

Equality Analysis (EIA) Form

A) Description

Name of service, function, policy (or other) being assessed

Variation to contract of a budget reduction to a carers health and wellbeing service, delivered by Crossroads care

Directorate or organisation responsible (and service, if it is a policy)

AWB Commissioning

Date of assessment

March 2017

Names and job titles of people carrying out the assessment

Laura Ferguson – Senior Commissioning officer

Accountable person

Martin Samuels, Director Adult and Wellbeing

What are the aims or main purpose of the service, function or policy? What does it provide and how does it provide it?

To ensure that carers funding is used appropriately to meet the needs of informal carers within Herefordshire

- To ensure that the services commissioned are needed and are provided efficiently to ensure that value for money is achieved with the best outcome in the form of sustainable benefit to carers.
- To help ensure that strategic commissioning funding is used appropriately to meet the priorities which will emerge from the new Carers Strategy in the context of the reduced spending available.

The corporate plan 2016-2020 states “the council will face increasing demands on the services it provides whilst simultaneously making savings totalling £87 million. This means that the council needs to significantly change how it operates and the services it runs to focus on greatest need.”

Location or any other relevant information

Countywide coverage

List any key policies or procedures to be reviewed as part of this assessment.

Following a competitive tender Crossroads Care had been commissioned to provide a new countywide carers health and wellbeing service. The service commenced on 1st October 2015 and provides a range of support and activities to enable carers to maintain their wellbeing and engage in enjoyable activities alongside their caring role.

The Care Act 2014 sets out new responsibilities for local authorities from April 2015 and the council expected carers assessment take up to increase. However, from contract management data and recent consultation, the council is not experiencing the predicted volume of people supported and this information should inform remodelling of services.

Herefordshire is developing its local Carers Strategy and has a target date of summer 2017 for completion. This will set the strategic priorities for carers and inform future commissioning decisions.

Who is intended to benefit from the service, function or policy?

Informal carers of vulnerable adults and children within Herefordshire

Service users who are supported indirectly through funding

- Number of carers supported by Crossroads care in a 12 month period is 251.
- The latest census figures indicate that there are 20,627 adult carers in Herefordshire. The Herefordshire Health and Wellbeing Survey estimated that there are 34,200 adult carers who are supported by informal networks or are self-sufficient. This equates to around 19% of the total population.
- As at January 2015, 1,707 carers were known to Herefordshire Council, 778 Carer's Assessments had been conducted and 826 carers were receiving services. .

Who are the stakeholders? What is their interest?

- Informal carers (older/parent and young carers)
- The cared for - (adults and young people) with a disability/visual impairment/hearing impairment/learning disability/mental health/physical disability
- Herefordshire Carers Support
- Crossroads Care- carers support provider under contract to deliver carers support services.
- Herefordshire Council Adult Wellbeing

B) Partnerships and Procurement

If you commission services externally or works in partnership with other organisations, Herefordshire Council remains responsible for ensuring that the quality of provision/ delivery meets the requirements of the Equality Act 2010, i.e.

- Eliminates unlawful discrimination, harassment and victimisation

- Advances equality of opportunity between different groups
- Fosters good relations between different groups

What information do you give to the partner/contractor in order to ensure that they meet the requirements of the Act? What information do you monitor from the partner/contractor in order to ensure that they meet the requirements of the Act?

Herefordshire Council discharges its duty to two carer organisations to meet its obligations to carers, Herefordshire Cares Support – H.C.S. and Crossroads Care and as such they must to comply with the Equality Act 2010 and have their own Equality policy available. The specification determines the performance measures and the contract management function monitors quarterly returns to ensure that contractual commitments are met.

Are there any concerns at this stage that indicate the possibility of inequalities/negative impacts? For example: complaints, comments, research, and outcomes of a scrutiny review. Please describe:

A comprehensive and multi-faceted consultation process has been undertaken with informal carers and Crossroads care via a consultation meetings, on line survey, and correspondence from carers. A summary of responses and themes has been created to reflect the feedback. A proportion of this feedback also relates to carers supported by Herefordshire Carers Support.

The number of carers supported by Crossroads care who engaged in the recent consultation with the facilitation of the HCS organisation across a variety of sources, accounts for a very small proportion of the respondents 9 clearly identified through survey and meeting facilitated by Crossroads care, although it is acknowledged there may be some duplications in the HCS carer meeting attendance, as some people use both carer services. However this figure represents only 4% of the carers registered with HCS. The findings indicate that the audience, who have chosen to engage with us on the subject of the reduction in budget to carers support organisations, is small in relation to the predicted population in Herefordshire.

It is noted that although the respondents were relatively small in number given the scope of the exercise the majority of respondents were unclear on the impact of the budget reductions and often misunderstood the services in question, their main concerns being they didn't want the direct care service that Crossroads delivered to be reduced. This is a separate service and not within the scope of the budget reduction. It was noted that no one was in favour of reducing the budget to Crossroads care as they valued the service.

There is a likelihood of complaints from current users of this service, as well as negative media attention and reputational risk. However it is also noted that throughout the consultation period no other options have been suggested as better options for budget reductions. It is acknowledged there will be impact, but that this proposal to remodel the budget and service will have less impact on Herefordshire residents and carers than reducing spend on other adult wellbeing contracts.

It is recognised that this reduction will have a negative impact upon a small cohort, but this will be mitigated by recommissioning in new ways in the future which we

anticipate services modelled differently will be able to reach a much larger unpaid carer population.
The Contractor Carers support have worked positively with the council and are supportive of the decision to vary the contract given that demand is currently lower than predicted.

C) Information

What information (monitoring or consultation data) have you got and what is it telling you?

Of the 53 people who responded to the online survey

- 87% of respondents in the 26-64 age range,
- 9% of respondents are over 65 years

62% of respondents are in employment and
17% of respondents are a full time carer

It is significant that the majority of the respondents are working age adults.

Of the people who responded to the survey 62 % are registered as a carer

Of the 53 respondents, people were asked where they received support from. When analysing the results into categories they are as follows

53% received support from natural support networks and third sector
25% received support from commissioned services (HCS/Carers support/ Wish)
12% received support via schools
10% received support from the councils (social services)

When asked what things would help the most and how frequently people accessed types of support all domains scored high, indicating the solutions are personalised. However the top 4 responses (two areas are out of the scope of the current contract) were;-

- Flexible support from employers
- Help with personal career development
- Training with caring role
- Online help

When asked peoples thoughts on reduction of funding to Crossroads care and HCS by up to half by the end of 2018

Whilst it is recognised that 50% of respondents said the reduction in spend to HCS would be a "*Significant impact*" to them, this view cannot be taken as fully representative of the estimated carer population in Herefordshire, as there is evidence that the organisation works with a small section of the carer population.

D) With regard to the stakeholders identified and the diversity groups set out below;

	<i>Is there any potential for (positive or negative) differential impact?</i>	<i>Could this lead to adverse impact and if so what?</i>	<i>Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group, or for any other reason?</i>	<i>Please detail what measures or changes you will put in place to remedy any identified adverse impact.</i>
Disability	No - The reduction of the budget to Crossroads Care on services for unpaid carers in Herefordshire is funded to deliver to a higher number than currently access the service.		The council needs to reduce its spend and considers this to have less adverse impact that reduction in budget to direct services for disabled people.	By redesigning carer services this will target areas where the budget can make the most positive impact. In addition the new carers' strategy will inform new innovative services.
Age	National statics advise that 1 in 5 people aged 50-64 are carers. The number of carers aged over 65 is increasing more rapidly than the general carer population.	The carer's strategy will identify the impact on the different age groups.	Through the strategy the resources can be focussed on the people in greatest need and where the benefits will be maximised.	The revised service specification will remodel the services to carers to reach the target groups as identified through the carers strategy with a key focus on older and younger carers.
Gender	The census demonstrates that women are more likely to be carers than men. However this figure	Personalised approaches to support individuals are identified through carers		Service specification and contract monitoring to capture data to monitor

	changes, at 85 years old 59% of carers are males compared to 41% women.	assessments.		performance
Race	Almost all service users are White British.	No. The composition of service users according to this equality strand is broadly reflective of local demographics in Herefordshire generally (6% of the population describe themselves as not White British)		
Sexual Orientation	<i>No data available to allow analysis</i>			
Religion- belief/none belief	<i>No data available to allow analysis</i>			
Pregnancy/maternity	<i>No data available to allow analysis</i>			
Gender reassignment	<i>No data available to allow analysis</i>			

E) Consultation

Did you carry out any consultation?

Yes No

Who was consulted?

Consultation meetings – arranged by Crossroads Care and facilitated by council officers.

27.02.17 - Hereford

These dates were arranged in collaboration with Crossroads care HCS and we were guided by their knowledge of their stakeholders to inform meetings dates/venues/times/geographical spread and frequency.

- Three meeting were also held with Hereford Carers Support across the county to seek wider feedback.
- Carer online survey which has been promoted by carer support organisations e.g. links in their newsletters, as well as via the Herefordshire Council website
- WISH provided a facilitation function for those people not able to get online access or those people requiring support to complete the online questionnaire.

Describe other research, studies or information used to assist with the assessment and your key findings.

- Department of Health 2014, Care and statutory guidance: issued under the care act 2014
- Department of health 2014, Impact assessment- The Care Act (2014) regulations and guidance for implementation of Part 1 of the care act in 2015/16
- Think local act personal 2014, Information, Advice and Brokerage, Part 1: Shaping the future- planning, commissioning and delivering information, advice and brokerage in the context of the Care Act.
- Adult and Wellbeing Care and Support and Meeting Your Needs Policy 2015
- Herefordshire Carers Strategy 2012- 2015
- Adult Social Care - Developing a New Relationship with Citizens November 2014
- Carers UK policy briefing 2015
- Herefordshire Health and Wellbeing Strategy
- Dementia Strategy 2013-2015
- Herefordshire Carer's Charter
- Children & Families Act 2014
- National Carer Strategy 'Carers at the Heart of 21st Century Families and Communities', 2008
- 'Carers Strategy - the second national action plan 2014-2016
- NHS England's Commitment to Carers May 2014
- Recognised, Valued and Supported: Next steps for the Carers Strategy', 2010
- A Guide to Efficient and Effective Interventions for Implementing the Care Act as it applies to Carers 2015
- The Care Act Whole Family Approaches 2015
- Making it Real
- Making it Real for Carers
- Making it Real for Young Carers

Do you use diversity monitoring categories? Yes No

(if No you should use this as an action as we are required by law to monitor diversity categories)

If yes, which categories?

- X Age
- X Disability
- X Gender Reassignment
- X Marriage & Civil Partnership
- X Pregnancy & Maternity
- X Race
- X Religion & Belief
- X Sex
- X Sexual Orientation

What do you do with the diversity monitoring data you gather? Is this information published? And if so, where?

<https://factsandfigures.herefordshire.gov.uk/>

F) Conclusions

	Action/objective/target OR justification	Resources required	Timescale	I/R/S/J
a)	Commissioning / contracting activity	Staff time		I
b)	Ensure strong links with Economy, Communities & Corporate Regeneration to identify external funding opportunities	Staff time		I
c)				
d)				

(I) Taking immediate effect.

(R) Recommended to Council/Directors through a Committee or other Report*.

(S) Added to the Service Plan.

(J) To be brought to the attention of the Equality Manager.

*Summarise your findings in the report. Make the full assessment available for further information.

NB: Make sure your final document is suitable for publishing in the public domain.