

Appendix F

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

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

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| 1. Details of function, policy, procedure or service: | |
| Title of what is being assessed: Outreach Barnet Service (provided by Genesis Housing Association) | |
| Is it a new or revised function, policy, procedure or service? Revised function | |
| Department and Section: Commissioning Group, Adults and Communities and CCG | |
| Date assessment completed: January 2017 | |
| 2. Names and roles of people completing this assessment: | |
| Lead officer | Sam Raffell, Care Quality Service Manager |
| Stakeholder groups | Council departments: Adults DU, Commissioning Group, Family Services, Housing Barnet CCG Councillors Residents |
| Representative from internal stakeholders | Commissioning Leads |
| Representative from external stakeholders | |
| Delivery Unit Equalities Network rep | |
| Performance Management rep | Delivery Unit |
| HR rep (for employment related issues) | N/A |
| 3. Full description of function, policy, procedure or service: | |
| Context | |
| <p>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 savings from these contracts.</p> <p>Early Intervention 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.</p> <p>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.</p> <p>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.</p> | |

Outreach Barnet Service 2017/18

For 2017/18, the mental health component, previously delivered by Genesis, has been included Accommodation and Support Tender. Equalities impact was specifically considered in the design and implementation of the new Accommodation and Support Approved Provider List commissioning in 2016 to start in April 2017, as this element of the service has been commissioned as part of the wider accommodation and support services. The approved list of providers is currently in award stage of the procurement process. The Support at Home lot is designed to offer flexible and short term housing related support for people with mental health conditions. The support is to help people live independently in their own accommodation (private renters and home owners) in the community.

This EIA only considers the generic floating support service.

Generic Floating Support

The Generic Floating Support component of this contract, with current budget of £503,661, will be extended for a further 12 months from 1 July 2017, of which is within the scope of the current contract term for potential extension of up to two years. This is to ensure time to do a thorough need analysis and service review of this component to meet future needs of borough. The provider is fully aware of this change and we are working with legal to draw up the deed of extension and variation. Over the extension period we will:

- Determine the reach of the current service and that of similar services in the borough. Identify what the unmet need is, if any, in the borough and the client groups most affected.
- Work with the current provider to continue to develop outcome based performance framework with generic clients and do market development/testing work for consideration of re commissioning this service for 2018/19.

The current contract value 2016/17 for Generic budget is £503,661; LBB propose a further reduction of circa 20% will be £403k for 2017/18 contract starting from 1 July 2017.

Outreach Barnet Service – performance 2016

The contract is for the provision of housing related floating support services in the form of generic floating support service. Outreach Barnet's key focus is to support people, in an innovative and creative way, who are finding it hard to maintain their accommodation or facing eviction.

The Generic contract supports 702 Barnet residents per annum, with a target of short term support being completed within 4 months.

Data from 1 July – 30 September 2016 (Q1 for Outreach Barnet contract) for the generic contract there were;

- 271 referrals, vast majority (124) were self referrals, with 59 referrals from social care and 32 from health services.
- 208 service users being supported (at the end of the quarter), with the total number supported in Q1 of 431
- Referrals by type of accommodation; 73 - local authority or housing association, 126 – private rented sector
- 185 residents were supported to remain within their own accommodation and 38 customers to move into appropriate accommodation.

Client group: Any adult within Barnet who requires support to maintain their tenancy or to stay within their accommodation. Outreach Barnet have a referral threshold, which in summary is 'those are imminent risk of homelessness'.

The figures used in this EIA are from the 1st Quarter of Outreach Barnet contract (1 July – 30 September 2016).

This acts as a preliminary EIA, which will be kept up-to-date as the proposals for changes to the service are developed.

| How are the equality strands affected? | | | |
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| 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>Generic</p> <p>The vast majority of the 223 service users who were discharged from the service in Q1 were under 55 (153), with the 112 (50%) between 35 and 54.</p> <p>This demonstrates that any reduction in service is most likely to impact more significantly on this age group (and potentially, as this is the age group who are most likely to have children, also on under 18's).</p> <p>Only a small amount of service users are older people.</p> <p>Mental health</p> <p>There were 14 service users who received the service in quarter 1, all service users were under 65 and there was an even spread of ages, so it is unlikely there will be any adverse impact on a particular age group.</p> | <p>We will review the proposed changes as they develop and the service will focus its offer on those with the most need, regardless of age. This will also be mitigated through working with the provider to ensure the service has the capacity meet the needs of all service users. We will work with the provider, building on their experience of working with this cohort to maintain the numbers we currently see through a higher level of productivity and less missed appointments minimising the number of repeat failed tenancies and working closely with the Drug and Alcohol Service to address underlying issues such as drug dependency that lead to tenancy breakdown.</p> <p>Other services, such as Age UK Barnet's Neighbourhood Services, will be reviewed to ensure there is not a gap in support for older people.</p> <p>The continuing generic offer</p> |

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| | | | will also focus its offer on those with the most need, regardless of age. |
| 2. Disability | Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/> | <p>Generic</p> <p>137 of 223 service users in this quarter registered as having a disability. The most prominent disability was mobility issues (76) followed by mental health issues (37).</p> <p>There is a risk that a reduction in the value of the generic contract could disproportionately affect people with disabilities.</p> | <p>We will review the proposed changes as they develop and the service will focus its offer on those with the most need, ensuring we support people with disabilities with accommodation issues. The continuing generic contract will also focus its offer on those with the most need, ensuring we support people with disabilities, with accommodation issues.</p> <p>It is likely that the generic service will be able to continue to meet demand but in the unlikely case that people are unable to receive support via the generic contract (as appropriate):</p> <ul style="list-style-type: none"> • Barnet Homes • Citizen’s Advice Bureau • Carer’s Support Service. |
| 3. Gender reassignment | Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/> | Information not collected | |
| 4. Pregnancy and maternity | Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/> | <p>Information not currently collected.</p> <p>Number of women who are pregnant or in maternity is likely to be low, but an important cohort to support due the risk factors at this life stage</p> | In the commissioning of the new accommodation and Support services form 2017/18, the impact on pregnancy and maternity will be taken into account, especially in regard to reducing family breakdown. |
| 5. Race / Ethnicity | Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/> | <p>Generic</p> <p>The service supports a wide range of people of different ethnicities. The highest number are white British (71), white other (40), Asian / Asian British: other (18),black/ black</p> | As part of the re-commissioning of the accommodation and support service the ability to engage with a range of different ethnic groups will continue be taken into account. The new service will focus its offer on those with the most |

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| | | <p>British: Africa (15) and Mixed other.</p> <p>The diversity of ethnicities supported by the service is one of its most positive features, and whilst those using the service general matches the population as a whole, there is a risk through reducing the service it might reduce number reach to certain communities. The reason for this is because the current service employs people from a range of backgrounds who speak numerous languages, helping to engage with different ethnic groups within the community.</p> <p>Mental Health</p> | <p>need, ensuring we support people from all ethnicities/race groups presenting.</p> <p>The continuing generic contract will also focus its offer on those with the most need, ensuring we support people from all ethnicities /race groups presenting.</p> |
| <p>6. Religion or belief</p> | <p>Yes <input checked="" type="checkbox"/> / No <input type="checkbox"/></p> | <p>Generic</p> <p>The service supports people from a range of different religions or beliefs. In Quarter 1 more than 50% were Christian (119) followed by 39 Muslim and 11 Jewish. 48 were none or did not wish to confirm.</p> <p>Due to higher numbers of the service users being Christian or Muslim (compared to the population as a whole) there is the potential for a slightly more disproportionate impact on these groups.</p> <p>Data from the mental health cohort is too small to make a judgement on.</p> | <p>We will review the proposed changes as they develop and the new service will focus its offer on those with the most need, regardless of religion or belief. The new service aims to continue to reach out to varied religious communities to ensure equal access.</p> <p>The continuing generic contract will also focus its offer on those with the most need, regardless of religion or belief.</p> |
| <p>7. Gender / sex</p> | <p>Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/></p> | <p>Generic</p> <p>104 service users were</p> | |

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| | | male in quarter 1, compared to 119 service users who were female. This is broadly similar to the gender profile of the borough with 51.1% of residents identifying as female and 48.9% male and therefore no gender would be disproportionately affected. | |
| 8. Sexual orientation | Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/> | <p>This data is recorded for both groups. In regard to the generic service Information / data recorded 204 (of 223) people who used the service stated they were heterosexual, with 8 stating 'other' and 10 'prefer not to say'. For mental health 11 of the 14 service users stated they were heterosexual.</p> <p>It is unlikely there would be a particular impact on any specific group.</p> | |
| 9. Marital Status | Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/> | Information / data not recorded | |
| 10. Other key groups? | Yes <input type="checkbox"/> / No <input checked="" type="checkbox"/> | No further information / data recorded | |

4. What will be the impact of delivery of any proposals on satisfaction ratings amongst different groups of residents?

The current contract value 2016/17 for Generic budget is £503,661; with a proposal to a reduction of circa 20% will be £403k for 2017/18 contract.

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

Extending the generic floating support service will give an opportunity to work with other departments, such as Children's and Families and Public Health (drug and alcohol) to ensure further work is done in terms of meeting needs of the borough.

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 Council will continue, as it does with all its commissioning activity, to consider the reach do all communities within Barnet of the Outreach Barnet service.

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 service will have a performance framework, as part of the Councils contract monitoring toolkit, which records key demographic data and is reviewed at a quarterly meeting. This information also informs future commissioning intentions and is reviewed if the service isn't reaching particular communities.

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

The service will be based on need, regardless of the age, gender, race or religion of the individual. The service aims to support people into accommodation and become settled as part of their local community.

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?

The consultation on this proposal was held between November 2016- Dec 16 as part of the budget consultation.

Specific workshops will be held for current and potential users, carers of the service, providers and the provider market in 2017/18. The outcome of the consultation will inform decision making and help shape the new support offer for generic floating support in the future.

Overall Assessment

| 10. Overall impact | | |
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| Positive Impact <input type="checkbox"/> | Negative Impact or Impact Not Known ¹ <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 type="checkbox"/> | Adjustment needed to decision <input type="checkbox"/> | Continue with decision <i>(despite adverse impact / missed opportunity)</i> <input checked="" type="checkbox"/> | If significant negative impact - Stop / rethink <input type="checkbox"/> |

¹ '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.

Data from the January – March 2016 was used to make this assessment. The review was undertaken by Adults DU with input from the Adults Commissioning Group, JCU and Family Services. LBB does not anticipate any adverse impact, as the provider has indicated that there is capacity to continue to meet the demand of the service.

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 |
|--|---|---|---|---------------------------------------|
| Monitor outcomes of the revised service by equalities groups | Ensure specification includes statement of expectations | Review equality impact on the outcomes of the floating support contracts by equality strands | Commissioning project manager and senior category manager | After 3 months of contract start date |
| Stakeholder feedback | Review stakeholder feedback | Review equality impact on the outcomes of the floating support contracts by equality strands | Senior category manager | Quarterly |
| Ensure equality impact effectively considered as part of re-commissioning of service | EIA updated as part of Commissioning. Impact on families, people with disabilities and BAME groups to be a focus. | Ensure support is focussed at people with the highest need, regular of sex, age, race, gender and religion. | Commissioner | Part of Commissioning process. |