



Equality Analysis Form

The following questions will document the effect of your service or proposed policy, procedure, working practice, strategy or decision (hereafter referred to as 'policy') on equality, and demonstrate that you have paid due regard to the Public Sector Equality Duty.

1. RESPONSIBILITY

Department	Communities and Wellbeing	
Service	Workforce Modernisation	
Proposed policy	Future Service Options for Social Care Provider Services	
Date	1 October 2014	
Officer responsible for the 'policy' and for completing the equality analysis	Name	Kat Sowden
	Post Title	Head of Workforce Modernisation
	Contact Number	0161 253 5406
	Signature	
	Date	19/8/14
Equality officer consulted	Name	Mary Wood
	Post Title	Principal Officer - Equalities
	Contact Number	0161 253 6795
	Signature	 23/2014
	Date	23 September 2014

2. AIMS

What is the purpose of the policy/service and what is it intended to achieve?	<p>The services concerned provide social care support to vulnerable adults within Bury. The purpose is to ensure that they are supported to maximise their life opportunities and independence and to maintain health and wellbeing.</p> <p>There are 108 customers supported by Supported Accommodation and 192 customers are supported in Learning Disability and Physical Disability Day Services. There are 75 places per day at Grundy Day Centre, 40 places per day at Pinfold Lane Day Centre, and 66 short stay beds available per night in short stay. These are accessed by a large number of customers on a flexible basis at around 80% occupancy or more dependent on the service area and seasonal variations. Shared Lives provides support and respite care on a 1:1 basis in a home setting to 22 customers through 25 carers. These services are used in the main by people with physical and/or learning disabilities and older people.</p>
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	<p>This analysis relates to the options appraisal of a number of options for future service delivery;</p> <ol style="list-style-type: none"> 1. Closure of some services 2. Externalisation of services 3. Developing an alternative delivery model for services e.g. social enterprise <p>The intention of the options appraisal is to identify a recommended option for the future delivery of the service.</p> <p>This equality analysis is required to inform the options appraisal and Cabinet decision making by demonstrating the equality characteristics of customers and staff and the impact the different options may have on equality in relation to this.</p> <p>In order to inform the equality analysis staff and customer profiles have been considered and engagement with staff and customers was undertaken during July / August 2014. This involved information packs and briefing sessions. Attendance at briefings was;</p> <p>Staff 188 Customers/Families 133</p> <p>Responses via feedback forms was; Staff 185 Customers/Families 224</p> <p>This equality analysis deals solely with the impact in respect of provider services, however it is recognised that all the options may have an impact on support services in the department and Council but it is not possible to identify this at this stage.</p>
<p>Who are the main stakeholders?</p>	<p>Customers of provider services Families Carers Staff Dept of Communities & Wellbeing Councillors Unison Support Services</p>

OPTION 1 – CLOSURE OF SOME SERVICES

3. ESTABLISHING RELEVANCE TO EQUALITY

3a. Using the drop down lists below, please advise whether the policy/service has either a positive or negative effect on any groups of people with protected equality characteristics.

If you answer yes to any question, please also explain why and how that group of people will be affected.

Protected equality characteristic	Positive effect (Yes/No)	Negative effect (Yes/No)	Explanation
Race	No	No	
Disability	No	Yes	The majority of customers supported in these service areas have a learning and/or physical disability or sensory impairment. Closure of some services would directly impact these people. Although it is not suggested that they would stop receiving a service there would be some element of disruption and distress experienced whilst alternative provision was found to meet the person's needs and they transitioned to this. The majority of customers have expressed their satisfaction with the current service they receive, alternative provision is not perceived as being of as good a quality and therefore customers are likely to find this detrimental.
Gender	No	Yes	<i>This impact relates to staff rather than customer. Within this area the majority of the workforce is female. Proportions range from 70% to 88% females within all teams. This is similar to the Council as a whole. Closure of some services would result in displacement of staff and potential redundancy. This would affect more females than males due to the demographic makeup of the workforce.</i> All services except Older People's short stay are largely equally split in terms of the gender of customers and therefore one group will not be more affected than the other. The majority of customers in Older People's short stay are female and consequently will experience a greater differential impact in this service. All customers will be affected in the same way as described under disability
Gender reassignment	No	No	

Age	No	Yes	Within the Older People's short stay, residential and day care the majority of customers are elderly. Closure of some services would directly impact these people. Although it is not suggested that they would stop receiving a service there would be some element of disruption and distress experienced whilst alternative provision was found to meet the person's needs and they transitioned to this. The majority of customers have expressed their satisfaction with the current service they receive, alternative provision is not perceived as being of as good a quality, and therefore customers are likely to find this detrimental.
Sexual orientation	No	No	
Religion or belief	No	No	
Caring responsibilities	No	Yes	Although the customer group concerned do not generally have caring responsibilities, many of them are supported by family and carers. Therefore people with caring responsibilities could be impacted as the purpose of many of these services is to provide respite and carer break which enables the carer to continue to provide support and to live their own life e.g. working etc. Closure of some services would directly impact these people. Although it is not suggested that they would stop receiving a service there would be some element of disruption and distress experienced whilst alternative provision was found to meet the person's needs and they transitioned to this. The majority of customers and their carers have expressed their satisfaction with the current service they receive, alternative provision is not perceived as being of as good a quality and therefore customers are likely to find this detrimental.
Pregnancy or maternity	No	No	
Marriage or civil partnership	No	No	

OPTION 2 – EXTERNALISATION OF SERVICES

3. ESTABLISHING RELEVANCE TO EQUALITY

3a. Using the drop down lists below, please advise whether the policy/service has either a positive or negative effect on any groups of people with protected equality characteristics.

If you answer yes to any question, please also explain why and how that group of people will be affected.

Protected equality characteristic	Positive effect (Yes/No)	Negative effect (Yes/No)	Explanation
Race	No	No	
Disability	Yes	Yes	<p>The majority of customers supported in these service areas have a learning and/or physical disability or sensory impairment. Externalisation may be concerning to these people as the majority report fears about the quality of provision offered by non in-house providers. Although this may not be a fair assessment it is their perception. The majority of customers and their carers have expressed their satisfaction with the current service they receive and are therefore likely to find this detrimental.</p> <p>Under this option it is likely that current staff will be transferred to the new provider under TUPE and customers will benefit from the familiarity of staff they know and trust. However if they have to move to an alternative provider they will experience disruption and distress as they move to the new provider.</p>
Gender	Yes	Yes	<p><i>This impact relates to staff rather than customer. Within this area the majority of the workforce is female. Proportions range from 70% to 88% females within all team. This is similar to the Council as a whole. This option can be perceived as maintaining employment for this group.</i></p> <p><i>Externalisation of some services is perceived by staff and trade unions as detrimental, despite the fact that TUPE would technically protect their terms and conditions of employment. This would affect more females than males due to the demographic makeup of the workforce.</i></p>
Gender reassignment	No	No	

Age	Yes	Yes	<p>Within the Older People's short stay, residential and day care the majority of customers are elderly. Externalisation may be concerning to these people as the majority report fears about the quality of provision offered by non in-house providers. Although this may not be a fair assessment it is their perception. The majority of customers and their carers have expressed their satisfaction with the current service they receive and are therefore likely to find this detrimental.</p> <p>Under this option it is likely that current staff will be transferred to the new provider under TUPE and customers will benefit from the familiarity of staff they know and trust. However if they have to move to an alternative provider they will experience disruption and distress as they move to the new provider.</p>
Sexual orientation	No	No	
Religion or belief	No	No	
Caring responsibilities	Yes	Yes	<p>Although the customer group concerned do not generally have caring responsibilities, many of them are supported by family and carers. Therefore people with caring responsibilities could be impacted as the purpose of many of these services is to provide respite and carer break which enables the carer to continue to provide support and to live their own life e.g. working etc. Externalisation may be concerning to families as the majority report fears about the quality of provision offered by non in-house providers. Although this may not be a fair assessment it is their perception. The majority of customers and their carers have expressed their satisfaction with the current service they receive and are therefore likely to find this detrimental.</p> <p>Under this option it is likely that current staff will be transferred to the new provider under TUPE and customers will benefit from the familiarity of staff they know and trust. However if they have to move to an alternative provider they will experience disruption and distress as they move to the new provider.</p>
Pregnancy or maternity	No	No	
Marriage or civil partnership	No	No	

OPTION 3 – DEVELOPMENT OF AN ALTERNATIVE DELIVERY MODEL

3. ESTABLISHING RELEVANCE TO EQUALITY

3a. Using the drop down lists below, please advise whether the policy/service has either a positive or negative effect on any groups of people with protected equality characteristics.

If you answer yes to any question, please also explain why and how that group of people will be affected.

Protected equality characteristic	Positive effect (Yes/No)	Negative effect (Yes/No)	Explanation
Race	No	No	
Disability	Yes	Yes	<p>The majority of customers supported in these service areas have a learning and/or physical disability or sensory impairment. Depending on the model chosen for alternative delivery it could be perceived as positive as some models can provide the opportunity for more involvement in the operation of the organisation by customers. Also the new service may be able to offer new and more flexible services to customers and would be working towards being delivered at a more affordable price. In addition, the services would be more sustainable offering better security to customers in the future. Under this option customers would benefit from the familiarity and continuity of staff they know and trust</p> <p>Setting up an alternative delivery model may be concerning to some people as it is something which they are not familiar with and therefore seems uncertain and risky. The majority of customers and their carers have expressed their satisfaction with the current service they receive and are therefore likely to find this detrimental.</p>
Gender	Yes	Yes	<p><i>This impact relates to staff rather than customer. Within this area the majority of the workforce is female. Proportions range from 70% to 88% females within all teams. This is similar to the Council as a whole. This option would maintain employment for staff as they would transfer to the new model and is anticipated to be more sustainable in the future. Depending on the model chosen for delivery there may be opportunities for staff to be involved in the operation of the organisation and development of new and flexible services.</i></p> <p><i>However development of an alternative delivery model is perceived by some staff</i></p>

			<i>and trade unions as detrimental, despite the fact that TUPE would technically protect their terms and conditions of employment. This would affect more females than males due to the demographic makeup of the workforce. In addition, there could be an increased equal pay risk as the new organisation would be perceived as an 'associated employer'.</i>
Gender reassignment	No	No	
Age	Yes	yes	<p>Within the Older People's short stay, residential and day care the majority of customers are elderly. Depending on the model chosen for alternative delivery it could be perceived as positive as some models can provide the opportunity for more involvement in the operation of the organisation by customers. Also the new service may be able to offer new and more flexible services to customers and would be working towards being delivered at a more affordable price. In addition, the services would be more sustainable offering better security to customers in the future. Under this option customers would benefit from the familiarity and continuity of staff they know and trust.</p> <p>Setting up an alternative delivery model may be concerning to some people as it is something which they are not familiar with and therefore seems uncertain and risky. The majority of customers and their carers have expressed their satisfaction with the current service they receive and are therefore likely to find this detrimental.</p>
Sexual orientation	No	No	
Religion or belief	No	No	
Caring responsibilities	Yes	Yes	<p>Although the customer group concerned do not generally have caring responsibilities, many of them are supported by family and carers. Therefore people with caring responsibilities could be impacted as the purpose of many of these services is to provide respite and carer break which enables the carer to continue to provide support and to live their own life e.g. working etc. Depending on the model chosen for alternative delivery it could be perceived as positive as some models can provide the opportunity for more involvement in the operation of the organisation by customers. Also the new service may be able to offer new and</p>

			<p>more flexible services to customers and would be working towards being delivered at a more affordable price. In addition, the services would be more sustainable offering better security to customers in the future.</p> <p>Setting up an alternative delivery model may be concerning to some people as it is something which they are not familiar with and therefore seems uncertain and risky. The majority of customers and their carers have expressed their satisfaction with the current service they receive and are therefore likely to find this detrimental.</p>
Pregnancy or maternity	No	No	
Marriage or civil partnership	No	No	

3b. Using the drop down lists below, please advise whether or not our policy/service has relevance to the Public Sector Equality Duty.

If you answer yes to any question, please explain why.

General Public Sector Equality Duties	Relevance (Yes/No)	Reason for the relevance
Need to eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010	No	
Need to advance equality of opportunity between people who share a protected characteristic and those who do not (eg. by removing or minimising disadvantages or meeting needs)	Yes	People with protected characteristics are supported to maximise their life opportunities and independence and maintain their health and wellbeing
Need to foster good relations between people who share a protected characteristic and those who do not (eg. by tackling prejudice or promoting understanding)	No	

If you answered 'YES' to any of the questions in 3a and 3b

Go straight to Question 4

If you answered 'NO' to all of the questions in 3a and 3b

Go to Question 3c and do not answer questions 4-6

3c. If you have answered 'No' to all the questions in 3a and 3b please explain why you feel that your policy/service has no relevance to equality.

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4. EQUALITY INFORMATION AND ENGAGEMENT

4a. For a service plan, please list what equality information you currently have available, **OR** for a new/changed policy or practice please list what equality information you considered and engagement you have carried out in relation to it.

Please provide a link if the information is published on the web and advise when it was last updated?

(NB. Equality information can be both qualitative and quantitative. It includes knowledge of service users, satisfaction rates, compliments and complaints, the results of surveys or other engagement activities and should be broken down by equality characteristics where relevant.)

Details of the equality information or engagement	Internet link if published	Date last updated
Customer demographics		2013
Feedback from staff and customers – briefing packs and sessions conducted during July/August 2014		August 2014
Staff demographics		August 2014
Options Appraisal		
Case Studies of Alternative Delivery Models		

4b. Are there any information gaps, and if so how do you plan to tackle them?

Staff and customers reported lack of knowledge around alternative delivery models. A Frequently Asked Questions document was produced and this included case study examples.

Further work will be undertaken once a preferred option is chosen, to work through the detail of the option and involve customers, families and staff in the development of the option.

5. CONCLUSIONS OF THE EQUALITY ANALYSIS

<p>What will the likely overall effect of your policy/service plan be on equality?</p>	<p>Positive – people with protected characteristics who use the services have been involved and engaged on proposals about the services they receive and will be able to influence decision making.</p> <p>The outcome of the Future Service Options could have both positive and negative outcomes for customers dependent upon the option selected but the equality analysis makes this clear so that this can be taken account of in decision making.</p> <p>The preferred option based on the Options Appraisal and Stakeholder feedback is Option 3, Development of an alternative delivery model. This would have a positive effect as it would give customers a more secure future in terms of the service they receive continuing. Depending on how this is set up it could also give people who use services the opportunity to be more engaged in how the organisation operates and develops services.</p>
<p>If you identified any negative effects (see questions 3a) or discrimination what measures have you put in place to remove or mitigate them?</p>	<p>Mitigation of negative effects will be considered as part of the detailed work for the preferred option.</p>
<p>Have you identified any further ways that you can advance equality of opportunity and/or foster good relations? If so, please give details.</p>	

<p>What steps do you intend to take now in respect of the implementation of your policy/service plan?</p>	<p>A report will be considered by Cabinet 1 October and will aim to determine a preferred option to be developed in detail. Detailed work on a preferred option for final approval later in 2014/15 Implementation aimed for 1 April 2015 or as near as possible.</p>
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6. MONITORING AND REVIEW

If you intend to proceed with your policy/service plan, please detail what monitoring arrangements (if appropriate) you will put in place to monitor the ongoing effects. Please also state when the policy/service plan will be reviewed.

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COPIES OF THIS EQUALITY ANALYSIS FORM SHOULD BE ATTACHED TO ANY REPORTS/SERVICE PLANS AND ALSO SENT TO THE EQUALITY INBOX (equality@bury.gov.uk) FOR PUBLICATION.