

## Community and Equality Impact Assessment

As an authority, we have made a commitment to apply a systematic equalities and diversity screening process to both new policy development or changes to services.

This is to determine whether the proposals are likely to have significant positive, negative or adverse impacts on the different groups in our community.

This process has been developed, together with **full guidance** to support officers in meeting our duties under the:

- Equality Act 2010.
- The Best Value Guidance
- The Public Services (Social Value) 2012 Act

**About the service or policy development**

Name of service or policy	Generic Advice Service
Lead Officer	Lewis Sheldrake, Commissioning Manager
Contact Details	0208 724 8109

**Why is this service or policy development/review needed?**

The Council currently commissions a Generic Advice and Enhanced Welfare Rights Service, delivered by the Citizens Advice Bureau. The current contract expires on 30 September 2019 with no further option to extend. The council is due to conduct a competitive tender process for a Generic Advice Service which meets Statutory duties, complements the Community Solutions Lifecycle Model and aligns with the Council's vision by promoting wellbeing and independence at all stages to reduce the risk of people reaching a crisis point.

The Council has committed to the vision of 'No-one left behind'. The provision of information and advice is fundamental to this vision; by enabling people, carers and families to take control of, and make well-informed choices about their lives - including care and support and how they fund it. Not only does information and advice help to promote people's wellbeing by increasing their ability to exercise choice and control, it is also a vital component of preventing or delaying people's need for care and support.

Section 4 of the Care Act 2014, places statutory duties on the local authority to establish and maintain an information and advice service. Importantly, this duty relates to the whole population of the local authority area, not just those with care and support needs or in some other way already known to the system. The local authority must ensure that information and advice services established cover more than just basic information about care and support and cover the wide range of care and support related areas including prevention of care and support needs, finances, health, housing, employment, what to do in cases of abuse or neglect of an adult and other areas where required.

**1. Community impact (this can be used to assess impact on staff although a cumulative impact should be considered).**

What impacts will this service or policy development have on communities?  
Look at what you know? What does your research tell you?

*Consider:*

- National & local data sets
- Complaints
- Consultation and service monitoring information
- Voluntary and Community Organisations
- The Equality Act places a specific duty on people with 'protected characteristics'. The table below details these groups and helps you to consider the impact on these groups.

# COMMUNITY AND EQUALITY IMPACT ASSESSMENT

The current provider of this service in Barking and Dagenham is the Citizens Advice Bureau. The charity is the largest national provider of Information, Advice and Guidance in the country. Regional and national data collected of people accessing the Citizens Advice Bureau demonstrates the disparity across a range of protected characteristics when compared against consensus data highlighting the importance of this service for people with potential vulnerabilities such as disability or long term health conditions. Additionally, the data highlights the number of people accessing the service from BME communities who are more likely to experience inequalities across a range of areas.

## Profile for selected issues

### Disability (Dis) / Long term health (LTH)

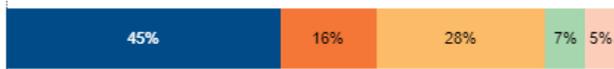


## Census 2011 for comparison

### Disability / Long term health (LTH)



### Ethnicity: broad categories

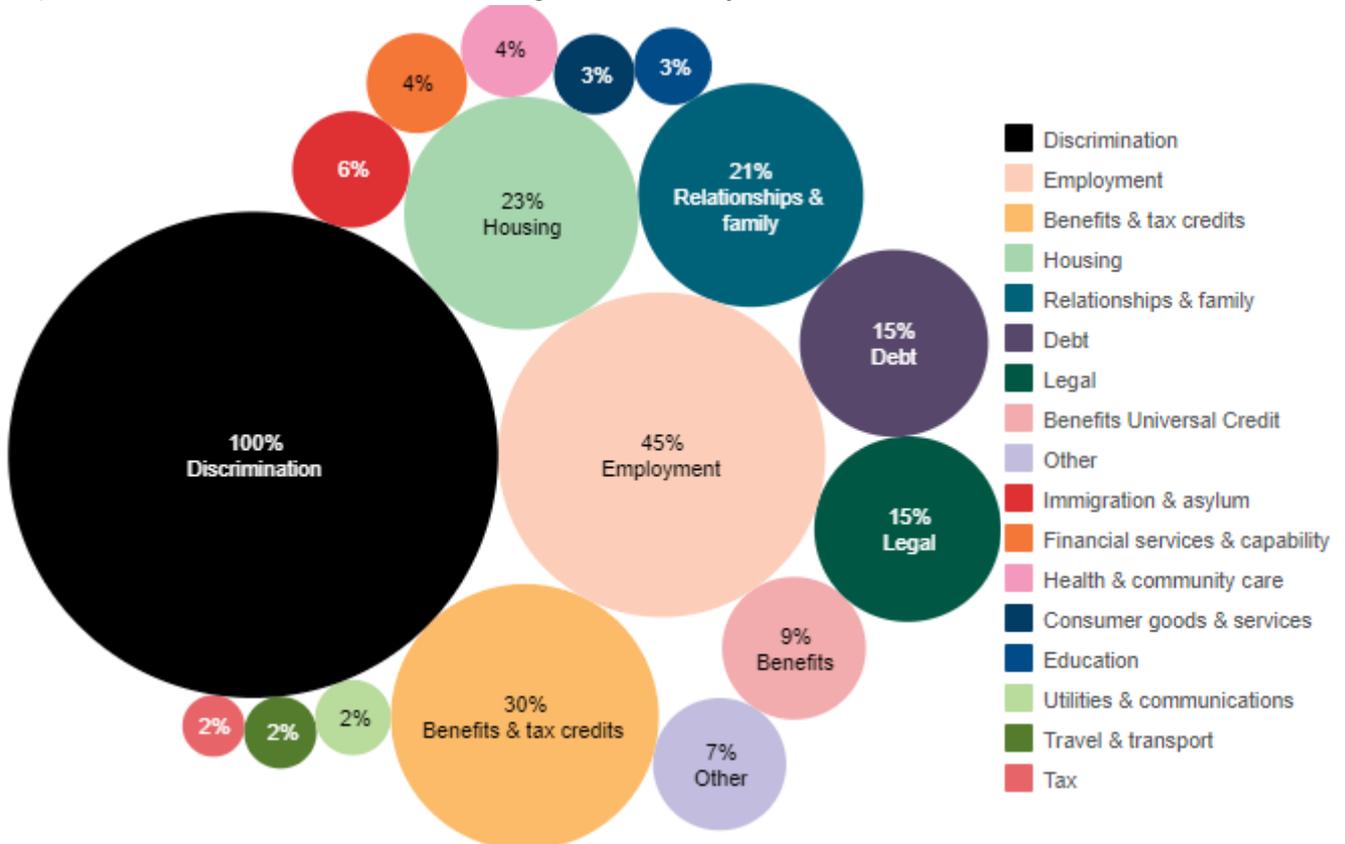


### Ethnicity: broad categories



■ White ■ Asian ■ Black ■ Other ■ Mixed

The complex nature of the circumstances that people are in who receive information and advice is further demonstrated below. This highlights the need for a holistic, wrap-around service which can provide a wide range of information and advice and provide signposting and support for people to access other appropriate services. For example, people in London advised on discrimination also required information and advice on a range of other subject matters.



Given the profile of our population our approach to the provision of information, advice and guidance must recognise intersectionality - i.e. that people, because of their identity and circumstances, face multiple disadvantages and barriers which overlap and are interdependent.

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Barking and Dagenham has an ageing population with more than 21,000 people over 65. Of these over 8000 are aged between 75-89, and more than 1000 are aged 90+. Where people are living longer we can expect this section of the population (and their care and support needs) to grow; there is estimated to be over 30,000 people aged 65 and over with an increasing proportion aged over 75 and over 90.

There are also more people living with disabilities or long-term health conditions. According to the Census 2011 26.9% of all households in the borough have a person with a long-term health condition or disability. The population has also become considerably more ethnically diverse with growth in representation from people with Black African, Black Caribbean, Bangladeshi, Indian and Pakistani heritage. More nationalities, cultures and faiths are represented than ever before. 30% of the population was born outside of the UK and for 18.5% of residents English is not their first language.

Deprivation is another challenge for our population. Our overall rank, or rank of average rank, in the Indices of Deprivation, which measures deprivation using seven domains, positions the borough in the top 1% most deprived boroughs in England. This means that significant proportions of the population are living in income deprived households. Poverty is key factor in causing and sustaining inequality and impacts on outcomes in education, health, housing, and employment.

Potential impacts	Positive	Neutral	Negative	What are the positive and negative impacts?	How will benefits be enhanced and negative impacts minimised or eliminated?
<b>Local communities in general</b>	X			This tender presents the opportunity to utilise the Social Value approach to commissioning which recognises the additional social, economic and environmental benefits to local communities over and above the direct purchasing of goods, services and outcomes.	Social Value questions will be designed to ensure that prospective bidders align their offer with local priorities such as improving employment opportunities for local people, attracting additional funding into the borough, and empowering residents to live longer, healthier, happier and more independent lives.
<b>Age</b>	X			The service will provide a high quality generalist advice service for all borough residents to reduce the effects of social and financial exclusion.  Additionally it will provide an enhanced welfare rights support service for people who would be eligible for social care	High level outcomes have been designed to reduce social inequalities and maximise the positive impact of the provision as follows: <ul style="list-style-type: none"> <li>• Residents are able to get relevant information, advice and support quickly and easily and helped to avoid getting into situations in which more intensive third-party</li> </ul>
<b>Disability</b>	X				
<b>Gender reassignment</b>	X				
<b>Marriage and civil partnership</b>	X				
<b>Pregnancy and maternity</b>	X				
<b>Race (including Gypsies, Roma and Travellers)</b>	X				

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<b>Religion or belief</b>	X			services.	action is required.
<b>Gender</b>	X			The wide ranging nature of the information, advice and guidance provision through this service will have a positive impact on the nine protected characteristics in the Equality Act by ensuring people are aware of their rights covered by the Act and are supported to access appropriate support including welfare rights support and appeals.	<ul style="list-style-type: none"> <li>Residents are equipped to make informed personal choices about how to help themselves</li> <li>Residents are accurately referred to available services provided by appropriate staff</li> <li>Residents who would be eligible for social care services access appropriate support including welfare rights support and appeals</li> </ul>
<b>Sexual orientation</b>	X				
<b>Any community issues identified for this location?</b>		X			

## 2. Consultation.

Provide details of what steps you have taken or plan to take to consult the whole community or specific groups affected by the service or policy development e.g. on-line consultation, focus groups, consultation with representative groups?

As part of the need to re-tender Commissioners have reviewed the current service provision and pathways and undertaken analysis of referral activity. The council will be providing an open access, universally provided Generic Advice Service that will meet the needs of the population. The service will allow for targeted provision for those parts of the population that have greater or more specific needs.

The design principles and outline specification are informed by the work which helped shaped the Community Solutions model, combined with insight attained from the VCS through the IAG Working group and from ComSol through the Task and Finish Group. Combining this with the data attained through routine contract monitoring of the current service has helped highlight service gaps and brought a better understanding of the need to ensure the service specification targets provision accordingly.

## 3. Monitoring and Review

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How will you review community and equality impact once the service or policy has been implemented?

*These actions should be developed using the information gathered in **Section 1 and 2** and should be picked up in your departmental/service business plans.*

Action	By when?	By who?
<p>An appointed Council officer will meet with the Provider at least quarterly to discuss performance. All monitoring information supplied for service users should include the following details, broken down in the categories used for the 2011 Census:</p> <ul style="list-style-type: none"> <li>• Gender</li> <li>• Ethnicity</li> <li>• Religion</li> <li>• Age group</li> <li>• Sexual orientation</li> <li>• Disability</li> </ul>	Quarterly	Adults Care and Support Commissioning
<p>Performance measures will be agreed and monitored by the Council. Below is an exemplar list:</p> <ul style="list-style-type: none"> <li>• Number of clients provided with advice (including those provided by volunteers) including outcomes of support</li> <li>• Number and times of locations of advice provision</li> <li>• Financial impact of advice given</li> <li>• Training provision for advisors and volunteers</li> <li>• Number of new volunteers recruited (including details of those who were service users)</li> <li>• Client responses; detailing surveys as well as unsolicited complaints or compliments, user satisfaction</li> </ul>	Quarterly	Adults Care and Support Commissioning

### 4. Next steps

It is important the information gathered is used to inform any Council reports that are presented to Cabinet or appropriate committees. This will allow Members to be furnished with all the facts in relation to the impact their decisions will have on different equality groups and the wider community.

Take some time to précis your findings below. This can then be added to your report template for sign off by the Strategy Team at the consultation stage of the report cycle.

Implications/ Customer Impact

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A competitive open market tender is proposed to take place to procure a new service and award a contract to commence 1 February 2020 and run to 31 January 2023, with the option to extend for a further 2-year period to 31 January 2025 (3+1+1) at the sole discretion of the council.

The outcome expected as a consequence of awarding the proposed contract is to improve the social, economic and health outcomes of the population across the borough by building an effective, responsive and high quality Generic Advice Service service, which effectively meets the needs of our local community and offers a range of high quality information, advice and guidance which will target those most vulnerable in our borough.

The service specification will make clear the expectation to include close partnership working with existing services, as part of an effort to focus on resilience building for individuals and their families.

### **Procurement and Governance Timetable:**

<b>Activities/ Tasks</b>	<b>Date</b>
Cabinet	23 April 2019
Prepare Tender Documents (Conditions, Specification, ITT, TUPE etc)	Feb – May 2019
Issue ITT	Week commencing 3rd June 2019
Deadline for clarifications	26th July 2019
Return Tenders	2nd August 2019
Tender Evaluation including Moderation meeting and clarification (if required)	5th- 30th August 2019
Prepare contract award report/ get approval	2nd – 18th September 2019
Provisional Award (notify successful/ unsuccessful Tenderer's)	19th September 2019
Standstill period	20th Sept- 1st October 2019
Final award	2nd October 2019
Mobilisation including potential TUPE transfers	3rd October 2019- 31st January 2020
Contract commencement	1st February 2020

**5. Sign off**

The information contained in this template should be authorised by the relevant project sponsor or Divisional Director who will be responsible for the accuracy of the information now provided and delivery of actions detailed.

Name	Role (e.g. project sponsor, head of service)	Date
Mark Tyson	Commissioning Director; Adults Care and Support	03 April 2019