

**Appendix C**

**Equality Impact Analysis (EIA)  
Resident/Service User**

Please refer to the guidance and initial Equality Impact Analysis before completing this form.

<b>1. Details of function, policy, procedure or service:</b>	
Title of what is being assessed: Adults Prevention Third Party Spend review <b>Chinese Mental Health Association - Mental Health and Wellbeing Support for Chinese Residents</b>	
Is it a new or revised function, policy, procedure or service? Revised function	
Department and Section: Commissioning Group, Adults and Health	
Date assessment completed: July 2016	
<b>2. Names and roles of people completing this assessment:</b>	
Lead officer	Paula Arnell, Joint Commissioning Manager Mental Health
Stakeholder groups	Council departments: Adults DU, Commissioning Group, Family Services, Housing Barnet CCG Councillors Residents
Representative from internal stakeholders	
Representative from external stakeholders	
Delivery Unit Equalities Network rep	
Performance Management rep	
HR rep (for employment related issues)	
<b>3. Full description of function, policy, procedure or service:</b>	
Please describe the aims and objectives of the function, policy, procedure or service	
<p>Barnet’s Corporate plan points to the need to build strong, healthy and successful communities and to fundamentally and transparently rethink future service delivery options by build greater community resilience. These changed relationships with Borough partners and residents means services will be delivered differently and the Community participation and volunteering strategies will enable residents to become more involved in local priorities and make the most of our community assets for the benefit of all our communities.</p> <p>This proposal, to reduce spending with culturally specific organisations, is linked to the enablement of service users to self- manage their mental health and wellbeing through partnership working with CCG and the Ageing well strategy. The Council is delivering an integrated, community based locality team model, which is planned to offer mental health and wellbeing services through the Barnet Wellbeing Hub and collaborative service organisations based in the community. This wellbeing hub activity is currently being piloted by Barnet CCG, the council is reviewing support to culturally specific organisations.</p>	

The Council and partners recognise the need to maintain strong relationships with the voluntary sector and The Chinese Mental Health Association are a lead organisation in the Voluntary and Community Sector Collaborative at the new Community Wellbeing Centre.

Adults and Health is required to make £2,178,000 in savings over 3 years from third party expenditure. To meet this requirement, externally commissioned third sector organisations providing adults prevention provision have been reviewed and recommendations made with regards to securing better value from these contracts.

Early support and prevention is fundamental to future sustainability of Adult Social Care Services. Our offer to adults needs to be proportionate, of high quality and good value for money. This review explored the social care investment in early intervention and prevention.

Information provided through contract monitoring and discussions with commissioners was used to assess effectiveness for example quantitative and qualitative information regarding use of the service (numbers, targeting), service quality and impact as well as employing evidence of best practice to assess our offer. The review looked at the known triggers for entry and escalation into the social care system and how the services contribute to these.

The review has also considered monitoring information provided by organisations to assess how effectively organisations are delivering. The review focuses on retaining services that we know to have the highest impact and to be most effective at managing demand.

Chinese Mental Health Association was originally commissioned through the Supporting People programme to provide a Floating Support service for Chinese residents.

The service has evolved over recent years to provide:

- Information related to health and wellbeing through a variety of channels including; promotional materials; on-line; telephone; as well as face-to-face through events, groups and targeted support
- Wellbeing Events throughout the year to promote health and wellbeing, raising awareness and tackling stigma. Wellbeing Events will primarily be for Chinese community
- Facilitated wellbeing activities (for example, yoga or art sessions) and support groups
- Targeted Advice and Support

Annual numbers:

- 40 Wellbeing activities p/a 30 attendees per activity
- 20 Support Groups p/a 30 attendees per group
- 10 people receiving targeted One To One p/a

The proposal is to end the contract 31 March 2017 and not to extend or reprocure.

How are the equality strands affected?			
Equality Strand	Affected?	Please explain how affected	What action has been taken already to mitigate this? What further action is planned to mitigate this?
1. Age	Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/>	<p>The Council proposes to no longer commission non-statutory mental health and wellbeing support for adult Chinese residents.</p> <p>As a result there may be a <b>negative impact</b> for Chinese residents with common mental health conditions aged 18 and above, in particular 18 – 65, if appropriate and alternative support is not available.</p>	<p>Service Users who require support when the contract ends will be signposted or transitioned to alternative support for people with mental health conditions available in the borough, or if appropriate out of borough. The Council will work with the provider to ensure that this process is managed through an agreed exit and transition plan. The council is providing transition funding to support service users to access Ageing Well support and ensure that the support provided by Ageing Well is accessible (no language and cultural barriers) and/or other mental health provision such as Talking Therapies (through referral for social prescribing to the CCG's Barnet Wellbeing Hub and the Barnet Enablement Team [The Network]) in the borough. The funding will ensure that the Wellbeing Hub is able to support signposting to relevant services.</p> <p>See 10. Other Key Groups (in this table) for further detail.</p>
2. Disability	Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/>	<p>Information is not available to identify the number of people accessing support from the Chinese Mental Health Association who have physical disabilities / sensory impairments /</p>	<p>Service Users who require support when the contract ends will be signposted or transitioned to alternative support for people with mental health conditions available in the borough, or if appropriate out of</p>

		<p>long term conditions and mental health conditions. Therefore it is not possible to determine the number of people who have additional needs alongside their self-identified or diagnosed mental health condition.</p> <p>There could be a <b>negative impact</b> for people with common mental health conditions and additional disabilities if appropriate and alternative and appropriate support is not available that meets their mental and physical health needs.</p>	<p>borough. The Council will work with the provider to ensure that this process is managed through an agreed exit and transition plan and/or other mental health provision (through referral for social prescribing to the CCG's Barnet Wellbeing Hub and the Barnet Enablement Team [The Network]) in the borough. The funding will ensure that the Wellbeing Hub is able to support signposting to relevant services.</p>
<p>3. Gender reassignment</p>	<p>Yes <input type="checkbox"/> / No <input type="checkbox"/></p>	<p>Information not available</p>	<p>Though information is not currently available the provider will ensure that Service Users who require support when the contract ends will be signposted or transitioned to alternative support for people with mental health conditions available in the borough, or if appropriate out of borough. The Council will work with the provider to ensure that this process is managed through an agreed exit and transition plan.</p>
<p>4. Pregnancy and maternity</p>	<p>Yes <input type="checkbox"/> / No <input type="checkbox"/></p>	<p>Information not available</p>	<p>Though information is not currently available the provider will ensure that Service Users who require support when the contract ends will be signposted or transitioned to alternative support for people with mental health conditions available in the borough, or if appropriate out of borough. The Council will work with the provider to ensure that this process is</p>

			<p>managed through an agreed exit and transition plan.</p>
<p>5. Race / Ethnicity</p>	<p>Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/></p>	<p>The JSNA (2015 – 2020) details that Barnet’s Chinese community represents 2.4% of the total population compared to outer London where the Chinese community make up 1.2% of the population. This highlights that the importance of considering the needs of this community in service design and delivery.</p> <p>When the Council no longer commissions specific mental health and wellbeing support for Chinese residents this could potentially have a <b>negative impact</b> with regard to race / ethnicity.</p> <p>Though Chinese residents who access support from the Chinese Mental Health Association will be offered alternative support if needed, before the contract ends 31 March 2017 it is possible that service users may dislike change and may treat alternative providers with distrust and suspicion.</p> <p>Service users will have engaged with staff from their own community backgrounds with whom they can speak in their native language that may not be readily available from alternative providers. There may also be concerns that alternative services may not be compatible with, or have respect for, cultural and</p>	<p>The Council and BCCG will continue to work with all commissioned services, both prevention and early intervention and statutory services that provide mental health and wellbeing support, to ensure they meet the needs of residents from all community groups; proportionate to need.</p> <p>All services need to address the stigma within communities and barriers to accessing support to ensure they are representative of their local communities.</p> <p>Mental Health and Wellbeing support provided by statutory services are also changing to provide earlier support to residents to avoid escalation to crisis and understand the needs of Barnet’s diverse population.</p> <p>All commissioned services need to engage representatives from different community groups to ensure their services are able to respond to Barnet’s diverse population, including Chinese residents.</p> <p>The council is providing transition funding to support service users to access Ageing Well support and ensure that the support provided by Ageing Well is accessible (no language and cultural barriers) and/or other mental health provision (through referral for social prescribing to the</p>

		<p>religious preferences or have the right skills/knowledge to meet the needs of people from specific community groups or understand the cultural stigma associated with mental health.</p> <p>There is likely to be a negative impact if alternative providers lack staff that are representative of Service User's communities or have little understanding of their faith and culture.</p> <p>There is a risk that Service Users will not access alternative support and as a result their needs will escalate and they will require more intensive and expensive support from statutory services.</p>	<p>CCG's Barnet Wellbeing Hub and the Barnet Enablement Team [The Network]) in the borough. The funding will ensure that the Wellbeing Hub is able to support signposting to relevant services.</p>
<p>6. Religion or belief</p>	<p>Yes <input type="checkbox"/> / No <input type="checkbox"/></p>	<p>Information not available</p>	<p>Though information is not currently available the provider will ensure that Service Users who require support when the contract ends will be signposted or transitioned to alternative support for people with mental health conditions available in the borough, or if appropriate out of borough. The Council will work with the provider to ensure that this process is managed through an agreed exit and transition plan.</p>
<p>7. Gender / sex</p>	<p>Yes <input type="checkbox"/> / No <input type="checkbox"/></p>	<p>Information not available</p>	<p>Though information is not currently available the provider will ensure that Service Users who require support when the contract ends will be signposted or transitioned to alternative support for people with</p>

			mental health conditions available in the borough, or if appropriate out of borough. The Council will work with the provider to ensure that this process is managed through an agreed exit and transition plan.
8. Sexual orientation	Yes <input type="checkbox"/> / No <input type="checkbox"/>	Information not available	Though information is not currently available the provider will ensure that Service Users who require support when the contract ends will be signposted or transitioned to alternative support for people with mental health conditions available in the borough, or if appropriate out of borough. The Council will work with the provider to ensure that this process is managed through an agreed exit and transition plan.
9. Marital Status	Yes <input type="checkbox"/> / No <input type="checkbox"/>	Information not available	Though information is not currently available the provider will ensure that Service Users who require support when the contract ends will be signposted or transitioned to alternative support for people with mental health conditions available in the borough, or if appropriate out of borough. The Council will work with the provider to ensure that this process is managed through an agreed exit and transition plan.
10. Other key groups?  Carers  People with mental health conditions Some families and lone parents	Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/>  Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/>  Yes <input type="checkbox"/> / No <input type="checkbox"/>	It is anticipated that when the Council no longer funds specific mental health and wellbeing support there will be a <b>negative impact</b> with regards to people with mental health conditions and their carers.	Service Users will be offered alternative support that has been commissioned to improve the wellbeing of Barnet Residents from all communities. This will include generic information and advice, including welfare advice, housing

<p>People with a low income Unemployed people Young people not in employment education or training</p>	<p>Yes <input type="checkbox"/> / No <input type="checkbox"/> Yes <input type="checkbox"/> / No <input type="checkbox"/> Yes <input type="checkbox"/> / No <input type="checkbox"/></p>	<p>There is a risk that Service Users will not access alternative support and as a result their needs will escalate and they will require more intensive and expensive support from statutory services.</p>	<p>related support, employment support and Talking Therapies and Community Wellbeing support.</p> <p>BCCG and partners (including the Voluntary and Community Sector, Primary Care, Secondary Mental Services and Adult Social Care) are developing a Wellbeing Hub social prescribing and Emotional Health Checks service offer. This will include a single point of contact / access for all Barnet residents to access Early Intervention and Prevention support from the Voluntary and Community sector as well as building stronger links to Primary Care and statutory services provided by both the Council and Mental Health Trust. This will provide an alternative route to access mental health and wellbeing support for those residents currently accessing mental health and wellbeing services commissioned by the Council.</p> <p>BCCG are also developing plans to broaden the range of talking therapies available in the borough. These developments will aim to improve access to talking therapies, introduce choice and improve quality.</p>
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**4. What will be the impact of delivery of any proposals on satisfaction ratings amongst different groups of residents?**



As a result of the Council no longer commissioning specific mental health and wellbeing support for Chinese residents there is the potential for a negative impact on the satisfaction ratings of different groups of residents. Specifically Chinese residents, and more broadly from residents with mental health conditions and family carers of people with mental health conditions, who are familiar with the service and changes across the sector.

Though when the contract with the Council ends the organisation will continue to operate in Barnet through its subcontract with Surrey and Borders Partnership Trust for the provision of Improving Access to Psychological Therapies and through leading the Voluntary and Community Sector Collaborative at the new Community Wellbeing Centre.

The organisation also has a good track record of securing other funding / income so it is possible the organisation will continue to provide wellbeing activities to existing service users when the contract with the Council ends 31 March 2016.

Transitional funding has been identified to develop Ageing Well provision to ensure that it meets the language and cultural requirements of the current service users of this provision.

The Council has identified specific transition funding to support people currently accessing this service to access other mental health provision (through referral for social prescribing and an offer of an emotional health check to the CCG's Barnet Wellbeing Hub and the Barnet Enablement Team [The Network]) in the borough. The funding will ensure that the Wellbeing Hub is able to support signposting to relevant services. The Chinese Mental Health Association is a lead organisation in the voluntary sector collaborative delivering the Hub activity.

**5. How does the proposal enhance Barnet's reputation as a good place to work and live?**

The proposal to no longer commission specific mental health and wellbeing support for Chinese residents is unlikely to enhance Barnet's reputation as a good place to work or live. The transition funding and alternative provision provided will minimise the negative impact of the recommendation.

**6. How will members of Barnet's diverse communities feel more confident about the council and the manner in which it conducts its business?**

The proposal to no longer commission specific mental health and wellbeing support for Chinese residents has the potential to be received negatively by residents, particularly those with mental health conditions and family carers of people with mental health conditions, who are familiar with the service and changes across the sector.

To minimise the negative impact, transitional funding has been identified to ensure that residents are able to access support.

**7. Please outline what measures and methods have been designed to monitor the application of the policy or service, the achievement of intended outcomes and the identification of any unintended or adverse impact?**

The Council will work with the provider to ensure an exit and transition plan is in place that takes account of any ongoing support needs for existing service users. The process will be closely managed by the council from the point of serving notice to the provider and the date the contract ends (six months).

Service users will also be provided with information about where to seek information, advice or support in future if needed. Service users will be supported to access other provision with support from the transition funding.

**8. How will the new proposals enable the council to promote good relations between different communities?**

Though this service will no longer be commissioned after the contract ends it is essential the Council and partners communicate the developments happening across mental health and wellbeing services in the borough and how these provide an alternative to all residents to enable them to self- manage their mental health and wellbeing.

**9. How have employees and residents with different needs been consulted on the anticipated impact of this proposal? How have any comments influenced the final proposal?**

Consultation ran from November 2016 – January 2017 via an online questionnaire (including an easy read version) and the opportunity to engage via focus groups. Service users, carers and organisations affected by the proposal were consulted during this period.

**Overall Assessment**

10. Overall impact		
Positive Impact  <input type="checkbox"/>	Negative Impact or Impact Not Known <sup>1</sup>  <input checked="" type="checkbox"/>	No Impact  <input type="checkbox"/>

11. Scale of Impact		
Positive impact:  Minimal <input type="checkbox"/> Significant <input type="checkbox"/>	Negative Impact or Impact Not Known  Minimal <input checked="" type="checkbox"/> Significant <input type="checkbox"/>	

12. Outcome			
No change to decision  <input checked="" type="checkbox"/>	Adjustment needed to decision  <input type="checkbox"/>	Continue with decision <i>(despite adverse impact / missed opportunity)</i> <input type="checkbox"/>	If significant negative impact - Stop / rethink  <input type="checkbox"/>

<sup>1</sup> 'Impact Not Known' – tick this box if there is no up-to-date data or information to show the effects or outcomes of the function, policy, procedure or service on all of the equality strands.

**13. Please give full explanation for how the overall assessment and outcome was decided.**

The proposed move to community wellbeing hubs and locality teams means that service users will no longer receive generic support services from a culturally specific organisation. Barnet will continue to ensure that the diversity of needs of all service users are fully taken into account in service provision. Barnet's equality policy requires that all service users and residents are treated fairly with understanding and respect and that recruitment aims to reflect the broad diversity of service users and staff. Staff in locality teams will be aware of and responsive to cultural differences; their ability to know about, value and respond to the rich cultural diversity of Barnet residents will be key to the success of wellbeing hubs and locality teams.

Chinese residents who access support from the Chinese Mental Health Association will be offered alternative support if needed, before the contract ends 31 March 2017

Because CMHA have taken action to diversify their funding support it is likely that CMHA will continue to have a presence in the borough. As highlighted earlier CMHA will continue to be involved as a key stakeholder because they are a lead organisation in the voluntary sector collaborative delivering the **Wellbeing Hub** (through referral for social prescribing and an offer of an emotional health check).

Due to legal restrictions, the council is unable to extend the contract any further as this has been extended in the past and the council is required to go out to tender for this provision. Following a review of early support and prevention services funded by Adults and Communities it is thought that the provision does not strategically fit with the borough's approach to early support and therefore the council will not be going out to tender for this provision.

In line with the Council's Corporate Plan which outlines a key principle of fairness, the review aimed to ensure that we are using our resources as fairly as possible; targeting services at those who need them most, where there is an evidence base of effective impact and where reach can be maximised.

Knowledge and understanding of what works in terms of preventing, reducing and delaying the need for adult social care has changed and improved and our offer needs to reflect this as well as far reaching changes in national policy and the local health and social care economy. The council has reviewed the contracts held within the current prevention team in Adults and Communities to ensure maximum value for our investment. The outcome of the review has resulted in increased efficiency in contracts, a move away from historical funding relationships, improved pathways and a focus on services with the strongest evidence for reducing or managing need.

Transitional funding has been identified to develop Ageing Well provision to ensure that it meets the language and cultural requirements of the current service users of this provision.

The Council has identified specific transition funding to support people currently accessing this service to access other mental health provision (through referral for social prescribing and an offer of an emotional health check to the CCG's Barnet Wellbeing Hub and the Barnet Enablement Team [The Network]) in the borough. The funding will ensure that the Wellbeing Hub is able to support signposting to relevant services. The Chinese Mental Health Association are a lead organisation in the voluntary sector collaborative delivering the Hub activity.

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The council funding represents 30% of the organisations turnover; the organisation will be offered support by Community Barnet to support sustainability.

#### 14. 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
Supporting people currently using the service	Work with Ageing Well to make sure that their services are accessible to people from the Chinese community		PA / KH / ZG	March 2017
	Work with Barnet CCG and the Wellbeing Hub to make sure that the service is accessible to people from the Chinese community		PA / RB	March 2017
Communication with Service Users	Consultation process	To consult with as many service users as possible in time frame	PA	November 2016 to January 2017 - complete