TEMPLATE 2

Equality Impact Assessment (EqIA) Template APPENDIX B

In order to carry out this assessment, it is important that you have completed the EqIA E-learning Module and read the Corporate Guidelines on EqIAs. Please refer to these to assist you in completing this form and assessment.

What are the proposals being assessed? (Note: 'proposal'				
includes a policy, service, function, stra	tegy, project,	This is an update of the existing Contributions Policy within a new framework		
procedure, restructure)				
		Adult Services		
Name and job title of lead officer		Carol Yarde – Head of Adults and Housing Transformation		
		Bernie Beckett, Adult Services Consultation Manager		
Name & contact details of the other per	son(s) involved in	Tel: 020 8420 9252 Email: <u>bernie.beckett@harrow.gov.uk</u>		
the EqIA:				
		All members of the Adult Services Steering Group which includes users, carers,		
		representatives from Voluntary Organisations, NHS, Unions and CNWL		
		11 th April, 2011 – Draft initial assessment		
		14 th June, 2011 – Review with comments from Steering Group		
		29 th July, 2011 – Review		
Date of assessment:		23 rd August, 2011 – Review further to close of consultation		
		19 th September 2011 - Review further to Steering Group input		
		3 rd October 2011 – Review to incorporate comments from MIND in Harrow, Uniso		
		and Legal Services at Harrow Council		
		7 th October 2011 - Review to incorporate comments from EqIA subgroup		
Stage 1: Overview				
1 . What are the aims, objectives, and To be able to deliver		equitable services to vulnerable people within the financial resources available to the		
desired outcomes of your proposals?	Council.	ouncil.		
(Also explain proposals e.g. reduction	To introduce an equitable contributions policy for users of Adult Social Care services.			
/ removal of service, deletion of	i o milouuce an equil	able contributions policy for users of Addit Social Care services.		
posts, changing criteria etc)				

2 . What factors / forces could prevent you from achieving these aims, objectives and outcomes?	Lack of agreement of the Steering Group Negative feedback from the consultation process Identified negative impact on individuals/groups Proposed changes do not benefit the Council Lack of processes/systems to enable collection of contributions
3 . How does this contribute to your Directorates Service Plan?	To introduce an equitable contributions policy for users of Adult Social Care services. This policy will contribute to Adult Services' savings targets
 4. Who are the customers? Who will be affected by this proposal? For example who are the external/internal customers, communities, partners, stakeholders, the workforce etc. 5. Is the responsibility shared with another department, authority or organisation? If so: Who are the partners? Who has the overall responsibility? 	All carers and users of Adult Social Care Services including: People with mental health needs Older people People with learning disabilities People with physical disabilities Staff Finance Adult Services is responsible for the policy. Harrow Council has the ultimate responsibility.
5A. How are/will they be involved in this assessment?	A Steering Group has been developed, including representatives from Voluntary Organisations, users, carers, NHS, Unions and CNWL which oversees the consultation including the development of the Equality Impact Assessments. Adult Services has worked closely with the Finance and Legal Departments throughout the consultation.
	lence / Data ess the impact of your proposals <i>(include the actual data, statistics and evidence)</i> ? List the main sources of ridence (including full references) reviewed to determine impact on each equality group (protected

data, research and other sources of evidence (including full references) reviewed to determine impact on each equality group (protected characteristic). This can include results from consultations and the involvement tracker, customer satisfaction surveys, focus groups, research interviews, staff surveys, workforce profiles, service users profiles, local and national research, evaluations etc

(Where possible include data on the nine protected characteristics. Where you have gaps, you may need to include this as an action to address in the action plan)

	Demographic profile of users of Adult Care Services		
	Customer satisfaction surveys		
	Local and national research		
	Benchmarking with other London Authorities		
Age (including carers of young/older	Complaints and compliments		
people)	Information from pre and full consultation process		
	Levels of bad debts		
	Refusals of direct payments (investigate whether this information is available and how it can be captured in the future)		
Disability (including carers of disabled people)	MIND and Harrow user group held a consultation event in collaboration with Harrow Council and collated several months of anecdotal feedback from mental health service users		
Gender Reassignment	Monitoring information is not currently held on this protected characteristic		
Marriage / Civil Partnership	Monitoring information is not currently held on this protected characteristic		
Pregnancy and Maternity	Monitoring information is not currently held on this protected characteristic		
Race	As above		
Religion and Belief	As above		
Sex / Gender	As above		
Sexual Orientation	As above		

7. Do you need to collect any additional data to be able to monitor the impact on different groups?			Not identified					
8. Are there any other local/regional/national data sources that can inform this assessment if you have insufficient data on any of the groups?			hmarking					
9 . Have you undertaken any consu unions, community / voluntary grou			y include consultation with staff, men vice users)	nbers,	Yes	x	No	
Who was consulted? What consultation methods we used?			What did you learn from your consultation?	impac	t on dif	fferent		about the y groups tics)?
Who was consulted?		dult over eent one eon ity to	People from all client groups will be previously contributed People from all client groups may s People from all client groups may s implemented because they are con Impact on Carers if users stop usin Some carers may withdraw users fr Charges being backdated could put People on middle income may be d proposals People with savings above the state pay the full cost of the care services	e asked to stop using stop using acerned c g service rom the s t users in lisproport	o pay fo g servic g servic harges s ervices debt tionatel	or serv es es bef will be	ices wh ore pro backc	no haven't posals are lated

	translated formats as required Face to face meetings with 700+ people Meals on Wheels Survey Face to Face meetings with some meals on wheels users	
		'Endorse the principle of a Fairer Contributions Policy'
Specific feedback from Harrow		'Have concerns around the implementation process and any subsequent backdating'
Mencap		'Must be contingencies for monitoring impacts should individuals decide to opt out of services'
		'Should be a group set up to monitor the impacts any changes'
		Mental health personalisation has been introduced at a later date than other care groups.
		'Introduction of the Contributions Policy on top of an underdeveloped capacity will be a disaster for mental health services and unsafe'
Specific feedback from Mind in Harrow		'That the Contributions Policy cannot safely be introduced in Harrow unless the fundamental processes for mental health personalisation have been implemented.'
		'We believe that mental health service users may not currently be receiving a fair allocation of resources from the existing embryonic personal budgets process and assert that it would be unfair and unsafe to require contributions until the full personal budget processes have been properly introduced.'
		Reject proposal to backdate contributions for the first year.

Specific feedback f Harrow	 'Introducing a tariff does not reflect the reality of older peoples income will put them at a disadvantage' 'Older people will stop attending day centres which could result in increased social isolation.' 						
				Concern that the tran	sitional arrangements would put older people in debt.		
insufficient data/inf proposals as how t Guidance on con	NOTE: If you have not undertaken any consultation as yet, you need to consider if you need to carry out any consultation. For example, if you have insufficient data/information for any equality group and you are unable to assess the potential impact, you may want to consult with them on your proposals as how they will affect them. Any proposed consultation needs to be completed before progressing with the rest of the EqIA. Guidance on consultation/community involvement toolkit can be accessed via the link below http://harrowhub/info/200195/consultation/169/community involvement toolkit						
10 . If you have not	undertaker	n any	N/A				
consultation, expla	in why?						
Stage 3: Assessir	ng Impact a	and Analys	is				
impact, if so state v	whether this	s is an adve		ely is this to happen?	er the evidence shows potential for differential How you will mitigate/remove any adverse impact?		
Protected Characteristic	Positive		Explain what this impact is, h	At this impact is, how likely it is to d the extent of impact if it was to occur. What measures can you take to eliminate or reduce the adverse impact(s)? E.g. consultation, research, implement equality monitoring etc (Also Include these in the Improvement Action Plan at Stage 5)			
			Demographic profiles as of 3 4605 Older People		Attendance monitoring carried out at Day Centres throughout consultation period to monitor and address concerns		
Age (including carers of young/older		x	Older people will be dispropo this proposal as they make u users of Adult Social Care	, ,	Equality monitoring will continue to be carried out		
people)			Older people are more likely income so paying for services an effect on this group		Financial assessment will be carried out to ensure that only users with that have been assessed as having the ability to pay will contribute towards services.		

	Older people may stop using services Older people may stop using services before proposals are implemented because they are concerned charges will be backdated Impact on carers if users stop using services Charges being backdated could put users in debt	 Work with agencies to ensure full benefits entitlement for all users of services Individual letters will be sent to all users if changes are agreed explaining the change and what it means for the individual Communications campaign will be developed If agreed at Cabinet, the steering group will continue to meet to monitor how the policy is being implemented. If agreed at Cabinet, monitoring will be put in place to establish if users stop accessing services following a request for a contribution towards the cost of their care. Reports will be presented to the
Disability (including carers of disabled people)	 Demographic profiles as of 31 March 2011: 862 physically disabled service users 426 Learning Disabled service users People with disabilities may be disproportionately affected by this proposal as they make up a significant percentage of users of Adult Social Care People with disabilities may stop using services People with disabilities may stop using services before proposals are implemented because they are concerned chares will be backdated Impact on carers if users stop using services 	Steering Group. As above

	Charges being backdated could put users in debt	
	People on middle income may be disproportionately affected by the proposal	
	People with savings above the statutory level of £23,250 will be required to pay the full cost of the care services they receive	
Mental Health	Care services they receive Demographic profiles as of 31 March 2011: 655 Mental Health Service users Concerns expressed by mental health service users include the following: People requiring Mental Health support may not be able to afford day care provision in the future which will impact on their recovery. People requiring Mental Health Support, their Carers and advocates may not be fully aware of the changes and how these may impact upon them. Back dating contributions will cause stress and anxiety and potentially push people into debt.	All eligible service users will go through a financial assessment to assess their ability to make a contribution towards the cost of their care. Those assessed as being unable to afford a contribution will not need to pay but will still be provided with all the support agreed in their support plan. The proposed Fairer Contributions Policy has been circulated widely during the full consultation process and discussed in face to face meetings. Once Cabinet Committee have made decisions a communications plan will be put into place to ensure everyone in the community who accesses Adult Care Services is aware of the policy and the process that they need to go through to access services. A bid has been submitted to the Council's Corporate Transformation and Priority Initiatives Fund for additional resources to support the implementation of the new policy, if agreed by Cabinet. As a result of the full consultation exercise the revised proposal is not to backdate any contributions. For mental health users we will need to ensure that there is sufficient capacity to undertake necessary assessments in the same timeframe as other user

				groups.
				Provider organisations would need to sustain capacity to support mental health service users through financial assessments.
Gender Reassignment		Monitoring information is on this protected charact	,	
Marriage and Civil Partnership		Monitoring information is on this protected charact	not currently held	
Pregnancy and Maternity		Monitoring information is on this protected charact	not currently held eristic	
Race		Demographic profiles as of 3 British 40% Indian 22% African/Caribbean 13%	31 March 2011: White	
Religion or Belief		No impact identified		
Sex		No impact identified		
Sexual Orientation		No impact identified		
Other (please state)				
 12. Cumulative impact – Are you aware of any cumulative impact? For example, when conducting a major review of services. This would mean ensuring that you have sufficient relevant information to understand the cumulative effect of all of the decisions. Example: A local authority is making changes to four different policies. These are funding and delivering social care, day care, respite for carers and community transport. Small changes in each of these policies may disadvantage disabled people, but the cumulative effect of changes to these areas could have a significant effect on disabled people's participation in public life. The actual and potential effect on equality 			changes to the Con Concessionary trave For users of more the impact i.e. if some centre, uses Adult So following a financia the total cost of that	arrying out a consultation which include proposed tributions Policy, Adult Social Care Transport, el and the costs of Meals on Wheels. Than one service there may well be a cumulative ody has meals on wheels and also attends a day Social Care Transport and has a support package, I assessment they may be asked to contribute to t care package, undergo an assessment for nave to pay more for their meal.

of all these proposals, and appropriate mitigating measures, will need to be considered to ensure that inequalities between different equality groups, particularly in this instance for disabled people, have been identified and do not continue or widen. This may include making a decision to spread the effects of the policy elsewhere to lessen the concentration in any one area.			Groups usi People with People with Elderly peo People with We have un be impacted ensure that	ng Adult Care Services: n mental health needs n learning disabilities ple n physical disabilities ndertaken analysis to identif d by change. We are workin all users and carers are rec and are exploring various o	
regard to eliminate disc groups. (Include all the positive	crimination, harassment and vio	ctimisation, advander	ce equality of will be availa	f opportunity and promote goo	
working hours for parents/carers, IT equipment will be DDA compliant eEquality GroupEliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010Advance equality opportunity betw from different group		y of een people	Foster good relations between people from different groups	What actions can you take to meet these requirements? (Also include these in the Improvement Action Plan at Stage 5)	
Age (including carers of young/older people) The council will ensure that services continue to meet the needs of older people and only those who are assessed as having the ability to pay will contribute.			The consultation process has allowed us to ensure that all groups are given the opportunity to give their views	Continued monitoring of the services Working with Partner Agencies to ensure older people have their full benefit entitlement	
Disability (including carers of disabled people)	The council will ensure that services continue to meet the needs of people with disabilities and only those who are assessed as having	We will monitor f from service use continued basis		The consultation process has allowed us to ensure that all groups are given the opportunity to give their views	Continued monitoring of the services Working with Partner Agencies to ensure people with

	the ability to pay will contribute			disabilities have their full benefit entitlement Information will be provided in required format. Please note the specific requirements of mental health service users are included in action plan.
Gender Reassignment	The council will monitor services to ensure meeting the needs of all	We will monitor feedback from service users on a continued basis	As above	Continued monitoring of services
Marriage and Civil Partnership	The council will monitor services to ensure meeting the needs of all	We will monitor feedback from service users on a continued basis	Not monitored	Will ensure included in future monitoring of services
Pregnancy and Maternity	The council will monitor services to ensure meeting the needs of all	We will monitor feedback from service users on a continued basis	Not monitored	Will ensure included in future monitoring of services
Race	The council will monitor services to ensure meeting the needs of all	We will monitor feedback from service users on a continued basis	The consultation process has allowed us to ensure that all groups are given the opportunity to give their views	Continued monitoring of services Information about services will be provided in first language
Religion or Belief	The council will monitor services to ensure meeting the needs of all	We will monitor feedback from service users on a continued basis	The consultation process has allowed us to ensure that all groups are given the opportunity to give their views	Continued monitoring of services
Sex	The vast majority of Carers are women therefore if people stop using services this may have a disproportionate effect on this group. The council will monitor	We will monitor feedback from service users on a continued basis	The consultation process has allowed us to ensure that all groups are given the opportunity to give their views	Continued monitoring of services

	services to ensure meeting the needs of all			
Sexual Orientation	The council will monitor services to ensure meeting the needs of all	We will monitor feedback from service users on a continued basis	The consultation process has allowed us to ensure that all groups are given the opportunity to give their views	Continued monitoring of services

14. Is there any evidence or concern that direct or indirect discrimination may occur with reference to anti discrimination legislation?

Direct discrimination - occurs when a person is treated less favourably than others on the grounds of their age, disability, gender, race, religion or belief, or sexual orientation. Refer to main guidelines and toolkit for examples of direct discrimination.

Indirect discrimination - occurs when a rule, condition or requirement, which applies equally to everyone, has a disproportionately adverse effect on people from a particular equalities group when there is no objective justification for the rule. Refer to main guidelines and toolkit for examples of indirect discrimination.

		Age (including carers)	Disability (including carers)	Gender Reassignme nt	Marriage and Civil Partnership	Pregnancy and Maternity	Race	Religion and Belief	Sex	Sexual Orientation
Direct	Yes									
	No	Х	Х	Х	Х	x	Х	х	Х	Х
Indirect	Yes	Х	Х							
	No			X	X	X	X	X	X	X

If you have answered 'yes' to any of the above you need to stop and rethink and should not proceed with your proposals.

As there is the potential for the policy to have a disproportionate adverse impact on particular protected groups, the Council must have a justifiable reason for applying the policy and must consider mitigating measures. The objective justification for the policy proposal is set out in the EqIA as the need to deliver equitable services to vulnerable people within the financial resources available to the Council and the option to deliver services in an alternative way that is still in line with national guidance and more aligned to that of neighbouring councils.

(You are also encouraged to seek Legal Advice)

Stage 4: Decision					
15. Please indicate which of the following statements best describes the outcome of your EqIA (✓ tick one box only)					
Outcome 1 – No change required: when the EqIA has not identified any potential for discrimination or adverse impact and all					
opportunities to promote equality are being addressed.					
Outcome 2 – Adjustments to remove adverse identified by the EqIA or to better promote equality. List the actions you propose to					
take to address this in the Improvement Action Plan at Stage 5					
Outcome 3 – Continue with proposals despite having identified some potential for adverse impact or missed opportunities to					
promote equality. In this case, the justification needs to be included in the EqIA and should be in line with the PSED to have 'due					
regard'. In some cases, compelling reasons will be needed. You should also consider whether there are sufficient plans to reduce					
the negative impact and/or plans to monitor the impact. (explain this in 15A below)					
Outcome 4 – Stop and rethink: when your EqIA shows actual or potential unlawful discrimination. (You are also encouraged to					
seek Legal Advice)					
15A. If your EqIA is assessed as outcome 3 , explain your justification					
with full reasoning to continue with your proposals?					

	ments (Improvement Action s you plan to take as a result o		ent. This will include an	y actions identified throu	ghout the EqIA.
Area of potential adverse impact e.g. Race, Disability	Action proposed	Lead Officer	Timescale	Resource implication	Progress
 The areas of potential adverse impact that have been identified as an impact include: People who are older and or disabled Users of the services that have middle income Female Carers People with savings above the statutory level of £23,250 Mental health service users 	If the proposals are implemented all users of the service will have a care needs assessment and financial assessment and only those who have been assessed as having the ability to pay will contribute towards their services. The dept recovery policy is being reviewed following issues being highlighted as part of the consultation. The council is working in partnership with the Voluntary Sector to ensure that people access their full benefit entitlement The Steering Group has set up a sub group to look at the financial assessment	Carol Yarde			

Stage 5: Making Adjustments (Improvement Action Plan)							
16 . List below any actions you plan to take as a result of this impact assessment. This will include any actions identified throughout the EqIA.							
Area of potential adverse impact e.g. Race, Disability	Action proposed	Lead Officer	Timescale	Resource implication	Progress		
	The Steering Group will continue to operate and will be involved in monitoring the implementation of changes and continuing service delivery. A comprehensive communications strategy has been developed in conjunction with Communications to ensure that the outcome from the consultation is widely communicated. Staff need to be trained in mental health awareness, particularly in relation to the contributions policy. Information for service users on the financial assessment needs to be reviewed and improved and provided in a more accessible way to all users and carers. For mental health users we						

will need to ensure that there is sufficient capacity to undertake necessary assessments in the same timeframe as other user groups.		
Provider organisations would need to sustain capacity to support mental health service users through financial assessments.		

Stage 6 - Monitoring The full impact of the decision may only be known after the proposals have been implemented, it is therefore important to ensure effective monitoring measures are in place to assess the impact.

17. How will you monitor the impact of the proposals once they have been implemented? How often will you do this?	The Steering Group is continuing to work with the Council to ensure the monitoring arrangements are robust. The Steering Group will continue to meet to monitor the implementation and ongoing service delivery
18 . What monitoring measures need to be introduced to ensure effective monitoring of the policy? (Also Include in Improvement Action Plan at Stage 5)	The council is working closely with the Steering Group, which will have the same composition of representation, to ensure robust monitoring arrangements are put in place. CNWL to report impact of contribution policy to steering group. Steering Group to work with CNWL to develop evaluation process for mental health personalisation.
19. How will the results of any monitoring be analysed, reported and publicised?	Via steering group, and reported and publicised on council website.
20. Have you received any complaints or compliments about the policy, service, function, project or decision being assessed? If so, provide details.	Feedback has been received to the consultation and is included within the Cabinet Report and reported to the Steering Group.

Stage 7 – Reporting outcomes The completed EqIA must be attached to all committee reports and a summary of the key findings included in the relevant section within them.

EgIA's will also be published on the Council's website and made available to members of the public on request.

EqiA's will also be published on the Council's website and made available	The impacts identified through the consultation are:
	Positive –
	 The policy will provide fair access to services and only those who are assessed as having the ability to pay will be asked to contribute
	towards their services
	Negative
	 People may be asked to pay for services who haven't previously contributed
	People may stop using services
	People may stop using services before proposals are implemented
21. Summary of the assessment	because they are concerned charges will be backdated
	Impact on Carers if users stop using services
NOTE: This section can also be used in your Cabinet reports etc but	Some carers may withdraw users from the services
you must ALSO attach the full EqIA to the report	Charges being backdated could put users in debt
N/hat are the key impacta wheth adverse and pasitive?	People on middle income may be disproportionately affected by the
 What are the key impacts – both adverse and positive? What course of action are you advising as a result of this EqIA? 	proposals
 Are there any particular groups affected more than others? 	 People with savings above the statutory level of £23,250 will be required to pay the full cost of the care services they receive
Do you suggest to proceeding with your proposals although an adverse impact has been	required to pay the full cost of the care services they receive
identified?	The Steering Group will continue to operate and will work with the
	Council to monitor implementation of the changes that are agreed and
	the monitoring arrangements.
	Working closely with the Voluntary Sector to ensure people get their full benefit entitlements
	The Council have changed the proposals for transition as a result of the
	consultation and no backdating of charges will now be put forward.
	The Steering Group are working with the Council to develop effective transition and monitoring arrangements.

22 . How will the impact assessment be publicised? E.g. Council website, intranet, forums, groups etc	The Council website						
Stage 8 - Organisational sign Off (to b							
	The completed EqIA needs to be sent to the chair of your Departmental Equalities Task Group (DETG) to be signed off.						
23 . Which group or committee considered, reviewed and agreed the EqIA and the Improvement Action Plan?	The Steering Group has shaped the Equality Impact Assessment in partnership with the Council.						
Signed: (Lead officer completing EqIA)		Signed: (Chair of DETG)					
Date:		Date:					