

**(DRAFT) Equality Impact Assessment (EIA) Template – Service Change**

Department	Adult Social Services
Service	Open Access Day Services for People Aged 60 plus
People involved	Wendy Moreton, Policy and Performance Manager and John Chalmers, Commissioning Manager; and other members of the Day Services Project Board

<b>Key dates for the assessment</b>
Date for start of EIA: 1 August 2011 Completion date for draft EIA: 16 September 2011 Start and end date of consultation: (Monday 24th October 2011 to Monday 7 <sup>th</sup> November 2011) Completion date for finalised EIA: <b>Following Overview and Scrutiny Committee</b>

<b>1. What are the aims of the service and what changes are being proposed?</b>
<p>The overall aim of the new model for day services are to ensure, within the money available, that older people remain living independently at home.</p> <p>The primary purpose of the Open Access Day Service is to reach out to those people who are socially isolated aged 60 and over and are not in contact with services. To engage with them and to build sustainable supportive social relationships and networks of support. Services must:</p> <ul style="list-style-type: none"> <li>(a) Reduce/prevent isolation – the service will identify and help people who are socially isolated to have and sustain contact with others in their community, for example if their family lives at a distance;</li> <li>(b) Improve quality of life of those at risk of social isolation – for example by arranging activities and outings, offering practical help and signposting to sort out day to day difficulties;</li> <li>(c) Improve/sustain physical and mental well-being of those at risk of social isolation.</li> <li>(d) Through the above, provide reassurance to families living at a distance or unable to provide regular contact.</li> </ul>

Open access day services can be used by any older person without needing to approach Adult Social Services. Locally based Open Access Day Services should seek to enable access to all irrespective of disability, language or cultural needs.

**What is the current service:**

Nine voluntary sector agencies in Wandsworth are funded by the Council to provide this type of service. However the services that they provide have been determined by the agencies themselves and their service users over the years and have not been part of any bigger plan for services across Wandsworth. This has meant that it's easier to get to a service in some areas of the borough than in others, and that the services can be quite different in what they offer and in how easy they are to find out about and use. Over the years some of the services have worked together and in the last 18 months the Council has facilitated a forum for day services providers to meet together to share best practice and to be involved in the development of services.**What change is being proposed:**

**Stage One**

The Council proposes to use the money available for this type of open access service in a different way and it has described what it would like to see in a specification. It has asked the nine voluntary sector agencies to come up with ideas for ensuring that this type of service is more easily accessible wherever older people live in Wandsworth. The aim was to have one service Hub in each part of the borough: north, south, central and west. The voluntary agency providing the service Hub would need to ensure its service was well known and reach out to its local community as well as offering a space for people to meet. A single agency or a group of agencies could work together to make sure that the service worked for everyone in the area. This model of working was developed after talking to people in day services and carrying out a postal survey of day service users. A second stage consultation was then carried out to test the conclusions of the first stage with existing service users and the general public. This exercise used a booklet called "shaping the future of day services for older people living in Wandsworth", which outlined the proposed model. An Equality Impact Assessment was carried out on this model. The EIA was described as "Helpful and clear", "comprehensive and detailed". A summary of this EIA was reported to Committee in November 2010 alongside the results of the consultation.

**Stage Two**

The Council has invited proposals from the nine voluntary agencies and has held talks with them about what services could look like in 2012/13 and for the next four years in each of the four Hub areas. These services provide to over 1,000 older people living in Wandsworth. The Council set up a forum for these agencies 18 months ago and meets regularly with them to talk about important issues for the service in Wandsworth. Apart from Council funding, most of the agencies also make some charge for their service, raise funds through fundraising activities and make applications to charitable bodies to support some of their activities.

The Council is now ready to make decisions about which agencies to choose to run the Hub service in which of the four Hub areas. This EIA is about the decisions that need to be made. Services have to be affordable within the available budget. In January 2011 the Council indicated that approximately £463,160 each year would be available (Council Committee Paper No.11-164). Council proposes that the amount made available for each service Hub would take into account the number of older people living in each area aged 75 plus and the number of Pension Credit Claimants in each area.

The Council is proposing to make contracts with the successful agencies for 4 years until March 2016. At the moment agencies only know how much funding they will have for one year, so a funding agreement for 4 years will help them to make plans and to develop their services

**It is proposed that the following services will be funded:**

**Borough wide services:**

*Age UK Wandsworth, whole borough – outreach/befriending by volunteers ( the continuation of an existing service)*

Rationale: this is a long standing, highly used service that regularly supports 228 older people a year and a further 34 are sent birthday and Christmas cards. The “Age UK” name is well known and an important first contact for people needing help. Close collaboration between the Hub services and this Age UK Wandsworth managed service will be expected. Some people may not like going to a Hub and may find this type of service visiting them at home and/or occasional phone or web based contact better or more acceptable when they first ask for help. If this service is not funded and is not able to continue it may be difficult for the Hub services to ensure outreach to these people at home in addition to maintaining and developing the Hub service. It is important that there is a service which can act as an alternative to a Hub for some people. Men may find outreach a more acceptable service than going to a meeting point and it may also meet the needs of some people needing a volunteer of a specific faith or having a specific language. Outreach will also be available through the Hubs.

**West Hub**

*Regenerate-RISE – this is a long established existing provider of a 5 day service in the west of the borough (three days at the Platt Centre in Putney, one day outreach and one day operating from the Roehampton Methodist Church). It is proposing a service Hub with a very much expanded service with specific provision to Putney (existing), Roehampton (expanded and considering alternative premises) and to Putney Vale (new) and West Hill (new outreach only). It currently has 130 service users.*

Rationale: this service offers the potential for a holistic approach right across the West Hub. Regenerate is a local organisation that has successfully developed its model for other areas of the country and its breadth of experience puts it in a good position to further raise money and develop the west hub service.

**North Hub**

*St. Michaels Community Outreach Project Ltd – this is a long established existing provider of a 5 day service located in Northcote ward offering an expanded service, the feasibility of relocation to the north Battersea area is being investigated. It has around 145 service users.*

Rationale: this service has had a relatively low level of financial support from the Council but has developed with this a well liked and personalised service praised by service users and professional staff, supporting some people with quite high needs. To ensure that it operates well the service needs more funding. A move to more modern premises located farther north in the areas of highest deprivation (Latchmere, Queenstown and St Mary’s Park) is desirable if such can be identified.

**South and Central Hub**

Once proposals were examined it became clear that it would not be possible to achieve two separate services in south and central Hubs and keep important existing services within the money available. It is therefore proposed to keep the idea of separate Hubs but to run them more jointly with Hestia Age Activity Centre taking more of a co-ordinating role. Hestia has recently won a different contract from the

Council to provide outreach support right across the borough to older people who might be at risk of losing their homes without some help (for example a person may have difficulties due to anti-social behaviour or because they drink heavily).

*Hestia Age Activity Centre* – this is a long established 5 day service in Tooting (open 4 days with 1 day outreach), which Hestia took over the management of in 2009, it supports around 120 people mainly from the South and North Hub areas. It is offering to continue its service in the South Hub area, but to reduce by one day in order to offer a service from a location in the Central Hub area, promoting the service to the whole community. The original service was built up by the Caribbean community and currently the majority of its users have this background. The service has capacity to support more people and is actively promoting itself to encourage new members from diverse backgrounds.

*Asian Women's Association* – this is a long standing service supporting women only, mainly Asian and ethnic minority women, mainly from West and Central Hub areas, it supports around 70 women. The service has stated that it is keen to change and to promote itself to all women on 2 days and 1 day for men and women of all ethnic backgrounds. It is proposed that a contract is offered for a reduced level of service offering 1 day for women only and 1 day for men and women of all ethnic backgrounds, we will work with the Asian Women's Association to agree a format for this second day.

Rationale: Some of the service users speak poor English and culturally mix little with men. If the service did not exist this group of women could be very isolated at home alone or within their families. This potential isolation of some women if the service is ended and cannot find alternative funding is of concern. However, there are more women than men using open access day services in general (76 in 100 users are women) so specialist provision for women in general is not warranted. Therefore it is proposed that only one day for women only is retained. A contract would be offered to continue the service reducing Council support to the equivalent of two days from April 2012, working toward making one of those days for women only (all ethnic backgrounds) and one for men and women of all ethnic backgrounds by the end of 2012/13.

*Furzedown Project* (Furzedown and surrounding area only) – this is a long established user led service that has its roots firmly in the local community of Furzedown, it provides to around 300 people. It operates 5 days a week offering a range of activities that people can sign up for and has successfully raised considerable resources from charities to support its outreach work in recent years in addition to keeping its centre open 5 days.

Rationale: This service has a very good, long standing, reputation with the Older People's Network which co-ordinates the voice of older people in Wandsworth. It is managed by the people who use it, who also volunteer in running aspects of the service. It is an excellent example of the "Big Society" in operation in an area of the borough which has very poor public transport links with the rest of the borough and which could not be served effectively without a local service.

**It is proposed to stop funding the following services:**

*Age UK Wandsworth's Active Days Project* – this service provides borough wide information on day activities including exercise classes, personal interest groups and leisure opportunities. It does this over the phone, through promotional activities, a quarterly newsletter distributed to 8,500 people and facilitating the setting up of new activities. Since the service was established in March 2006 it has facilitated

*and developed 152 new activities reaching 3,038 older people. The aim is to ensure that people are linked into their local networks before they find getting out and about difficult.*

Rationale: this service has provided very successfully to active older people. In 2010, 30 new activity programmes were set up; around 660 people used programmes that had been established or helped by Active Days and around 500 people went on outings organised by Active Days. However, with the more challenging financial climate (less money available) the money that is available needs to ensure that people with higher levels of need have priority for services. Increases in the charges made by the Council for some specialist services will mean that it is important to have in place alternatives that cost less but can look after some (not all) of the people with higher levels of need. To achieve this means that Active Days can no longer be recommended for funding, although it would remain a priority to support this type of work as far as possible within the services that are funded. The activities set up with the help of Active Days are likely to continue as they were set up on the basis that they could operate without ongoing support. However, it has been found that small voluntary groups and individuals sometimes need support to sustain their activities and Active Days has provided this. For the future, the new service Hubs will be encouraged to support the setting up and sustainability of this type of activity in their local areas and the Hubs will be advised of the services in their area currently supported through Active Days. The Council will give consideration as to how to promote a programme of outings. A small amount of funding has been made available within the Active Days programme for new services as seed corn to start up, e.g. £200 to buy craft materials to start a craft club; but this has been little used. The Council will work with Hub services to consider other ways of promoting this type of local activity through fundraising.

*Balham Pensioners Centre* (a 25 year long established service meeting 5 days a week at Balham Baptist Church, South Hub area)

Rationale: the Council contributes a relatively small part of the resource to this service which has around 60 service users; it is mainly supported financially and through premises by the Church and service users; this service has provided a local service and as such is much like others across the borough that operate without access to Council funds, historically the service has been used by a constant group of people and people they know who they introduce, although the service is now keen to expand following major works costing £350,000, to make their premises accessible to people with disabilities for which they have received funding from a range of grants. The infrastructure available to support the development of this agency as a Hub is not considered as developed, or to have as much potential, as that behind Hestia Age Activity Centre. It is not recommended for continued funding.

*Peabody Isolated Elderly Project* has a paid outreach worker who visits people at home (service users from North Hub area)

Rationale: this is a small service reaching out to around 50 people during a year and potentially duplicates some work by other services such as Age UK Wandsworth; Peabody would like to develop the service along the lines of the NHS funded Well Met project which uses volunteers to outreach. It is proposed to focus resources on the Age UK service and not to duplicate by funding this service also. If Peabody is unable to continue its service, those benefitting will be given details of the other services available. The Council will maintain dialogue with Peabody regarding its important long term housing redevelopment programme at Clapham Junction in which there is planned to be community space – this however, will not be available for several years.

*Tooting Neighbourhood Centre Older People's Day Service (TNC)* (service users mainly from South and North Hub areas meeting on 3 days a week at the Tooting Neighbourhood Centre home of the New Testament Assembly – originally a church of the Caribbean community with a very large congregation).

Rationale: there are around 80 people attending this service. The service is primarily used by the Caribbean community. It is one of three services including home care and mental health for working age adults offered from the Centre's premises. The business model underpinning these services needs to be revised in the light of a decision made by the Council previously not to buy the home care service for any new people. The service may have the potential to develop the day service integral with its home care business and to charge people for the service. This is being successfully achieved by other providers targeting specific populations in Wandsworth (people eligible for help from the Council could then buy the service through Personal Budgets provided by the Council). The Caribbean community is well represented among open access service users, being 18.9% of users compared to only being 7.0% of the population aged 60 plus. An alternative provider is available which has capacity to support more users: Hestia Age Activity Centre, which also has a focus on this community, although Hestia is now actively promoting its service to people from all backgrounds. However, TNC users may be reluctant to move to another centre because of their shared faith links with the New Testament Assembly Church and the friendship groups that have developed. The Council will offer every support to TNC to develop a new model of operation, should they wish to do so, that enables people who are eligible for social care help and financial assistance from the Council to receive Direct Payments to purchase services.

## **2. What is the rationale behind these changes?**

The overall rationale for the new model of service was developed following extensive consultation with day service users, this was described in the original EIA on the New Model for Day Services for Older People in Wandsworth, June 2010 and in the booklet "Shaping Day Services for Older People in Wandsworth" which was consulted on with day service users through meetings during June to September 2010. This EIA is concerned with which voluntary agencies will be funded from April 2012 and which will not. The organisations affected by these changes are:

Age UK Wandsworth; Asian Women's Association; Balham Pensioner's Centre; Furzedown Project; Hestia Age Activity Centre; St. Michael's Community Outreach Projects Ltd; Regenerate-RISE; Tooting Neighbourhood Centre; Peabody.

There has not been a strategic approach in recent years by the Council to financial support for open access day services and therefore there is little consistency and variable access to the services. The new model is the Council's proposed new approach to ensure that the Open Access Service can meet the aims set out above.

Four Hub areas have been identified which are the same areas as used by the NHS: North (SW4, SW8, SW11 including Queenstown, St. Mary's Park, Latchmere, Shaftesbury, Northcote); South (SW12, SW16, SW17 including Tooting, Graveney, Furzedown, Bedford, Nightingale and Balham), West (SW15, SW19 including Thamesfield, West Putney, East Putney, Roehampton, West Hill) and Central (SW18 including Fairfield, Earlsfield, Southfields and Wandsworth Common).

The agencies recommended to provide the service in the future offer:

### **(a) A sustainable business model for 4 years**

**(b) An equitable service – open to anyone aged 60 plus in the Hub area who is socially isolated or at risk of isolation**

**(c) Promotion of volunteering – service users and non-users as volunteers**

**(d) Addresses the needs of specific wards of the borough known to be isolated**

**(e) Builds capacity within communities that could potentially support Personal Budget holders.**

### **3. Which organisations will have the opportunity to feedback on the EIA?**

The nine provider organisations directly affected by the proposals the LINK and Older People's Network.

As two stages of consultation have already been conducted with service users and the general public and discussions held with providers, the consultation on this EIA will take place in meetings with the organisations listed above.

### **4. What data do you have on your service and potential impact of your service change in relation to the following? Data includes use of service, customer satisfaction, feedback on service, results of consultation**

	List data you have	Any gaps in information? Please say how these can be addressed.
Race	User Records	
Gender	User Records	
Disability	User Records	
Age	User Records	
Faith	Not recorded	These are sensitive areas that service users may not wish to reveal. Providers will be encouraged to find ways of raising these issues to identify any concerns being raised about poor access.
Sexual Orientation	Not recorded	
Generally	2009 Review and 2010 Consultation Feedback – contained in 2010 EIA	

**5. What does available information show in relation to the impact of the service change? What is the impact on different groups? Please give detail**

Race (see table below)	As a result of specific provision in the community for Caribbean community at Tooting Neighbourhood Centre and specifically in the past at Hestia Age Activity levels of service take up by this community have been high in comparison with the population. Take up by the Asian community is above the level predicted by the population. As a result of the recommendations there is likely to be a reduction in proportional use by these communities and a move towards a profile which reflects the local population of older people. Hestia Age Activity is predominantly currently used by the Caribbean community and will continue to outreach to the Battersea area to support service users from that area. Alternative services are available for the Asian community in the borough, although it is believed that the Asian Women's Service provide the only Women only service. It is therefore important to retain some women only provision for the reasons described in earlier paragraphs and the service itself will be retained but at a low number of days
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**Total registered at day services (percentage for which ethnicity is recorded).**

Registered numbers	Asian	Black Caribbean	Black African	White	Other Ethnic/Mixed	Total known
<b>Open Access services**</b>	144 (12.1%)	225 (18.9%)	27 (2.3%)	766 (64.5%)	26 (2.2%)	1188
<b>All aged 60 plus Wandsworth</b>	2755 (8.2%)	2,368 (7.0%)	874 (2.6%)	26505 (79%)	1094 (3.3%)	33,596

\*\*Categorised by services, may not be based on true or service user's own determination  
 BC Black Caribbean; BA Black African, A Asian; W White

Gender (see table below)	The previous EIA raised concern about the need to promote services for men, especially as they get older, as they are less likely to use this type of service than women and this will be emphasised to service providers. Outreach was proposed as an integral part of all services as one particular way of supporting more men. This proposal was supported in the consultation undertaken.
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	<p>It is being proposed that the Be a Friend Service delivered by Age UK continues as it can ensure that those who prefer one to one support will have ease of access. The reduction in the Asian Women’s Service could risk isolating some women who would not associate in a mixed group and may also have language difficulties. Maintenance of 1 day a week, but promoting to women in general is proposed to ameliorate this risk and will at the same time improve access to women generally.</p>
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**Total registered at open access day services in Wandsworth. Percentage for which gender is known.**

Registered numbers	Women	Men	Total known
<b>Open Access services**</b>	901 (75.7%)	289 (24.3%)	1,190
<b>All aged 60 plus Wandsworth***</b>	20,300 (56.5%)	15,600 (43.5%)	35,900

\*Source: 30 September 2009 Framework all day service users aged 60 plus not attending specialist learning disability day services

\*\*Source: Quarterly contract monitoring returns registered service users 30 September 2009

\*\*\*ONS Population Projections 2008

The population aged 85 plus has a higher proportion of women than men but service take up is even more weighted toward women than men – 30% more than estimated from the population (across all day service types for older people).

<p>Disability</p>	<p>Open Access Day services are designed in general for older people who have started to lose some of their abilities. Through not funding the early preventative service Active Days, resources can become more focussed on ensuring sustainable resource for those most at risk if help is not available, some of whom will be attending the range of services which are proposed. Although early preventative services are a high priority at this time of financial constraint across other aspects of the service it is the highest priority to preserve and develop infrastructure that has potential to support those most at risk. Transport services provided by the proposed open access services must be self financing – charging service users. People who are concerned that their service may end can seek a Community Care Assessment from the Council and if assessed as eligible for help may also be eligible for financial assistance through a Personal Budget (depending on a financial assessment) with which to purchase a service of their choice. If people have a high level of disability the Council provides a separate specialist day service where staffing and facilities are</p>
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	especially tailored to meet these needs – this specialist service can only be accessed through a Community Care Assessment from Adult Social Services.
Faith	<p>All the services being proposed are open to all faiths. Faith groups play a significant role in the borough's provision - faith is the reason why some organisations do what they do for the benefit of the community. Church/faith premises are therefore used by a number of organisations: Regenerate-RISE, St. Michaels Outreach Project, Balham Pensioners Centre and Tooting Neighbourhood Centre. Some people do not like to meet in premises belonging to a faith other than their own and commissioned providers will offer outreach ,and the feasibility of alternative premises for some delivery is under consideration.</p> <p>It is proposed that two church focussed providers: Balham Pensioner's Centre and Tooting Neighbourhood Centre will not be supported. Balham Pensioner's Centre has advised that it may not be able to continue in its current form without Council resources. It is likely that a significant number of users of these services attend the associated faith organisation and therefore may not wish to go to an alternative service. However the Hub service being proposed for South Hub : Hestia Age Activity Centre has an open door policy and would welcome users who would want to transfer, alternatively people who may be eligible for help from the Council as described above may wish to ask for a Community Care Assessment.</p> <p>The Asian Women's Association welcomes all faiths – but provides a service for women whose culture/faith has rules around mixing of the sexes.</p>
Age	<p>All the services being proposed are open to all aged 60 plus. The main user group is likely to be aged 75 plus. The proposal not to fund Active Days will result in a loss of service for the younger older people in the borough (57.5% of users of Active Days are under 80 years). However over recent years a wider range of main stream services have promoted opportunities for older people to participate such as through the Council Arts Programme.</p>

**AGE:**

**Number Registered at days services when reviewed in 2009 (percentage of the total for which age was recorded).**

<b>Registered</b>	<b>Under 60</b>	<b>60 to 74</b>	<b>75 to 84</b>	<b>85 plus years</b>	<b>Total known</b>
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numbers	years	years	years		
Open Access services*	50 (4.6%)	299 (27.7%)	386 (35.8%)	344 (31.9%)	1079
All aged 60 plus Wandsworth	0	22000 (61.3%)	9700 (27.0%)	4200 (11.7%)	35900

Sexual Orientation	This has not been specifically addressed through this review. There is no reason to believe that services are discriminatory and further work will be undertaken with commissioned services to raise awareness. The Active Days co-ordinator has established and facilitates an older Lesbian, Gay, Bi-Sexual, Transgender group which has 25 members, most are 75 plus. Alternative support arrangements will be discussed with the group to enable it to continue to meet.
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6. What does your review of the information show?	Evidence for your answer
a )No impact continue with change	Cease funding of Peabody and Balham Pensioner's Centre to minimise duplication.
b) Adjust change in light of impact	For the reasons stated above there is a need to retain a reduced women only service, rather than end support for this service – based on the experience of the current, long term provider. The provider will be encouraged to identify alternative funding sources.  Council officers will work with Age UK Wandsworth to facilitate the continuance of the older Lesbian, Gay, Bi-Sexual, Transgender group currently facilitated through Active Days. Council officers will work with the Hubs and Age UK Wandsworth to ensure that information about the services supported through Active Days
c)Continue with change despite impact	Cease funding of Active Days (Age UK Wandsworth) because resources are required to ensure services accessible for those with higher needs and to minimise duplication. Hub providers will be advised of the support currently provided by Active Days within their area.

	Reduction in access for people from the Caribbean and Asian Women may result from not commissioning Tooting Neighbourhood Centre and 3 days for the Asian Women's Assn. However, the presence of the services has led to a high representation from these communities and alternative services are available: Hestia Age Activity and it is proposed that a reduced women only service is retained.
d) stop change	No.

7. Have you identified any actions that will improve the proposed service change or mitigate any negative impact? Yes/No. If yes please list.	
<p>Yes.</p> <ol style="list-style-type: none"> <li>1. For the reasons stated above there is a need to retain a reduced women only service, rather than end support for this service – based on the experience of the current, long term provider. The provider will be encouraged to identify alternative funding sources as 100% of current resources are from the Council or charges to service users.</li> <li>2. Council officers will continue working with Tooting Neighbourhood Centre to promote the development of a new business model.</li> <li>3. Council officers will continue working with Hestia Age Activity Centre and the Asian Women's Association to promote inclusivity.</li> <li>4. Council officers will continue working with Hestia Age Activity Centre to establish a presence in the central Hub areas working with local older people and older people's organisations in the area.</li> <li>5. The profile of service users will continue to be evaluated in order to ensure it reflects the older population in Wandsworth. Any significant variances in profile will be investigated and where required an action plan developed.</li> <li>6. Current service users will be made aware of the new service and how to access it, in particular those who currently use a</li> </ol>	

service where the contract is not being renewed.

7. Council officers will work with Age UK and members of the OLGBT group facilitated by Active Days with the aim of enabling the group to continue meeting.

8. Council officers will work with Age UK to ensure that information about groups supported by Active Days is passed on to the Hubs.

8. What future monitoring and evaluation tools will be appropriate and effective?

Race	User records
Gender	User records
Disability	User records
Faith	Ad hoc survey
Age	User records
Sexual Orientation	Joint working with the agencies to raise awareness

**9. Are the aims of the service/policy consistent with wider Council policies on Equality and Diversity?**

The Council's equality statement says, "It is our policy that no service user is discriminated against because of their disability, gender, race/ethnicity and other dimensions of disadvantage and discrimination including age, sexuality and religion or belief." the proposed configuration of Open Access day Services supports this by ensuring access to a service that takes generic responsibility for providing the appropriate support for all in the geographical Hub area.

**10. Which of the following does the service/policy relate to? (you can select more than one)**

1. Eliminating discrimination (No)
2. Promoting equal opportunities (Yes)
3. Promoting good relations (Yes)

**11. How would you rank the service/policy in relation to relevance to equality? (select one level only)**

High

**Why did you allocate this ranking?**

The changes proposed in the new model for open access services are designed to explicitly improve equitable access.

**Action Plan.**  
**These actions will be added to the Corporate Equality Plan.**

<b>Action</b>	<b>Who will be responsible?</b>	<b>Target</b>
1. A reduced women only service to be retained and provider , encouraged to identify alternative funding sources as 100% of current resources are from the Council or charges to service users.	J Chalmers	Review the position after six months.
2. Council officers will continue working with Tooting Neighbourhood Centre to promote the development of a new business model.	J Chalmers	Review the position after one year.
3. Council officers will continue working with Hestia Age Activity Centre and the Asian Women’s Association to promote inclusivity.	J Chalmers	Review the position after one year.
4. Council officers will continue working with Hestia Age Activity Centre to establish a presence in the central Hub areas working with local older people and older people’s organisations in the area. Support will be offered to develop a co-ordinating role across South and Central areas.	J Chalmers	Review the position after one year.
5. The profile of service users will continue to be evaluated in order to ensure it reflects the older population in Wandsworth. Any significant variances in profile will be investigated and	W Moreton	Review the position after one year.

where required an action plan developed.		
6. Current service users will be made aware of the new service and how to access it, in particular those who currently use a service where the contract is not being renewed.	J Chalmers	Review the position after one year.
7. (This continues from the 2010 EIA). Ensure that staff in day services receive appropriate equalities training, and skills training to support people with specific needs.	J Chalmers	Will be developed through the Day Services Forum in partnership with the agencies. First sessions planned for early 2012.
8. (This continues from the 2010 EIA). Introduce systematic monitoring of the outcomes sought in the specification for open access day services.	J Carosio	Monitor regularly older people's awareness of local Hub Services and outcomes in the service specification – first after 6 month to 1 year and then annually.
9. Carry out community care assessments on people whose health and well-being maybe at risk as a result of service changes and who may be eligible for help from the Council – if people are eligible and in need of financial support Personal Budgets will be arranged.	E Morris	Ensure all those at risk are offered a community care assessment.
10. Work with Service Hubs to promote support to other agencies across their Hub areas to develop new activities.	W Moreton	Review the position after one year.
11. The Council will review how outings for older people can be promoted.	M Brook	Review the position after one year.
12. The Council will work with Age UK and members of the OLGBT group facilitated by Active Days with the aim of enabling the group to continue meeting.	W Moreton	By April 2012. Implementation will be monitored through the Council's Day Services Project Board.
13. The Council will work with Age UK to ensure that information about groups supported by Active Days is passed on to the Hubs.	W Moreton	By April 2012. Implementation will be monitored through the Council's Day Services Project Board.

14. Officers will continue to work with St. Michael's Outreach service to ensure access to users from the northern wards.	J Chalmers	By April 2012. Implementation will be monitored through the Council's Day Services Project Board.
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### Feedback on the findings of the EIA

<p><b>What did external organisations say about your findings when you shared this EIA with them?</b></p> <p>LINK and Older People's Network appreciates that the Council has taken into account the deprivation factor in allocating the funding for Open Access Centres.</p> <p>Agencies had a positive response to the introduction of 4 year contracts. Age UK said: " we particularly welcome a 4 year contract which would enable us to develop the service further and work in partnership with the Hub services."</p> <p>Regenerate Rise state: "we welcome the Hub idea and believe that it will lead to many opportunities to reach older people in the community – the basis of the new way of working is very similar to how we already work." They also state that they welcome the proposal to continue the cross borough Age UK befriending scheme.</p> <p>LINK is concerned that the resources specifically tailored for Afro Caribbean and Asian older people - who would be unlikely to attend generic centres - are being significantly reduced. LINK would be interested to know the likely impact of this on current users, especially at Tooting Neighbourhood Centre.</p> <p>The Older People's Network (OPN) expressed concern that Hestia Age Activity Centre may lack capacity to expand the numbers it supports. It also proposed "a strenuous programme of befriending to get them there", as currently the service is predominantly used by people with Caribbean backgrounds.</p> <p>The OPN also expressed concern about the proposed ending of funding to Active Days. Active Days plays a significant role in disseminating information about local activity opportunities: "one person concentrating on small local provisions, mostly provided by volunteers, has produced a wide range of activities involving a large number of people. It will be more difficult for the Hub organisations to save some time to do this work in what would be one-quarter of the time of a member of staff". "Moreover, the Wandsworth-wide "Active Days" newsletter provides a sense of belonging to the borough and a clear identify. It also helps those who live around the boundaries of the proposed Hub for whom 'cross-over' is a normal occurrence."</p>
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Age UK Wandsworth said that the draft EIA did not reflect the breadth of the work of Active Days and raised concerns about the future of the Older Lesbian, Gay, Bi-sexual and Transgender group (OLGBT) facilitated through Active Days.

The Network also expressed concern that the St. Michael's Outreach Project located in Northcote ward at the extreme south of the Hub area and also a particularly affluent area should be the Hub for the more needy and less well-provided north of the borough. "A centre in the real North of the borough, such as Katharine Low, would have been more likely to attract isolated people."

Balham Pensioners Centre expressed dismay that the Council could consider not funding the service after the expenditure to improve physical access to the church buildings, including a grant from the Council, enabling more people to participate. Although the Council's allocation of funding had been relatively small this made a significant difference to the ability of the church to continue the service. There are other services in the borough for older people, but they are not in the catchment area of the Centre and having a centre locally is considered important by the Centre's users.

The Furzedown Project said that funding of the Furzedown project "clearly shows recognition by Wandsworth Adult Social Services that Furzedown Project provides a crucial and effective service for older people in the south of the borough, in an area which has poor local transport links. This funding will allow us to continue with this important work and to develop and grow with the needs of our members and community. I would like to thank the staff of Wandsworth Adult Social Services who have been involved in taking us through this very difficult funding process".

Regenerate Rise stated that there is a "need to review the 'transport' decision (i.e. that transport should be self-financing) and look for a way of compromise - to enable the whole picture to be demonstrably life changing - and not fail due to the most isolated not being able to access the Open Access services." The cost of transport is so expensive that they will not be able to achieve a full cost recovery through charging – the minimum would be £10 a round trip. "You have emphasised throughout this consultation that choice is paramount, choice is taken away if a service" is put in a position of introducing high charges. It is suggested that a set amount is approved for use on transport "even if it is just £5,000 per annum to absolutely ensure that those who need transport to the Hub are able to get it."

Regenerate Rise also support the need for separate provision for women in order for Asian women to access a service – "as is our experience in Sparkhill, Birmingham, many Asian women will not go to a day service where men are present." However, one day a week is not thought to be sufficient to meet the needs of Asian women. They state that it is likely to be very difficult for the Asian Women's Association to fundraise for a service that is continuing, rather than as a new service. Regenerate Rise said that they were not sure that they agreed with the inclusion of Active Days, Peabody and Balham Pensioner's Centre under the heading of "no impact – continue with change" as there will be an some impact for some people.

The Asian Women's Association states that their centre is unique, in that it is the only ladies centre in the whole borough. The centre is open to all ladies of all cultures but it is predominately used by Asian Women who are culturally not comfortable in a mixed gender culture. They have a high demand for men who would like to receive the service but are reluctant to attend a mixed centre. For this reason they consider it essential to continue a three day service including one day for men only and that they continue a service for two days to cater for the volume of women that they support as the premises they use are quite small.

Peabody asks that the Council ensures that the needs of older people are given no less favourable attention because they are a smaller proportion of the overall borough population than in some other areas. Peabody recognises the need for change and supports the principle underpinning the proposals for the new model of open access day services. They are however concerned that a radical shift in funding in Wandsworth across a number of funding streams is likely to have a significant combined impact on support for older people and that this is not taken into account in the EIA. More information would be useful on "how access to well co-ordinated information will be developed" – this was a key feature of the day services review. Also more information on the approach that will be taken to meeting the needs of: people from ethnic minorities – more attention needs to be given to understanding and responding to their needs, and including for example the significant Chinese community; to responding to the needs of lone older men (other than through outreach and befriending) and of developing understanding of the needs of gay, lesbian and transgendered older people. Peabody also express concern about the conduct of the consultation on the EIA "which has been done at very short notice and has not offered sufficient opportunities for the direct engagement of older people."

**What changes did you make as a result of this feedback?**

A number of factual amendments and enhanced descriptions have been made to the EIA.

The future of the Older Lesbian, Gay, Bi-sexual and Transgender group (OLGBT) facilitated through Active Days was raised and an action has been included in the Action Plan to address this.

In the EIA we have strengthened the intention that Hubs should help to facilitate the type of work carried out by Active Days and we have added an action to ensure that Hubs are aware of the groups in their areas that Active Days is supporting.

We talked to Hestia about capacity at the Hestia Age Activity Centre and they reaffirmed that they do have capacity for more people to use the service. They also confirmed that they will continue to strongly promote the service and to broaden the diversity of the service. Recent promotion campaigns have resulted in greater take up.

We talked to Tooting Neighbourhood Centre (TNC) about the future of their service. They are in the process of deciding what the

future of their services will be. The Council will offer every support to TNC to develop a new model of operation, should they wish to do so, that enables people who are eligible for social care help and financial assistance from the Council to receive Direct Payments to purchase services.

Council officers will work with St. Michael's Outreach Project to ensure access to people from the northern wards. A small additional resource has been proposed to facilitate work in these wards.

Council officers will continue to advise service managers that where a service user is eligible for services and financial help from Adult Social Services they would be able to seek assistance with the cost of transport to an open access day service through a Direct Payment.

Work is in hand to update information provided on services through the Council's Adult Care Information Service (ACIS). Publicity will be developed to support implementation of the new model for open access day services from April 2012.

Officers have offered to facilitate discussion between the Asian Women's Association and other providers about alternative premises that may offer increased space for their service.