voluntary Sector Review and consultation feedback</p> <p>2 There is generally satisfactory segmentation on the basis of age, gender, ethnicity and type of disability, although not consistently across all datasets, and there is limited data available concerning faith, sexuality and other categories.</p> <p>3 The proposed approach brings the recommissioning timetable for Peer Support Brokerage in line with the timetable for User Controlled Information, Advice, Advocacy services (also provided by Barnet Centre for Independent Living). The initial User Controlled Information, Advice and Advocacy contract was recommended in order to mitigate risks arising from the budgetary reduction approved by Cabinet in February 2011. The contract replaced contracts with a number of voluntary sector organisations that expired on 31.3.2012. We have information about the number of people currently using these services but cannot identify whether individuals are using more than one of the services. Overall there were 8100 information and advice enquiries, 200 individuals using non-statutory advocacy and 250 people using group information and advocacy sessions.</p> <p>It is highly desirable that IAA and brokerage services are provided within a single integrated service in order to enable flexible use of resources to meet future needs.</p> <p>The waiver of the Contract Procedure Rules is being sought on the basis of exceptional circumstances: the time which it would take to carry out a full procurement, and in view of the re-commissioning timetables of User Controlled Information, Advice and Advocacy services and Peer Support Brokerage to ensure consistency of provision, a streamlined customer journey and best value for money.</p> <p>Bringing re-commissioning activities in line for Information, advice, advocacy and brokerage will enable efficiencies of scale by reducing overhead costs and mitigating risks of duplication and/or gaps between services that would occur if the reduced budget were spread across several smaller contracts. It also offers efficiencies in contract management for the council. As an approach it will therefore reduce the impact of budget reduction on front line services delivered to disabled and frail individuals.</p> <p>Procurement of the contract with Barnet Centre for Independent Living (BCIL) will enable IAA services to be provided by a user-led organisation. The Council with CommUNITY Barnet and the voluntary sector has actively supported development of BCIL and its constitution as a community interest company in Autumn 2010.</p> <p>Information, Advice and Advocacy and brokerage delivered</p> |

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| | | <p>through a user-led organisation improves the relevance and quality of a core part of the council's specialist provision for people with disabilities, frailty or other long-term conditions. This is a key provision in maximising take-up of the Right to Control and use of personal budgets by people eligible to receive funding for social care and support. Ready access to timely IAA services also enables people with low and medium-level needs to stay independent, preventing escalation of needs and dependencies</p> <p>4 Although the data is not all of uniform quality, it is consistent in demonstrating that programmes, as intended, target Barnet's most vulnerable populations and assist in preventing or reducing dependencies on more expensive social care and health interventions.</p> <p>5 The specification adopts a more uniform approach across client groups with 'one front door' for people with disabilities or frailties rather than previous care group specific approaches.</p> <p>Service proposals must satisfy that they are;</p> <ul style="list-style-type: none"> • responsive to any particular communication needs or support needs that result from disability or frailty. This includes needs relating to their mental health • that the service can demonstrate they have the expertise and specialisms to be able to respond to queries that relate to a particular disability or issue relating to frailty. This includes understanding the statutory services that people with particular disabilities come into contact with • can demonstrate that users are able to give feedback that has a direct impact on the configuration of services <p>An additional mitigating action is that the specification has a larger focus on peer support than previously. This should mean people benefit from more personalised services that acknowledge any particular needs resulting from a particular disability or frailty.</p> <p>6 The approaches summarised in 5 above would achieve offer a positive mitigation to the risks arising from the budgetary reduction approved by Cabinet in February 2011.</p> |
| <p>Will the delivery of any proposed new services or functions change satisfaction ratings amongst different groups of residents'?</p> | <ul style="list-style-type: none"> • Satisfaction levels are to be used as a proxy measure of equalities impact or measuring equalities risk • Have any references been made to the satisfaction rates of different groups of people. If not authors need to offer an explanation. | <p>Information for the voluntary sector has not been collated but sampling suggests high levels of satisfaction amongst engaged clients. Generally satisfaction is higher amongst people with older people and people with a learning disability than younger people and people with mental ill-health.</p> <p>Early consultation feedback is reflected in the final question. However this does suggest some areas where dissatisfaction may arise. It suggests concerns about a single provider restricting consumer choice and a lack of specialist focus adversely impacting particular groups.</p> <p>The council response to consultation feedback reflected that this approach does not preclude any specialist focus and the lead provider would have the scope to sub contract or build relationships with existing providers. It was suggested by one</p> |

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| | | <p>respondent that reducing the number of providers will have a negative impact on client choice. However this service can seek to maintain choice by building close working relationships with alternative providers and offering a variety of service options (for example peer support). Regular review points will ensure the provider can address any arising issues.</p> <p>The EIA concerning the budget concluded that substantial funding reductions of the level proposed would mean that fewer people would be able to access support, and they would probably wait longer to receive support, and may receive less of it. This would be reflected in lower satisfaction levels among the populations that the programmes are intended to serve, including those who would be unable to access services in the future and those who received a lower level of service than is available at present. However this distinct proposal does not further impact satisfaction ratings.</p> |
| <p>Does the proposal change Barnet's reputation as a good place to work and live?</p> | <ul style="list-style-type: none"> Whilst this is a subjective point – all proposals should aim to enhance the borough's reputation. The response to this supports the next two relating to the cohesive feel of the borough . | <p>There is scope to demonstrate efficiency and better vfm in the medium term through recommissioning. Improving coordination and reducing back office costs is an explicit aim of the new contract and will be achieved through having one lead provider and encouraging providers to work in partnership.</p> <p>It will be difficult for clients to distinguish these positive steps from the implementation of budget reductions likely to adversely affect Barnet's reputation. Reductions in funding support for vulnerable people generally and older and disabled people in particular are likely to generate significant negative publicity locally and nationally.</p> |
| <p>Will members of Barnet's diverse communities feel more confident about the council and the manner in which it conducts its business?</p> | <ul style="list-style-type: none"> Results from the Place Survey relating to National Indicators 1-5 are a good source of information | <p>There is scope to demonstrate efficiency and better vfm in the medium term through recommissioning. Improving coordination and reducing back office costs is an explicit aim of the contract and will be achieved through having one lead provider and encouraging providers to work in partnership. Refreshing the service specification in conjunction with providers and people who use the services will help to ensure that the service is relevant and of most use to disabled people, older people and their carers.</p> <p>It will be difficult for people to distinguish these positive steps from the implementation of budget reductions likely to adversely affect Barnet's reputation. Negative views are most likely to be held by those people particularly affected, including older people and disabled people but also their families and friends and those involved more widely in generating social capital such as Barnet's substantial volunteer population</p> |
| <p>How will the new proposals enable the council to promote good relations between different communities?</p> | <ul style="list-style-type: none"> Authors need to consider this question in light of the proposal being made in the paper | <p>Through regular communication with disabled people, older people and their carers our intention is to achieve a shared rationale for future funding distribution that balances the needs of different groups, that maximises generic commissioning and that mitigates risks of conflict between communities and their representatives</p> <p>Alignment with Barnet Centre for Independent Living will help to foster greater understanding between different groups of disabled people, older people and their carers. As a hub for this community it is hoped that they can become a key strategic</p> |

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| <p>How have residents with different needs been consulted on the anticipated impact of this proposal? How have any comments influenced the final proposal?</p> | <ul style="list-style-type: none"> • Consultation is an important point of any proposal. This consideration is important as it one of the areas that the council is most likely to be challenged over. • How has the consultation been used to inform the policy's development | <p>partner in debating local issues and representing the user voice.</p> <p>Ongoing activities In 2012 BCIL have actively recruited interested people to become members of BCIL. As a User Led Organisation BCIL will use members to co-design, co-deliver, co-manage and co-review services. They have had some initial member events in 2012 and will deliver a plan for user control in Autumn 2012 as part of their IAAB contract.</p> <p>Completed activities The Council ran an advisory group during the 2011/12. This recruited representatives from the partnership boards, independent individuals who use services and representatives from provider organisations. This group met until early 2012. The group advised on implementation of the IAAB strategy as well as the procurement of the new service.</p> <p>A formal consultation on the Information, advice, advocacy and brokerage strategy ran from March 25 to May 6 2011. The strategy and a summary were made available online or in hard copy upon request. An easy read version was produced. The consultation was publicised widely through networks and provider organisations. Presentations were made at Partnership Boards and at Provider Networks where requested. A majority of boards took an active interest in the strategy reflecting the importance of information and inter-personal support to the Choice and Independence agenda in Health and Social Care.</p> <p>Four formal responses were received to the consultation. This reflects the broad acceptance of the principles of the strategy discussed through presentations to networks. A number of groups stated that they did not intend to make a formal submission. The majority of questions following the presentations concerned the next steps and in particular the steps for procurement.</p> <p>A summary of responses is available on request. However concerns focused on the role of BCIL and its lack of experience. This response suggested an alternative lead provider but did not demonstrate how the user voice would directly configure services.</p> <p>One response was concerned about the impact of having one provider on user choice. However it does not comment specifically about how a generic provider could ensure it meets specific needs (for example for a culturally specific provider) through use of resources, for example development of a specialism within the service delivery or through sub contracting arrangements.</p> <p>Two responses were concerned about losing specific mental health provision. However awarding the contract to the BCIL does not preclude having a service with a specialist mental health focus should this be found to be appropriate.</p> <p>Some of the responses to the consultation on 'Proposals for Re-commissioning Prevention Services' Summary of Responses which ran from November 4 to March 31 2011 are relevant as they consider this sector. A summary of these views is included</p> |
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| | | <p>in section B. In general, responses supported working in partnership with other organisations and with Barnet Centre for Independent Living.</p> <p>As stated above it is officer's views that overall the proposals has a positive equalities impact representing the best way to mitigate risks arising from the budgetary reduction approved by Cabinet in February 2011.</p> <p>This EIA highlights how the council and the provider can work together to ensure that a user focused and flexible approach mitigate any concerns through service planning or quickly address issues should they arise. Through regular communication with the channels established with providers it is officers' intention to achieve a shared rationale for future funding distribution that balances the needs of different groups, that maximises generic commissioning and that mitigates risks of conflict between communities and their representatives</p> |
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Equality Improvement Plan

Please list all the equality objectives, actions and targets that result from the Equality Analysis (continue on separate sheets as necessary). These now need to be included in the relevant service plan for mainstreaming and performance management purposes.

| Equality Objective | Action | Target | Officer responsible | By when |
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| Plan for User Control ensures membership is representative of Barnet's diverse communities | User contract monitoring meeting to ensure Plan for User Control incorporates equalities considerations | Equalities discussed with provider as part of review of Plan for User Control | Commissioning manager and BCIL | Autumn 2012 |
| Demographic profile of clients and satisfaction amongst different groups are key performance measures for contracts | Use contract monitoring meeting to review client profile and satisfaction against resident population | Client profile is representative of Barnet's diverse communities and any differences in satisfaction ratings amongst communities are addressed | Commissioning manager and BCIL | Quarterly |