

Initial Equality Impact Assessment – Service Change.

Department	Adult Social Services
Service	Disability Employment Services
People involved	Susan Hasler Winter, Mike Abel (Commissioning Managers) & Sarah Rushton, Commissioning Officer

1. What are the aims of the service and what changes are being proposed?

The service aims to provide personalised support to people with learning disabilities, physical disabilities and mental health problems to help to achieve and sustain employment related outcomes.

Proposed changes

Four voluntary organisations currently deliver services under contracts which were last let by the Council in 2006. These services provide employment and training inputs to working age adults from all client groups (learning disability, physical disability and mental health).

The current contracts were due to expire on 31st March 2011. Two of these have been extended until 31st October 2011, and two until 31st March 2012.

In line with best practice, the two services with contracts expiring in 2012 (Camden Society and Seagull Print) are developing services to respond to the national Personalisation agenda. All existing service users are transitioning to self directed support (SDS) and all new referrals will, in future, purchase these services through personal budgets (when the current block contract expires). The change therefore is that these two services will no longer be block funded but will be reliant on individuals choosing to purchase their services using personal budgets. Without the block contracts these providers have the opportunity to offer more flexibility in their services in response to demand - any future variation to their core businesses (a training café and a print workshop) will be the result of feedback from service users. These providers specialise in working with learning disability (Camden Society) and mental health (Seagull Print).

The remaining two service providers (Generate and Share Community) currently offer information, advice, guidance and training to all the client groups. These contracts expire in October and in advance of retendering, the service specifications have been redesigned following consultation with service users, carers and providers. The redesigned specifications attempt to improve employment outcomes for all client groups by placing increased emphasis on person centred support focussing on achieving and sustaining employment outcomes in accordance with individual's aims and aspirations.

Provision for all client groups is included within the new contract specifications (as previously). In Mental Health the service will reflect the evidence based

“Individual Placement and Support” model which practices zero exclusion as one of its five key principles. The learning disability and physical disability service will be expected to deliver job coaching in line with best practice guidance issued by the Department of Health’s Valuing Employment Now.

The existing services are open access (ie: people can self refer without having to prove eligibility for services via FACS). The newly specified service has retained capacity for up to 20% of referrals to come from people who fall below the FACS eligibility threshold.

There is also a commitment within the budget to fund a fixed term Council post to continue to roll out the successful ‘WorkRight’ pilot scheme which increased the number of people with learning disabilities working for the Council. This service change will provide the necessary momentum to expand the scheme to all client groups.

2. What is the rationale behind these changes?

Drivers include:

- National policies for supporting people with disabilities into work (eg: Welfare to Work, Valuing People Now, No Health without Mental Health);
- Evidence based practice about what works (eg: Social Exclusion report, 2005, Realising Ambitions, DWP, 2010, http://www.centreformentalhealth.org.uk/publications/commissioning_what_works.aspx?ID=603),
- Low numbers of job outcomes achieved by existing contracted services;
- Personalisation agenda;
- Feedback from consultation with service users, carers and providers;
- Experience of delivering a programme that achieves positive outcomes (WorkRight).

3. What information do you have on the service and the potential impact of your service change in relation to the following?

	<p>List information you have. Do not put what the information shows you</p> <p>Information includes number of people using the service, customer satisfaction, feedback on service, results of consultation</p>
Race	<p>Monitoring information is returned quarterly with ethnicity, gender, age and disability data and this will continue with the new contracts. Under/over representation issues will be built in to the monitoring framework.</p> <p>Service providers are required to operate within the Equalities Act and demonstrate through their completion of the prequalifying questionnaire their compliance with the legislation.</p>

Gender	See above
Disability	See above
Age	See above
Faith	Data not currently collected , but service providers are required to operate within the Equalities Act and demonstrate through their completion of the prequalifying questionnaire their compliance with the legislation
Sexual Orientation	Data not currently collected but service providers are required to operate within the Equalities Act and demonstrate through their completion of the prequalifying questionnaire their compliance with the legislation

4. Thinking about each group below please list the impact that the service change will have.

	<u>Positive</u> impacts of service change	Possible <u>negative</u> impacts of service change
Race	Referrals to the mental health service will be made by the council/health funded mental health resource centres which have memberships reflective of the communities they serve. Increasing access to employment support should encourage more service users to pursue employment goals. People accessing the services currently will have the option of transferring to the new service provider should they choose to do so. On average, the current services are made up of 42.5% BME service users. Any significant changes will be picked up during quarterly monitoring and tackled promptly. .	
Gender	Recent data tells us that women made up 35% of service users in the Learning Disability Employment Service and 49% in the Mental Health Service. Providers will be advised to	The mental health IPS service may result in the recruitment of a worker who is not of the gender preferred by the client however one of the aims of the post will be to mentor other workers from the referring

	take action to tackle any ongoing underrepresentation of women with learning disabilities through targeted publicity and interaction with referrers and this will be monitored quarterly.	agencies to increase skills in employment support so there will be opportunities for the service user's existing support worker to provide employment support.
Disability	<p>It is not envisaged that take up of the employment services will change significantly, if anything it is hoped that outcomes will improve.</p> <p>Up to 100 people with learning disabilities, 25 people with physical disabilities and 45 people with mental health conditions will have access to employment support each year which will complement that provided by mainstream providers such as JobCentrePlus and contractors delivering Department for Work and Pensions schemes such as WorkChoice. Providers are required (through the service specification) to ensure that staff have the knowledge and experience to communicate appropriately with clients. Service delivery sites are DDA compliant.</p> <p>The importance of ongoing support after job starts was stressed many times during consultation with service users, carers and providers. This has been incorporated in to the service redesign and specific targets have been included in the specification to monitor the number of people maintaining employment beyond 13 weeks.</p>	

Age	All people of working age are eligible for support from the service.	
Faith	No issues identified via routine contract monitoring and service user involvement. Any issues identified under contract monitoring of new contracts will be addressed promptly.	
Sexual orientation	No issues identified via routine contract monitoring and service user involvement. Any issues identified under contract monitoring of new contracts will be addressed promptly.	

5. Is a full EIA required? ~~Yes~~/No.

The following questions should help you decide if a full EIA is required. As a guide if you are a frontline service where the impact is unclear or negative you will need to conduct a full EIA. You are unsure call Clear O'Connor on ext 7816.

- Is the service a frontline service? ~~Yes~~/No
- Is it clear what impact the service change will have on all the equality groups? ~~Yes~~/No.
- Overall will the change have a negative impact on any of the equality groups? ~~Yes~~/No.

Comments - Please give the rationale here for not undertaking a full EIA

The proposed service change shows that there will be no adverse impact on any equality group. The service changes are expected to deliver better outcomes for service users than previously.

6. Through the initial EIA have you identified any actions that needed to be implemented to improve access to the service or monitoring of the service? (please list)

The tendered services include contractual clauses 48.1, 48.2 and 48.3 which are reported against annually to demonstrate compliance with the Equality Act 2010 and all other statutory provision relating to discrimination in employment or service provision.

Monitoring officers will ensure that publicity for the services is monitored to ensure it is explicitly welcoming of service users of all protected

characteristics.

The potential for providers to record additional data about service users' Faith and Sexual Orientation will be explored when the contract is awarded to monitor take up of services.

Any variation in the service user profile will be tracked through quarterly monitoring and any issues of under representation will be addressed promptly.

Approved by: Clare O'Connor 24.08.11