

Equality Analysis (EIA) Form

A) Description

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

Integrated Community Equipment Service (ICES)

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

Adults and Communities

Date of assessment

20 August 2019

Names and job titles of people carrying out the assessment

Lisa Bedford – Senior Commissioning Officer

Accountable person

Ewen Archibald – Head of Community Commissioning and Resources

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

Aim:

'To recommission a joint health and local authority statutory service which provides community equipment on loan to residents with an eligible and assessed need.'

The Integrated Community Equipment Service (ICES) is a statutory service provided to support people with assessed health and social care needs.

The needs are met through either a short or long term loan of equipment in order to facilitate;

- independent daily living,
- reablement,
- rehabilitation, or
- require equipment to meet a specific clinical need, including those who need NHS Continuing Health Care.

An efficient service is an essential part of the support in place to facilitate discharge from hospital, and enable people to remain in their own homes for as long as possible. The updated objectives for the service also reflect changing expectations of customers and their carers, and so encompass include;

- A sustainable, efficient and effective service available delivery
- A single point of contact

- Maintain independence and support individual outcomes through enabling support at home
- Prevention of avoidable hospital admissions or care home placements
- Supporting safe and timely hospital discharge
- Supporting carers to continue safely in their caring role
- Maximising recycling and reuse of equipment
- Value for money for commissioners and people funding their own equipment

Location or any other relevant information

The service covers Herefordshire residents and people with a GP in Herefordshire.

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

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

Any person of any age with an assessed eligible need who resides in Herefordshire or is registered with a GP in Herefordshire.

This service primarily supports older people. During 2018/19 financial year, 89% of spend was in relation to equipment provision for those aged 18 and over.

Where user group data was collected during the last financial year (approximately 89% of service users), 32% of people accessing the service were identified as having needs relating to a disability and 40% were identified as having needs relating to being an older person. A slightly higher proportion of people accessing the service were female (57%) during the last year.

The service is supporting the most vulnerable people in our community and particularly in relation to two protected characteristics through age and disability.

Who are the stakeholders? What is their interest?

This service is a joint service on behalf of the locality authority and Herefordshire Clinical Commissioning Group so they are a partner, with the local authority acting as the lead commissioner.

The main stakeholders are:

- **Residents of all ages** with an assessed eligible need for items of community equipment. Their interest will be in relation to the supply of equipment in an appropriately timely manner and meeting the specified cleanliness standards.
- **Prescribing practitioners** responsible for the assessment and ordering of equipment for residents following assessment. These practitioners are from a range of organisations including; Wye Valley Trust, Clinical Commissioning Group, Herefordshire Council, 2gether Trust, St Michael's Hospice. Their interest will be in relation to:
 - a) the availability of suitable equipment to order and
 - b) Easy to navigate ordering system
 - c) Clear communication in relation to order status
 - d) Excellent customer service for service users and prescribing practitioners

B) Partnerships and Procurement

If you contract out services or work 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, ie.

- 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?

When the tender opportunity goes live and invites providers to bid to provide the service, a copy of the contract will be included to outline the requirements. The contract states that the provider must comply with the Equality Act 2010 in promoting equality of treatment, including the extract below –

27 EQUAL OPPORTUNITIES

- 27.1 *The Supplier shall not unlawfully harass or victimise a person or discriminate either directly or indirectly because of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, colour, nationality, ethnic or national origin, religion, or belief, sex, or sexual orientation (the **Protected Characteristics**) and without prejudice to the generality of the foregoing the Supplier shall not unlawfully discriminate within the meaning and scope of the Equality Act 2010, the Human Rights Act 1998 or other relevant legislation, or any statutory modification or re-enactment thereof.*
- 27.2 *The Supplier shall give due regard to the need to eliminate discrimination, advance equality and foster good relations within the meaning and scope of the Public Sector Equality Duty in Section 149 of the Equality Act 2010 in the execution of the Agreement.*
- 27.3 *The Supplier shall take all reasonable steps to secure the observance of Clauses 0 and 0 by all servants, employees or agents of the Supplier and all suppliers and Subcontractors employed in the execution of the Agreement.*
- 27.4 *The Supplier shall demonstrate to the Council that it has a policy to comply with its statutory obligations under the legislation referred to above in Clauses 0 and 0.*
- 27.5 *If there should be any findings of unlawful discrimination made against the Supplier by any court or employment tribunal, or an adverse finding in a formal investigation by a Commission, the Supplier shall take appropriate steps to prevent repetition of the unlawful discrimination.*
- 27.6 *The Council reserve the right to test the Supplier's equality performance through the life of the Agreement. The Supplier shall cooperate with the Council regarding the provision of a date and/or access for site visits as reasonably required by the Council.*

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:

No, the service is open to all people with an eligible assessed need.

C) Information

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

Information available from the service provider will only provide details in relation to the age of the service user, client group and some ethnicity data. Ethnicity data is frequently not complete on the online ordering system. Client group provides the following options for prescribers to select; older people, learning disability, physical disability, mental health and dementia. This data does not influence service delivery or is monitored, it is used to provide headline trend data on an occasional basis.

Prescribing practitioners are able to select a range of reasons in relation to why equipment is needed, which includes disability, but this is not an accurate data set to use for monitoring purposes.

D) Assessment/Analysis

Describe your key findings (eg. negative, positive or neutral impacts - actual or potential). Also your assessment of risk.

Strand/community	Impact
Sex (gender)	There will be no negative impact as a result of the recommissioned service.
Disability	The impact will be neutral or potentially positive as the proposed improvements to delivery and collections and clearer communication will benefit all service users.
Gender reassignment	There will be no negative impact as a result of the recommissioned service.
Marriage and civil partnership and sexual orientation	There will be no negative impact as a result of the recommissioned service.
Pregnancy and maternity	There will be no negative impact as a result of the recommissioned service.
Race	There will be no negative impact as a result of the recommissioned service.
Religion or belief	There will be no negative impact as a result of the recommissioned service.
Age	The impact will be neutral or potentially positive as the proposed improvements to delivery and collections and clearer communication will benefit all service users.

E) Consultation

Did you carry out any consultation?

Yes No

Who was consulted?

An online survey was made available to the general public and a random selection of service users were called to seek their views on their experience of the service. Prescribing practitioners were also engaged with and a summary of both exercises is available [here](#) .

The data has been used to influence the development of the new specification.

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

None

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?

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

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

Currently only age data is use to assess demand profiles and is quoted in both internal and external reports. Ethnicity data is collected but is not mandatory on the current system and therefore the data isn't used to report or monitor. It is proposed to remove ethnicity from the new contract system. This data is collected and monitored by the prescribing practitioners when gaining consent to hold personal information before assessments have taken place.

The new service will continue to collect and look at data in relation to age, and proactively monitoring disability and gender to highlight any changing demands in the service and monitor the predicted population trends against service usage.

State why?

F) Conclusions

	Action/objective/target OR justification	Resources required	Timescale	I/R/S/J
a)	Ensure age, client user group (to include disability and older people) and gender categories are compulsory to complete in the ordering system	Commissioner time to include in new specification and implement through mobilisation of contract	From April 2020	S
b)	Remove race / ethnicity data from new service specification data collection requirements	Commissioner time to include in new specification and implement through mobilisation of contract	From April 2020	S
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.