

EQUALITY IMPACT ASSESSMENT FORM



Equality impact assessment is a legal requirement for all strategies, plans, functions, policies, procedures and services under the Equalities Act 2010. We are also legally required to publish assessments.

Section 1: Description

Department	Children's, Families and Adults		Lead officer responsible for assessment		Jill Greenwood	
Service	Adult Services		Other members of team undertaking assessment		Nik Darwin	
Date	23/07/12		Version		3	
Type of document (mark as appropriate)	Strategy	Plan X	Function	Policy	Procedure	Service X
Is this a new/existing/revision of an existing document (mark as appropriate)	New					
<p>Title and subject of the impact assessment (include a brief description of the aims, outcomes , operational issues as appropriate and how it fits in with the wider aims of the organisation)</p> <p>Please attach a copy of the strategy/plan/function/policy/procedure/service</p>	<p>The Health and Social Care Act 2012 establishes a new consumer champion for users of health and social care services known as Healthwatch (HW). HW will exist locally as Local HW, and nationally as HW England. Local HW will replace Local Involvement Networks (LINKs). The Council has a duty to commission Local HW from April 2013.</p> <p>Local authorities have been given some flexibility to commission a Local HW organisation that best suits local need and the freedom to decide the best way to procure the HW Service locally after considering the range of options available. This will include deciding how the Healthwatch Board will be structured.</p> <p>Local HW will have the following functions:</p> <ul style="list-style-type: none"> i. Gathering views and understanding the experiences of patients and the public ii. Making people's views known iii. Promoting and supporting the involvement of people in the commissioning and provision of local care services and how they are scrutinised iv. Recommending investigation or special review of services via Healthwatch England or directly to the Care Quality Commission (CQC) 					

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	<p>v. Providing advice and information (signposting) about access to services and support for making informed choices.</p> <p>vi. Making the views and experiences of people known to Healthwatch England (and to other local Healthwatch organisations) and providing a steer to help it carry out its role as national champion.</p> <p>vii. Make arrangements for supporting local people with any complaints they may wish to progress in relation to NHS service provision either through a directly provided complaints advocacy service; or referral to a third party contracted by the local authority expressly for these purposes.</p>
Who are the main stakeholders? (eg general public, employees, Councillors, partners, specific audiences)	General public especially those who receive regular health and social care related services, Councillors, health and social care related organisations including in the independent and voluntary sector.

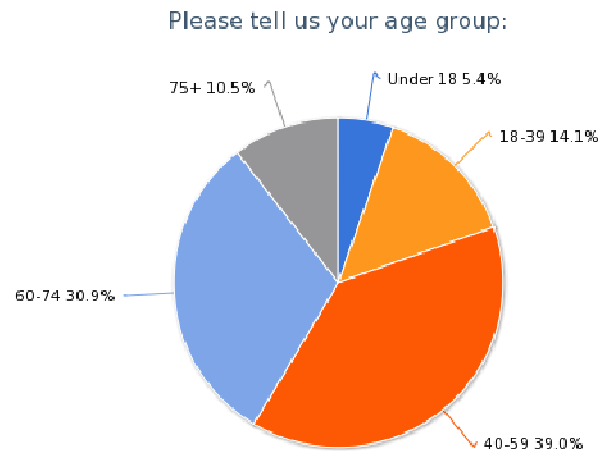
Section 2: Initial screening

Who is affected? (This may or may not include the stakeholders listed above)	As listed above
Who is intended to benefit and how?	Development of an effective Local HW will strengthen the involvement of patients and public in the planning, commissioning and scrutiny of health and social care services helping to ensure that services developed reflect the priorities and needs identified by local communities. Local HW organisations will operate as part of existing local community networks ensuring they can have maximum reach across the diversity of the local community. Local HW will be governed in a way to reflect and ensure the requirement for Local HW to be inclusive and diverse.
Could there be a different impact or outcome for some groups?	Yes as Healthwatch is likely to prioritise some areas over others.
Does it include making decisions based on individual characteristics, needs or circumstances?	Selecting the Healthwatch Board will involve decision making on the basis of peoples experience and skills.

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Are relations between different groups or communities likely to be affected? (eg will it favour one particular group or deny opportunities for others?)		No									
Is there any specific targeted action to promote equality? Is there a history of unequal outcomes (do you have enough evidence to prove otherwise)?		Healthwatch will specifically try to be representative of the local community. It will also aim to target services/locations where service improvements are required.									
Is there an actual or potential negative impact on these specific characteristics? (Please tick)											
Age	Y		Marriage & civil partnership	Y		Religion & belief	Y		Carers	Y	
Disability	Y		Pregnancy & maternity	Y		Sex	Y		Socio-economic status	Y	
Gender reassignment	Y		Race	Y		Sexual orientation	Y				
What evidence do you have to support your findings? (quantitative and qualitative) Please provide additional information that you wish to include as appendices to this document, i.e., graphs, tables, charts									Consultation/involvement carried out		
									Yes	No	
Age	Specific focus groups were held for younger and older people to collate issues. The consultation also picked up issues affecting different age groups via workshops and the questionnaire. The age profile of questionnaire respondees is shown below. This shows a reasonable balance between age groups in comparison to the Cheshire East population as a whole.								Y		

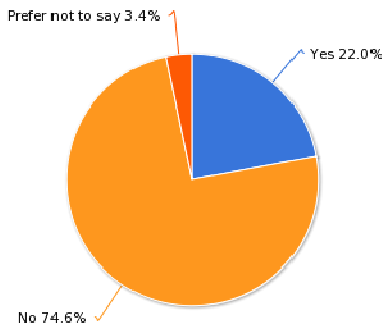
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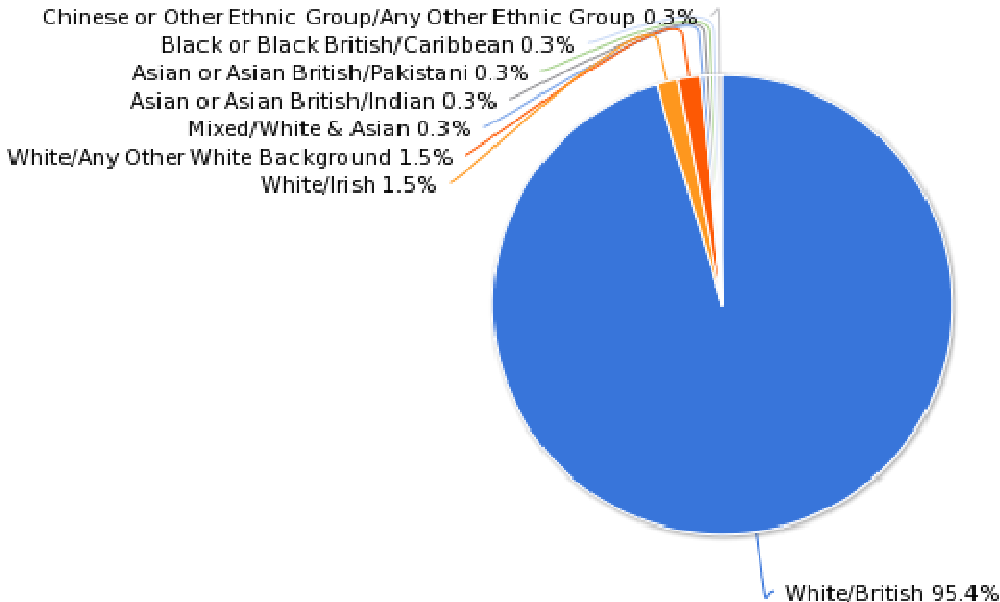
Overall the effect of the Healthwatch policy should be positive. However, LINK currently performs some of the Healthwatch functions, as such it will be important that the Healthwatch takes forward best practice to ensure groups are not disproportionately impacted by the closure of this organisation.

Disability	A specific focus group was arranged for people with learning disabilities. The consultation also picked up issues affecting disabled people via workshops and the questionnaire. The pie chart below shows the number of respondents who stated that they had a disability. This illustrates the opportunity disabled people had to raise disability related issues concerning Healthwatch.	Y	
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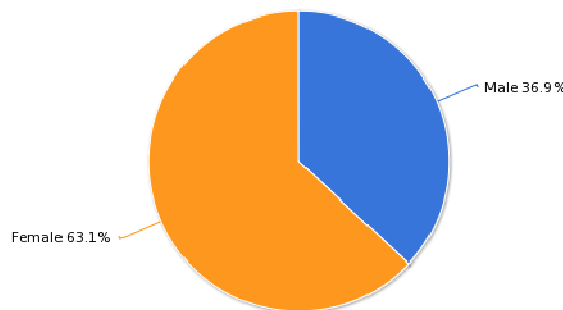
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	<p>Do you consider yourself to be disabled or to have a long-term health related condition that impacts on your ability to carry out normal day-to-day-activities?</p>  <p>Overall the effect of this policy should be positive. However, LINk currently performs some of the Healthwatch functions, as such it will be important that the Healthwatch takes forward best practice to ensure groups are not disproportionately impacted by the closure of this organisation.</p>		
Gender reassignment	<p>Overall the effect of this policy should be positive. However, LINk currently performs some of the Healthwatch functions, as such it will be important that the Healthwatch takes forward best practice to ensure groups are not disproportionately impacted by the closure of this organisation. No specific question was asked regarding this protected characteristic in the questionnaire as it was felt that brevity of questions was important to ensuring a good response rate. Issues relating to this protected characteristic could still be collated in consultation focus groups/open questions/workshops.</p>	Y	
Marriage & civil partnership	<p>Overall the effect of this policy should be positive. However, LINk currently performs some of the Healthwatch functions, as such it will be important that the Healthwatch takes forward best practice to ensure groups are not disproportionately impacted by the closure of this organisation. No specific question was asked regarding this protected characteristic in the questionnaire as it was felt that brevity of questions was important to ensuring a good response rate. Issues relating to this protected characteristic could still be collated in consultation focus groups/open questions/workshops.</p>	Y	
Pregnancy & maternity	<p>Overall the effect of this policy should be positive. However, LINk currently performs some of the Healthwatch functions, as such it will be important that the Healthwatch takes forward best practice to ensure groups are not disproportionately</p>	Y	

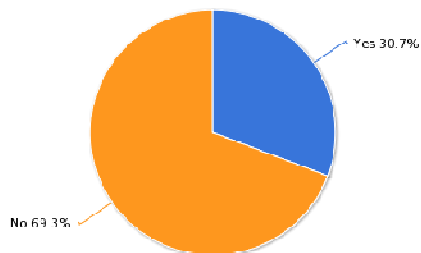
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	impacted by the closure of this organisation. No specific question was asked regarding this protected characteristic in the questionnaire as it was felt that brevity of questions was important to ensuring a good response rate. Issues relating to this protected characteristic could still be collated in consultation focus groups/open questions/workshops.																				
Race	<p>Overall the effect of this policy should be positive. However, LINK currently performs some of the Healthwatch functions, as such it will be important that the Healthwatch takes forward best practice to ensure groups are not disproportionately impacted by the closure of this organisation. The pie chart below shows the breakdown of respondents by ethnicity. This roughly correlates with the overall ethnic makeup of Cheshire East.</p> <div><p>What is your ethnic group?</p><table><thead><tr><th>Ethnic Group</th><th>Percentage</th></tr></thead><tbody><tr><td>White/British</td><td>95.4%</td></tr><tr><td>White/Irish</td><td>1.5%</td></tr><tr><td>White/Any Other White Background</td><td>1.5%</td></tr><tr><td>Mixed/White & Asian</td><td>0.3%</td></tr><tr><td>Asian or Asian British/Indian</td><td>0.3%</td></tr><tr><td>Asian or Asian British/Pakistani</td><td>0.3%</td></tr><tr><td>Black or Black British/Caribbean</td><td>0.3%</td></tr><tr><td>Chinese or Other Ethnic Group/Any Other Ethnic Group</td><td>0.3%</td></tr></tbody></table></div>	Ethnic Group	Percentage	White/British	95.4%	White/Irish	1.5%	White/Any Other White Background	1.5%	Mixed/White & Asian	0.3%	Asian or Asian British/Indian	0.3%	Asian or Asian British/Pakistani	0.3%	Black or Black British/Caribbean	0.3%	Chinese or Other Ethnic Group/Any Other Ethnic Group	0.3%	Y	
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Religion &	Overall the effect of this policy should be positive. However, LINK currently performs some of the Healthwatch functions, as	Y																			

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belief	such it will be important that the Healthwatch takes forward best practice to ensure groups are not disproportionately impacted by the closure of this organisation. No specific question was asked regarding this protected characteristic in the questionnaire as it was felt that brevity of questions was important to ensuring a good response rate. Issues of religion are to be explored in a separate focus group which is planned.								
Sex	<p>Overall the effect of this policy should be positive. However, LINK currently performs some of the Healthwatch functions, as such it will be important that the Healthwatch takes forward best practice to ensure groups are not disproportionately impacted by the closure of this organisation. The chart below shows the split of questionnaire respondents between male and female. There was a weighting towards women in the responses which may reflect the fact they are more likely to be involved with health and social care organisations.</p> <p style="text-align: center;">Are you:</p>  <table><caption>Questionnaire Respondent Split</caption><thead><tr><th>Sex</th><th>Percentage</th></tr></thead><tbody><tr><td>Male</td><td>36.9%</td></tr><tr><td>Female</td><td>63.1%</td></tr></tbody></table>	Sex	Percentage	Male	36.9%	Female	63.1%	Y	
Sex	Percentage								
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Sexual orientation	Overall the effect of this policy should be positive. However, LINK currently performs some of the Healthwatch functions, as such it will be important that the Healthwatch takes forward best practice to ensure groups are not disproportionately impacted by the closure of this organisation. No specific question was asked regarding this protected characteristic in the questionnaire as it was felt that brevity of questions was important to ensuring a good response rate. Issues relating to this protected characteristic could still be collated in consultation focus groups/open questions/workshops.	Y							
Carers	A specific focus group is to be held for carers. Overall the effect of this policy should be positive. However, LINK currently	Y							

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	<p>performs some of the Healthwatch functions, as such it will be important that the Healthwatch takes forward best practice to ensure groups are not disproportionately impacted by the closure of this organisation. The chart below shows the number of responses received in the questionnaire from carers.</p> <p>Do you provide regular care to someone? (e.g. a member of your family, neighbour or friend)</p>  <table border="1"> <thead> <tr> <th>Response</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Yes</td> <td>30.7%</td> </tr> <tr> <td>No</td> <td>69.3%</td> </tr> </tbody> </table>	Response	Percentage	Yes	30.7%	No	69.3%		
Response	Percentage								
Yes	30.7%								
No	69.3%								
Socio-economic status	<p>Overall the effect of this policy should be positive. However, LINK currently performs some of the Healthwatch functions, as such it will be important that the Healthwatch takes forward best practice to ensure groups are not disproportionately impacted by the closure of this organisation. No specific question was asked regarding this protected characteristic in the questionnaire as it was felt that this might be unnecessarily intrusive.</p>	Y							
Proceed to full impact assessment? (Please tick)	Yes		Date						

If yes, please proceed to Section 3. If no, please publish the initial screening as part of the suite of documents relating to this issue

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Section 3: Identifying impacts and evidence

This section identifies if there are impacts on equality, diversity and cohesion, what evidence there is to support the conclusion and what further action is needed

Protected characteristics	Is the policy (function etc....) likely to have an adverse impact on any of the groups? Please include evidence (qualitative & quantitative) and consultations	Are there any positive impacts of the policy (function etc....) on any of the groups? Please include evidence (qualitative & quantitative) and consultations	Please rate the impact taking into account any measures already in place to reduce the impacts identified High: Significant potential impact; history of complaints; no mitigating measures in place; need for consultation Medium: Some potential impact; some mitigating measures in place, lack of evidence to show effectiveness of measures Low: Little/no identified impacts; heavily legislation-led; limited public facing aspect	Further action (only an outline needs to be included here. A full action plan can be included at Section 4)
Age	<p>The younger person's focus group identified that there might be a need for a separate younger person's Healthwatch sub-group to encourage participation. It was stressed that communication needed to use techniques likely to involve young people such as targeted advertising and use of technology e.g. apps, social-networking.</p> <p>The older people's focus group/other comment stressed the need to use communications techniques in</p>	<p>The implementation of Healthwatch is likely to have positive impacts for the community as a whole including this protected characteristic. Of particular relevance is that it will need to be set up and will function according to Equality guidance including the use of EIAs.</p>	Low	<p>The Healthwatch service specification should ensure that the Healthwatch Board is recruited in a way reflective of the diversity of the Cheshire East community. It should also ensure that appropriate steps are taken to communicate with and involve this protected characteristic as necessary under the Healthwatch functions. This will need to include targeted for a range of</p>

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	<p>addition to websites/email so as not to exclude older people. GP surgeries were a possible means of communicating about Healthwatch as these were well used by older people.</p> <p>Full reference should be made to the focus group material in the consultation report for complete information. Procurement will be defined to take account of these areas.</p>			age bands.
Disability	<p>No negative impacts were identified during the consultation process for individuals with a disability. However, it will be necessary for Healthwatch once it is initiated to make use of national research conducted on engaging and informing disabled people to ensure any impacts/areas for support are recognised.</p> <p>In research conducted by CEC in 2010 it was found that it could be difficult for disabled people to navigate the social care system in order to obtain assistance. Volunteers for</p>	<p>The implementation of Healthwatch is likely to have positive impacts for the community as a whole including this protected characteristic. Of particular relevance is that it will need to be set up and will function according to Equality guidance including the use of EIAs.</p>	Low	<p>The Healthwatch service specification should ensure that the Healthwatch Board is recruited in a way reflective of the diversity of the Cheshire East community. It should also ensure that appropriate steps are taken to communicate with and involve this protected characteristic as necessary under the Healthwatch functions.</p>

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	<p>Macclesfield DIB reported that they often had requests from people requiring more information about the social care system. Often people did not know the right questions to ask of the relevant public bodies. There is the potential for Healthwatch to contribute to this work.</p> <p>The learning disability focussed group emphasised the need for representation of LD individuals on the Healthwatch Board.</p>			
Gender reassignment	No negative impacts were identified during the consultation process. As such the effects of this policy are deemed as neutral on this protected characteristic providing Healthwatch is set up to equality/diversity requirements.	The implementation of Healthwatch is likely to have positive impacts for the community as a whole including this protected characteristic. Of particular relevance is that it will need to be set up and will function according to Equality guidance including the use of EIAs.	Low	The Healthwatch service specification should ensure that the Healthwatch Board is recruited in a way reflective of the diversity of the Cheshire East community. It should also ensure that appropriate steps are taken to communicate with and involve this protected characteristic as necessary under the Healthwatch functions.
Marriage & civil partnership	No negative impacts were identified during the consultation process. As	The implementation of Healthwatch is likely to have	Low	The Healthwatch service specification should ensure that

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	such the effects of this policy are deemed as neutral on this protected characteristic providing Healthwatch is set up to equality/diversity requirements.	positive impacts for the community as a whole including this protected characteristic. Of particular relevance is that it will need to be set up and will function according to Equality guidance including the use of EIAs.		the Healthwatch Board is recruited in a way reflective of the diversity of the Cheshire East community. It should also ensure that appropriate steps are taken to communicate with and involve this protected characteristic as necessary under the Healthwatch functions.
Pregnancy and maternity	No negative impacts were identified during the consultation process. As such the effects of this policy are deemed as neutral on this protected characteristic providing Healthwatch is set up to equality/diversity requirements.	The implementation of Healthwatch is likely to have positive impacts for the community as a whole including this protected characteristic. Of particularly relevance is that it will need to be set up and will function according to Equality guidance including the use of EIAs.	Low	The Healthwatch service specification should ensure that the Healthwatch Board is recruited in a way reflective of the diversity of the Cheshire East community. It should also ensure that appropriate steps are taken to communicate with and involve this protected characteristic as necessary under the Healthwatch functions.
Race	No negative impacts were identified during the consultation process. However, a focus group still needs to	The implementation of Healthwatch is likely to have positive impacts for the	Low	The Healthwatch service specification should ensure that the Healthwatch Board is

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	<p>be held for people of different ethnicities to provide a further opportunity to gauge impacts. Use of national research may also be useful to identify preferred techniques for communication and involvement. Procurement should take account of these areas.</p> <p>It should be noted that national studies have found that ethnic minorities generally have worse health than the rest of the population. This is due to a number of complex factors although a poorer socio economic position is thought to be one of the main contributors. Healthwatch has the potential to act to close this gap.</p>	<p>community as a whole including this protected characteristic. Of particular relevance is that it will need to be set up and will function according to Equality guidance including the use of EIAs.</p>		<p>recruited in a way reflective of the diversity of the Cheshire East community. It should also ensure that appropriate steps are taken to communicate with and involve this protected characteristic as necessary under the Healthwatch functions.</p>
Religion & belief	<p>No negative impacts were identified during the consultation process. As such the effects of this policy are deemed as neutral. However, further work should be conducted once Healthwatch is set up to ensure that there are not issues that should be</p>	<p>The implementation of Healthwatch is likely to have positive impacts for the community as a whole including this protected characteristic. Of particular relevance is that it will need to be set up and will</p>	Low	<p>The Healthwatch service specification should ensure that the Healthwatch Board is recruited in a way reflective of the diversity of the Cheshire East community. It should also ensure that appropriate steps</p>

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	<p>picked up e.g. use of national research and further engagement. For instance, religious belief can influence attitudes towards a range of medical care issues. These include abortion, contraception, pain relief, types of treatment and drugs used, the means of determining the moment of death etc. Also, it should not always be assumed that people from minority religious communities will go to public organisations for help e.g. Sikhs might go to the temple leader for social care advice rather than contacting the local authority. (Cheshire East Council Equality and Inclusion Events September 2010). Healthwatch's independence may assist in helping people of different religions or may be insufficient. Work will need to be conducted to present it carefully.</p>	<p>function according to Equality guidance including the use of EIAs.</p>		<p>are taken to communicate with and involve this protected characteristic as necessary under the Healthwatch functions.</p>
Sex	<p>No negative impacts were identified during the consultation process. As such the effects of this policy are deemed as neutral on this protected characteristic providing Healthwatch</p>	<p>The implementation of Healthwatch is likely to have positive impacts for the community as a whole including this protected characteristic. Of</p>	<p>Low</p>	<p>The Healthwatch service specification should ensure that the Healthwatch Board is recruited in a way reflective of the diversity of the Cheshire</p>

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	is set up to equality/diversity requirements.	particular relevance is that it will need to be set up and will function according to Equality guidance including the use of EIAs.		East community. It should also ensure that appropriate steps are taken to communicate with and involve this protected characteristic as necessary under the Healthwatch functions.
Sexual orientation	No negative impacts were identified during the consultation process. As such the effects of this policy are deemed as neutral on this protected characteristic providing Healthwatch is set up to equality/diversity requirements.	The implementation of Healthwatch is likely to have positive impacts for the community as a whole including this protected characteristic. Of particular relevance is that it will need to be set up and will function according to Equality guidance including the use of EIAs.	Low	The Healthwatch service specification should ensure that the Healthwatch Board is recruited in a way reflective of the diversity of the Cheshire East community. It should also ensure that appropriate steps are taken to communicate with and involve this protected characteristic as necessary under the Healthwatch functions.
Carers	No negative impacts were identified during the consultation process. However, a further focus group is to be organised for carers. The effects of this policy are deemed as neutral on this protected characteristic providing	The implementation of Healthwatch is likely to have positive impacts for the community as a whole including this protected characteristic. Of particular relevance is that it	Low	The Healthwatch service specification should ensure that the Healthwatch Board is recruited in a way reflective of the diversity of the Cheshire East community. It should also

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	Healthwatch is set up to equality/diversity requirements. The focus groups will help identify preferred techniques for communication and involvement. Healthwatch should take account of these areas.	will need to be set up and will function according to Equality guidance including the use of EIAs.		ensure that appropriate steps are taken to communicate with and involve this protected characteristic as necessary under the Healthwatch functions.
Socio-economics	No negative impacts were identified during the consultation process. As such the effects of this policy are deemed as neutral on this protected characteristic providing Healthwatch is set up to equality/diversity requirements. However, national research shows that people of lower socio-economic status traditionally suffer from poor health, as such it will be important that Healthwatch works to close this equality gap.	The implementation of Healthwatch is likely to have positive impacts for the community as a whole including this protected characteristic. Of particular relevance is that it will need to be set up and will function according to Equality guidance including the use of EIAs.	Low	The Healthwatch service specification should ensure that the Healthwatch Board is recruited in a way reflective of the diversity of the Cheshire East community. It should also ensure that appropriate steps are taken to communicate with and involve this protected characteristic as necessary under the Healthwatch functions.
Is this project due to be carried out wholly or partly by contractors? If yes, please indicate how you have ensured that the partner organisation complies with equality legislation (e.g. tendering, awards process, contract, monitoring and performance measures)				

Section 4: Review and conclusion

Summary: provide a brief overview including impact, changes, improvement, any gaps in evidence and additional data that is needed

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Overall the Local Healthwatch is a positive measure which should help reduce inequality rather than exacerbate it providing it is organised in a way in line with equality guidelines.			
Specific actions to be taken to reduce, justify or remove any adverse impacts	How will this be monitored?	Officer responsible	Target date
The Healthwatch service specification should ensure that the Healthwatch Board is recruited in a way reflective of the diversity of the Cheshire East community. It should also ensure that appropriate steps are taken to communicate with and involve this protected characteristic as necessary under the Healthwatch functions.	Ongoing contract monitoring, ensuring service specification puts duty on Healthwatch to deliver services in this way.	Jill Greenwood	30/10/12
EIA to be updated following writing of Healthwatch service specification	Updated EIA	Jill Greenwood	30/10/12
Monitoring of characteristics of Healthwatch Board and membership to put in place	Contract arrangements	Jill Greenwood	30/12/12
Investigation of sub-groups for specific client groups/age groups	Work Plan	Healthwatch Board	01/06/13
Further research to be conducted via consultation and national reports on how Healthwatch can be used to close health equality gap for people from protected characteristics	Work Plan	Healthwatch Board	01/06/13

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Work to be undertaken to understand equality measures taken by Cheshire East LINK in order to apply best practice to Healthwatch	Contract arrangements	Jill Greenwood	30/12/12
Targeted communication/engagement for protected characteristics	Contract arrangements	Jill Greenwood	30/12/12
Please provide details and link to full action plan for actions			
When will this assessment be reviewed?	October 2012		
Are there any additional assessments that need to be undertaken in relation to this assessment?	No		
Lead officer signoff	Jill Greenwood	Date	10/08/12
Head of service signoff		Date	

Please publish this completed EIA form on your website