

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	Childrens, Families and Adults	Lead officer responsible for assessment	Jon Wilkie
Service	Adult Services	Other members of team undertaking assessment	Nik Darwin
Date	10 June 2015	Version	3
Type of document (mark as appropriate)	<div>Strategy</div> <div>x</div>	<div>Plan</div>	<div>Function</div> <div>Policy</div> <div>Procedure</div> <div>Service</div> <div>x</div>
Is this a new/existing/revision of an existing document (mark as appropriate)	<div>New</div> <div>x</div>	<div>Existing</div>	<div>Revision</div>
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) Please attach a copy of the strategy/plan/function/policy/procedure/service	<p><u>Proposal to Provide Older People and Dementia Residential Respite in the Independent Sector</u> Corporate priority 2 (Developing affordable models of sustainable local models of care for vulnerable children and adults).</p> <p>This involves exploration of the options for the future of all residential respite for older people and people living with dementia and other long term conditions. These proposals mean that some services currently provided at Hollins View (CSC) in Macclesfield may no longer be provided. These options will be informed by a consultation with service users, carers and other key stakeholders and will result in a decision paper being presented to cabinet.</p>		
Who are the main stakeholders? (eg general public, employees, Councillors, partners, specific audiences)	<ul style="list-style-type: none"> • service users and their carers at Hollins View • staff at Hollins View • Local Community Groups • Councillors • Independent sector care providers • Eastern Cheshire CCG and South Cheshire CCG 		

Section 2: Initial screening

Who is affected? (This may or may not include the stakeholders listed above)	All stakeholders listed above potentially										
Who is intended to benefit and how?	Service users and carers could be supported to identify more personalised service options which offer more choice and that better serve their needs										
Could there be a different impact or outcome for some groups?	Yes, Hollins View currently delivers respite services to the following groups each of which will be affected: <ul style="list-style-type: none"> • Older People with dementia • Older people • People with Long Term Conditions and Physical Disabilities • Carers - These respite services provide key support for carers so that they can continue to support their family member in the community 										
Does it include making decisions based on individual characteristics, needs or circumstances?	All social care services are offered on the basis of assessed eligible need. This work does not change the basis of those individual assessment decisions, these are in care plans. It may result in different support options being offered to individuals.										
Are relations between different groups or communities likely to be affected? (e.g. 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)?	No – all decision and solutions will be based on a fully personalised approach										
Is there an actual or potential negative impact on these specific characteristics? (Please tick)											
Age	Y		Marriage & civil partnership		N	Religion & belief		N	Carers	Y	
Disability	Y		Pregnancy & maternity		N	Sex		N	Socio-economic status	N	
Gender reassignment		N	Race		TBC	Sexual orientation		N			
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	In respect of the respite provided at Hollins View the key characteristic of customers is that they are older (although some of these customers also have dementia). As such, the proposals could have a number of potentially negative impacts on people of this protected group. These include level of disability, accessibility of alternative services and the ability to cope with a change in location of the service that is being accessed. These aspects will need to be mitigated in alternative options considered for individuals.	Yes, a full consultation is to be conducted with service users
Disability	Dementia users currently use Hollins View provision for respite. As such, the proposals could have a number of potentially negative impacts on people with disabilities and long term conditions. The extent of these impacts will depend on the type and level of their disability. Examples include; accessibility and availability of alternative services that can be accessed locally, ability to cope with a change in location of the service that is being accessed. A change in the provision of a service could be detrimental to those people with dementia and other long term conditions. These will need to be mitigated in alternative options considered. Some current customers have a physical disability as a secondary client type.	Yes, a full consultation is to be conducted with service users
Gender reassignment	No recording of gender reassignment takes place on the Council's social care record system as such data on this will be unavailable. However, there is no known element in these proposals which is likely to lead to discrimination on the basis of this protected characteristic. There will also be the opportunity to feedback any impacts relating to this during the consultation process	Yes, a full consultation is to be conducted with service users
Marriage & civil partnership	There is the potential for a change in day/respite service to impact on married couples, or couples in civil partnership, where one partner uses services as a result of the relocation of services. There are also impacts listed under the carers section. There will be the opportunity to feedback any impacts relating to this during the consultation process	Yes, a full consultation is to be conducted with service users
Pregnancy & maternity	No impacts were recorded on this protected characteristic during the course of the consultation process. There is also no other evidence to suggest an impact is likely. However, there will be the opportunity to feedback any impacts relating to this during the consultation process	Yes, a full consultation is to be conducted with service users

Race	The current customers of Hollins View are likely to be predominantly White British given local characteristics. Data analysis on customers' characteristics will be conducted to understand this in full detail. However, there will be the opportunity to feedback any impacts relating to this during the consultation process.	Yes, a full consultation is to be conducted with service users
Religion & belief	The current customers of Hollins View are likely to be predominantly Christian. Data analysis on customers' characteristics will be conducted to understand in full detail. There is no known element in these proposals which is likely to impact on customers as a result of their religion. However, there will be the opportunity to feedback any impacts relating to this during the consultation process.	Yes, a full consultation is to be conducted with service users
Sex	There is no current known element in this proposal which will directly or indirectly discriminate on the basis of gender. Although there is likely to be a much larger ratio of females to male service users using the services given the characteristics of social care users which can largely be explained by the differences in life expectancy between the sexes. As such a greater proportion of female service users are likely to receive day and respite services (although this will be clarified by data analysis). The proposals themselves are not deemed to have disproportionate effects for either gender. However, there will be the opportunity to feedback any impacts relating to this during the consultation process.	Yes, a full consultation is to be conducted with service users
Sexual orientation	Data is not routinely recorded related to this protected characteristic for customers. However, there is no known evidence to suggest an impact is likely for this group. Nevertheless, there will be the opportunity to feedback any impacts relating to this during the consultation process.	Yes, a full consultation is to be conducted with service users
Carers	The Office of National Statistics estimates that 10% of the population are likely to be carers i.e. 36,500 people in Cheshire East. Respite services are provided to support carers as well as customers. As such, the proposals are likely to have an impact on a defined group of carers; those who care for people using respite or day services within the Crewe area. Particular identifiable concerns would be; changes to service location and the accessibility of alternative provision, increased pressure brought about on the caring role as a result of the changes in services for customers. These will need to be mitigated in alternative options considered. There will be the opportunity to feedback any impacts relating to this during the consultation process	Yes, a full consultation is to be conducted with service users
Socio-economic status	There is no current known element in this proposal which will directly or indirectly	Yes, a full consultation is

	have a negative impact on the basis of customers' socio-economic status. Under the proposal, for customers who are assessed to pay the maximum charge for the respite care at Hollins View, they would potentially pay less depending on the residential care home that they choose. For customers who are assessed as needing financial support from the council, it is expected that they will pay the same as they are paying now for respite care. There will be the opportunity to feedback any impacts relating to this during the consultation process.	to be conducted with service users
Proceed to full impact assessment? (Please tick)	Yes	Date: 30/09/14

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

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	Further action (only an outline needs to be included here. A full action plan can be included at Section 4)

			identified impacts; heavily legislation-led; limited public facing aspect	
Note: impacts in this section of the EIA have been developed both through knowledge of the changes as well as by using feedback received from respondents to the consultation				
Age	<p>Note: Customers of affected respite services at Hollins View are in the older age groups.</p> <p><u>Localness of services:</u> Providing respite services from different locations may result in accessibility issues for some customers/carers.</p> <p>Also see Disability as other issues of relevance to older people are also picked up here.</p>	<p><u>Localness of services:</u> There is the potential for customers to be able to access services nearer to where they live. This would result in reduced costs and travelling time for them as well as a greater potential for visits from family/friends.</p>	Medium	<p>To ensure that accessibility for customers and their carers is taken into account when planning the provision of respite stays. This should include both in the care arranging process but also in deciding which homes should have beds blocked booked with them.</p> <p>To ensure that support is available to work with customers and their carers to make sure that alternative respite provision is accessible.</p>
Disability	<p><u>Dementia:</u> There is established evidence that customers with dementia value continuity of care. Services being transferred from Hollins View may mean the potential for this to be lost in the short term. This was a concern advanced by 7 customers or their carers during the consultation. This could potentially impact on both the carer and customer, increasing the chance of carer breakdown, and reducing the quality of care that it was possible for them to offer.</p>	<p><u>Dementia:</u> The increased choice of services including residential care homes available for customers affected by this consultation means that there is the potential for the customer to access homes which meet more specific needs. This might include facilities, staff training and social activities. It might also mean people of similar age groups/disabilities. A carer highlighted this advantage as part of the consultation, stating that Hollins View was a difficult place for his wife to attend as she</p>	Medium	<p>There needs to be a sufficient allocation of beds within the independent sector for Council customers so that they are able to book consistent respite with the same residential home. This may be less easy to achieve in emergency situations, however, care planning should be sensitive to this requirement.</p> <p>Customers with dementia, other long term conditions and physical disabilities should be placed for respite in homes which specialise in care which meets their specific needs including for their level of complexity. This would include factors</p>

	<p><u>Other Issues</u></p> <p>Mixing: There is the potential for a mixing of long term and short term customers at independent sector homes to impact negatively on both sets of users. This may include difficulties in making social links for short stay customers and disturbance to permanent residents due to customers using the services for short periods of time. As part of the consultation 5 comments from customers or their carers stated a concern that about a potential lack of social links in the independent sector which was valued at Hollins View.</p> <p>Booking: The current booking system involves contacting a Care Manager or the home directly for a bed. Any revised way of doing this should maintain ease of use due to carers/customers having a range of needs which could potentially inhibit usage. 5 customers or their carers stated the importance of flexibility in booking respite through the consultation.</p>	<p>did not have dementia but had respite in an environment where people were supporting others with dementia. Market development work would need to take place to establish this potential benefit.</p> <p>See also Localness of Services under Age</p>		<p>such as type of clientele, training, security, home layout, adaptations and facilities.</p> <p>Work should be conducted with contracted residential homes to establish good practice with regard to providing short term respite alongside long term residents, reducing the risk of impact on both customers accessing respite and long term residents.</p> <p>The booking system for respite in the independent sector should be simple and flexible to use and should accommodate people with a range of disability related needs.</p>
Gender reassignment	No impacts on this protected characteristic where raised as a result of this consultation, likewise, there are no perceived impacts as a result of this policy. As such, the impact is deemed neutral on this protected characteristic.			
Marriage & civil partnership	No impacts on this protected characteristic where raised as a result of this consultation, likewise, there are no perceived impacts as a result of this policy. As such, the impact is deemed neutral on this protected characteristic.			

Pregnancy and maternity	No impacts on this protected characteristic where raised as a result of this consultation, likewise, there are no perceived impacts as a result of this policy. As such, the impact is deemed neutral on this protected characteristic.			
Race	No impacts on this protected characteristic where raised as a result of this consultation, likewise, there are no perceived impacts as a result of this policy. As such, the impact is deemed neutral on this protected characteristic.			
Religion & belief	No impacts on this protected characteristic where raised as a result of this consultation, likewise, there are no perceived impacts as a result of this policy. As such, the impact is deemed neutral on this protected characteristic.			
Sex	Whilst arguably it is the case that, due to the greater proportion of service users who are female, these proposals could have a potential to disproportionately impact on this group, it is currently felt that any issues are best covered in the categories of disability and age			
Sexual orientation	No impacts on this protected characteristic where raised as a result of this consultation, likewise, there are no perceived impacts as a result of this policy. As such, the impact is deemed neutral on this protected characteristic.			
Carers	<p><u>Quality of Care Services</u> 15 responses to the consultation from customers or their carers stated concerns about the quality of respite care in the independent sector. Measures should be put in place to ensure that the homes customers are placed in for respite are known to meet quality standards.</p> <p>There is the potential for carers to be reluctant to take respite as a result of their uncertainty about alternative options. This could lead to future carer breakdown.</p>	<p><u>Choice of Services</u> The proposal would allow carers to exercise a choice of care options. This has the potential to reduce the pressure on carers by enabling them to access services which are an improved fit to their needs.</p>	Low	<p>Quality of Care Services – Block booking of respite beds in the independent sector and care arranging should be based on Council quality assurance processes and Care Quality Commission inspection reports.</p> <p>Customers should have information made available to them in regard to the quality of independent sector options (including care standards) in order to give them greater reassurance and to ensure that they utilise their respite allocation. They should also be given further information on Shared Lives which may benefit some individuals.</p>

Socio-economics	<p><u>Cost of Respite</u></p> <p>In the consultation, one carer stated concerns about being asked to pay top ups for respite in the independent sector. Block booking of beds will need to ensure that sufficient range of respite is available to avoid the need to use top-up fees which could potentially significantly disadvantage people from lower socio-economic brackets.</p>		Low	Costs of respite beds should be a factor when consideration is given to which independent sector homes are used for respite so that use of top-up fees is more an exception than a rule. The Council stated in the Consultation Information Pack that the amount that customers would pay for respite would most likely be the same for customers who are assessed as needing financial support from the council. Under the proposal, for customers who are assessed to pay the maximum charge for the respite care at Hollins View, they would potentially pay less depending on the residential care home that they choose.
<p>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)</p> <p>No – all work will be done internally</p>				

Section 4: Review and conclusion

<p>Summary: provide a brief overview including impact, changes, improvement, any gaps in evidence and additional data that is needed</p> <p>If the proposals to offer alternatives to existing services are implemented there are some potential negative impacts on customers and carers although they can be mitigated by following the prescribed actions listed.</p> <p>Further engagement with customers and carers would be a crucial part of any transition process.</p>			
Specific actions to be taken to reduce, justify or remove any adverse impacts	How will this be monitored?	Officer responsible	Target date
To ensure that accessibility of alternative services is taken into account when planning respite stays. This should include both in the care arranging process but also in deciding which homes	During the normal project planning transition process	Ann Riley	Unknown at this stage

should have beds blocked booked with them.			
To ensure that alternatives for day services are local and accessible.	During the normal project planning transition process	Ann Riley	Unknown at this stage
There should be sufficient allocation of beds within the independent sector for Council customers so that they are able to book consistent respite with the same residential home. This may be less easy to achieve in emergency situations, however, care planning should nevertheless be sensitive to this requirement. Cost bands should be factored in when conducting this review so that use of top up fees is more an exception than a rule.	During the normal project planning transition process	Ann Riley	Unknown at this stage
Customers with dementia, other long term conditions and physical disabilities should be able to access respite in homes which specialise in care which meets their specific needs including for their level of complexity. This would include factors such as type of clientele, training, security, home layout, adaptations and facilities.	During the normal project planning transition process	Ann Riley	Unknown at this stage
Work should be conducted with contracted residential homes to establish good practice with regard to providing short term respite alongside long term residents, reducing the risk of impact on both customers accessing respite and long term residents.	During the normal project planning transition process	Ann Riley	Unknown at this stage
Quality of Care Services – Block booking of beds and care arranging should take into account Council quality assurance processes and Care Quality Commission inspection reports.	During the normal project planning transition process	Ann Riley	Unknown at this stage
Customers should have information made available to them in regard to the quality of independent sector options (including care standards) in order to give them greater reassurance and to ensure that they utilise their respite allocation. They should also be given further information on Shared Lives which may benefit some individuals.	During the normal project planning transition process	Ann Riley	Unknown at this stage
The booking system should be simple and flexible to use and should accommodate people with a range of disability related needs.	During the normal project planning transition process	Ann Riley	Unknown at this stage

Please provide details and link to full action plan for actions			
When will this assessment be reviewed?	6 months after any decision is taken		
Are there any additional assessments that need to be undertaken in relation to this assessment?	N/A		
Lead officer signoff	Jon Wilkie	Date: 10 June 2015	
Head of service signoff	Ann Riley	Date: 10 June 2015	

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