

SSA EQUALITY IMPACT AND NEEDS ANALYSIS

Directorate	Adult Social Services
Service Area	Commissioning and Quality Standards
Service/policy/function being assessed	Direct Payment Support Services
Which borough (s) does the service/policy apply to	Wandsworth
Staff involved	Abby Vella/Sarita Gogna
Date approved by Directorate Equality Group (if applicable)	26/10/2017
Date approved by Policy and Review Manager All EINAs must be signed off by the Policy and Review Manager	05/10/2017

SUMMARY

What is being proposed

It is proposed to implement a new single contract in both Richmond and Wandsworth for provision of a Direct Payment Support Service. The services received will remain the same for Wandsworth residents as the successful provider will be contracted to deliver all core elements of the service. Since current provision is delivered through five accredited providers, commissioning a single provider in Wandsworth may impact on service user choice of support provider. However since none of the current providers specialise in supporting service users with any of the protected characteristics, it is therefore not anticipated that there will be a negative impact. Service users will continue to be able to access the same range of care through their DP as they currently receive.

Positive Impact of the New Service

The requirement for addressing equality is clearly specified in the contract specification and a key component of the evaluation criteria is the need for providers to demonstrate how they address equality and diversity issues and ensure equal access and quality in service delivery to all service users. It also comprises a key part of the performance and contract monitoring framework. Groups with protected characteristics will be monitored and those who are transitioned to the new service will be supported.

The requirements and key principles of the new specification are informed and shaped by consultation with various stakeholders.

A single provider approach will enable robust quality assurance and contract monitoring to ensure the provision of high quality services. There is greater scope for the development of long-term relationships and joint working with suppliers to raise service quality. The quality can vary with multiple providers.

This approach supports effective financial monitoring, ensuring management of Direct Payment funds is legally compliant and complies with the Council's internal audit requirements.

In addition, this approach will build on local knowledge and more effective development of services such as a local PA register and local peer support meetings.

Benefits of this approach also include the potential to deliver efficiencies through the rationalisation of business processes, reducing the financial administration associated with payment schedules as well as reducing overheads.

The new model will continue to support Care Act duties which are detailed in the section below.

Key Findings

- The numbers of 65 plus service users are well represented as there are proportionately more service users in the 65+ age group in receipt of DPs than the borough averages.
- There are proportionately more service users with a learning disability, physical disability and mental health condition in receipt of DP than the borough average.
- In addition there are proportionately more service users from the Black and Minority Ethnic backgrounds in receipt of DPs than the borough averages.

1. Background

Introduction to service

Under the Care Act 2014, councils must offer people who qualify for services the option of having a Direct Payment (DP). Direct Payments are monetary payments made by Councils directly to individuals who are assessed as having eligible needs for certain services. However, people may need information and practical support to enable them to manage their DPs. The Care Act also clearly states that Local Authorities “should help people who fund their own services or receive Direct Payments, to ‘micro-commission’ care and support services and/or to pool their budgets, and should ensure a supporting infrastructure is available to help with these activities”.

Direct Payment Support Services help people to manage their Direct Payments by providing the necessary infrastructure through offering different types of support including information and employment advice and support, payroll and third party managed accounts services.

There are currently two different models of delivery for the provision of Direct Payment Support Services across Richmond and Wandsworth which are coming to an end (contract with a single provider in Richmond and an accredited list of five providers in Wandsworth).

The ending of the contractual arrangements in both boroughs provides a timely opportunity to scope and evaluate potential options for a joint procurement model and common approach across the SSA (Shared Staffing Arrangement), in line with SSA Procurement Guidance.

A single joint Wandsworth and Richmond specification for the new DP support service is in line with the aims of the SSA for collaborative approaches, and provides opportunities to incorporate best practice from both boroughs, rationalise the business processes and pricing structures and potentially achieve savings. The successful provider for each borough will deliver all components of direct payment support including:

- Employer support and advice
- Recruitment and Development of the PA market
- Payroll
- Managed accounts
- Information and advice including peer support.

2. Analysis of need and impact

Findings

Protected group	Findings																																							
Age	<p>Census data 2011</p> <table border="1"> <thead> <tr> <th>Age group</th> <th>Total</th> <th>% of total population</th> </tr> </thead> <tbody> <tr> <td>18-64</td> <td>224,457</td> <td>73%</td> </tr> <tr> <td>65-74</td> <td>14,455</td> <td>5%</td> </tr> <tr> <td>75-84</td> <td>8,763</td> <td>3%</td> </tr> <tr> <td>85+</td> <td>3,693</td> <td>1%</td> </tr> <tr> <td>Total 18+</td> <td>251,368</td> <td>82%</td> </tr> <tr> <td>Total population</td> <td colspan="2">306,995</td> </tr> </tbody> </table> <p>Wandsworth DP service user data Wandsworth data sourced from Frameworki on 31 July 2017. Some data unavailable because field is not mandatory.</p> <table border="1"> <thead> <tr> <th>Age group</th> <th>Total</th> <th>% of total no. service users</th> </tr> </thead> <tbody> <tr> <td>18-64</td> <td>532</td> <td>70%</td> </tr> <tr> <td>65-74</td> <td>91</td> <td>12%</td> </tr> <tr> <td>75-84</td> <td>89</td> <td>12%</td> </tr> <tr> <td>85+</td> <td>46</td> <td>6%</td> </tr> <tr> <td>Total</td> <td>758</td> <td>100%</td> </tr> </tbody> </table> <p>Analysis</p> <ul style="list-style-type: none"> • In Wandsworth, 70% of DP service users are aged 18-64. This is similar to the borough average of 73%. • The 65+ age group of DP recipients is overrepresented when compared to the borough average. 	Age group	Total	% of total population	18-64	224,457	73%	65-74	14,455	5%	75-84	8,763	3%	85+	3,693	1%	Total 18+	251,368	82%	Total population	306,995		Age group	Total	% of total no. service users	18-64	532	70%	65-74	91	12%	75-84	89	12%	85+	46	6%	Total	758	100%
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Disability**PANSI figures (updated 2017 so projections may differ to census data)**

Service user group (age 18-64)	Total	% of population
Predicted to have a learning disability	5,687	2%
Predicted to have a moderate physical disability	15,093	5%
Predicted to have a serious physical disability	3,917	1%
Predicted to have a common mental disorder	37,678	12%
Total population (18-64)	231,300	
Total population (all ages)	324,100	

Wandsworth DP service user data

Wandsworth data sourced from Frameworki on 31 July 2017. Some data unavailable because field is not mandatory.

Service user group	Total	% of total no. service users
ASSD Learning Disability Support	241	32%
ASSD Mental Health Support	154	20%
ASSD Physical Support	337	44%
ASSD Sensory Support	7	1%
ASSD Social Support	11	1%
ASSD Support with Memory and Cognition	8	2%
Total	758	100%

Analysis

- Based on the data above; there are more residents with a learning disability or require physical or mental health support that use the service than the borough average.

Gender (sex)	<p>Census data 2011</p> <table border="1" data-bbox="443 264 1219 414"> <thead> <tr> <th>Gender/sex</th> <th>Wandsworth total</th> <th>% of total population</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>148,646</td> <td>48%</td> </tr> <tr> <td>Female</td> <td>158,349</td> <td>52%</td> </tr> <tr> <td>Total</td> <td>306,995</td> <td>100%</td> </tr> </tbody> </table> <p>Wandsworth DP service user data Wandsworth data sourced from Frameworki on 31 July 2017. Some data unavailable because field is not mandatory.</p> <table border="1" data-bbox="443 593 1066 779"> <thead> <tr> <th>Sex</th> <th>Total</th> <th>% of total no. service users</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>449</td> <td>59%</td> </tr> <tr> <td>Female</td> <td>309</td> <td>41%</td> </tr> <tr> <td>Total</td> <td>758</td> <td>100%</td> </tr> </tbody> </table> <p>Analysis</p> <ul style="list-style-type: none"> • In Wandsworth, more male residents use the service than the borough average. 	Gender/sex	Wandsworth total	% of total population	Male	148,646	48%	Female	158,349	52%	Total	306,995	100%	Sex	Total	% of total no. service users	Male	449	59%	Female	309	41%	Total	758	100%
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Gender reassignment	Data not available.																								

Marriage and civil partnership

Census data 2011

Marital status	Total	% of total population aged 16+
Single (never married or never registered a same-sex civil partnership)	138,767	54%
Married	83,428	33%
In a registered same-sex civil partnership	1,500	1%
Separated (but still legally married or still legally in a same-sex civil partnership)	6,311	2%
Divorced or formerly in a same-sex civil partnership which is now legally dissolved	16,527	6%
Widowed or surviving partner from a same-sex civil partnership	9,456	4%
Total	255,989	100%

Wandsworth DP service user data

Wandsworth data sourced from Frameworki on 31 July 2017. Some data unavailable because field is not mandatory.

Marital status	Total	% of total no. service users
Cohabiting	2	0.3%
Divorced	24	3%
Married	88	12%
Separated	13	2%
Single	211	28%
Widowed	57	8%
Blank/unknown	363	48%
Total	758	100%

Analysis

- In Wandsworth, fewer single and married residents use the DP service than the borough average.
- There are fewer residents who use the service that are divorced than the borough average.
- The number of residents who are separated that use the service reflects the borough average.
- There are more widowed residents who use the DP service than the borough average.

Pregnancy and maternity	Data not available.																																													
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Religion and belief, including non belief

Census data 2011

Religion	Total	% of total population
Christian	162,590	53%
Buddhist	2,574	1%
Hindu	6,496	2%
Jewish	1,617	1%
Muslim (Islam)	24,746	8%
Sikh	832	0.3%
Other religion	1,283	0.4%
No religion	82,740	27%
Religion not stated	24,117	8%
Total	306,995	100%

Wandsworth DP service user data

Wandsworth data sourced from Frameworki on 31 July 2017. Some data unavailable because field is not mandatory.

Religion/belief	Total	% of total no. service users
Anglican	2	0.3%
Baptist	1	0.1%
Catholic	35	5%
Christian	95	13%
Church of England	26	3%
Greek Orthodox	1	0.1%
Hindu	16	2%
Jehovah's Witness	4	0.5%
Muslim	106	14%
No Religion	28	4%
Not Stated	101	13%
Other Religion	7	0.9%
Pentecostal	2	0.3%
Blank	333	44%
Total	758	100%

Analysis

- There are fewer residents that identify as having no religion that use the service than the borough average.
- There are fewer residents who use that service that identify themselves as Christian than the borough average.
- There are more Muslim residents who use the DP service than the borough average.
- The number of Hindu residents that use the DP service is reflective of the borough population.

Sexual orientation

Data not available.

Across groups i.e. older LGBT service users or bme young men	Data not available.
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Impact

Protected group	Positive	Negative
Age	<p>The re-procurement of Direct Payment Support Services using a single provider will enable robust quality assurance and contract monitoring to ensure the provision of high quality services. There is greater scope for the development of long-term relationships and joint working with suppliers to raise service quality. The quality can vary with multiple providers.</p> <p>This approach supports effective financial monitoring, ensuring management of Direct Payment funds is legally compliant and complies with the Council’s internal audit requirements.</p> <p>In addition, this approach will lead to the effective development of local knowledge and greater commitment to developing services such as a local PA register and local peer support meetings.</p> <p>This approach will maximise overall operational and management costs than the existing accreditation model. It will support the efficiencies and savings expected from the rationalization of the business processes supporting Direct Payment set up and monitoring but these back office functions will not impact upon groups with these protected characteristics.</p> <p>The requirement for equality</p>	<p>The data shows that there are more residents age 65+ who use the DP service than the borough average. As a result, residents age 65+ are more likely to be impacted by any changes made to the service.</p> <p>Since future provision will be through one single provider rather than five accredited providers, this will negatively impact on service user choice. However, there will be no changes to services received since the successful provider will be required to deliver all components of a direct payment support service. Service users will continue to be able to access the same range of care through their DP as they currently receive.</p> <p>The requirement for equality needs to be met is outlined in the specification, forms one of the evaluation criteria for the tender and comprises a key part of the monitoring framework (see clause 13.4.8 – 13.4.9 on the specification).</p> <p>The new arrangement will be subject to ongoing monitoring to ensure that there is no unintended consequence.</p>

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Disability	<p>As above potential to deliver savings through the rationalisation of business processes, reducing the financial administration associated with payment schedules as well as reducing overheads.</p> <p>Guaranteed a certain level of business to give provider a firm foundation to plan and develop efficiencies.</p> <p>Longer term approach to business development planning by the provider can be taken which may result in lower costs.</p> <p>Will lead to effective development of the PA market and peer support networks.</p> <p>Will lead to the effective development of local knowledge for each borough.</p> <p>Supports robust contracts and quality assurance.</p>	<p>The data shows that more residents with a learning disability or with mental health and physical support needs use the DP service than the borough average. As a result, residents with a learning disability or with mental health and physical support needs are more likely to be impacted by any changes made to the service.</p> <p>Since future provision will be through one single provider rather than five accredited providers, this will negatively impact on service user choice. However, there will be no changes to services received since the successful provider will be required to deliver all components of a direct payment support service.</p> <p>The requirement for equality needs to be met is outlined in the specification, forms one of the evaluation criteria for the tender and comprises a key part of the monitoring framework (see clause 13.4.8 – 13.4.9 on the specification).</p> <p>The new arrangement will be subject to ongoing monitoring to ensure that there is no unintended consequence.</p>
Gender (sex)	As above	<p>The data shows that more male residents use the DP service than the borough average. As a result, male residents are more likely to be impacted by any changes made to the service.</p> <p>Since future provision will be through one single provider rather than five accredited providers, this will negatively impact on service user choice. However, there will be no changes to services received since the successful provider will be required to deliver all components of a direct payment support service.</p>

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Gender reassignment	As above	<p>Since future provision will be through one single provider rather than five accredited providers, this will negatively impact on service user choice. However, there will be no changes to services received since the successful provider will be required to deliver all components of a direct payment support service.</p> <p>The requirement for equality needs to be met is outlined in the specification, forms one of the evaluation criteria for the tender and comprises a key part of the monitoring framework (see clause 13.4.8 – 13.4.9 on the specification).</p> <p>The new arrangement will be subject to ongoing monitoring to ensure that there is no unintended consequence.</p>
Marriage and civil partnership	As above	<p>The data shows that more residents who are widowed use the DP service than the borough average. As a result, residents who are widowed are more likely to be impacted by any changes made to the service.</p> <p>Since future provision will be through one single provider rather than five accredited providers, this will negatively impact on service user choice. However, there will be no changes to services received since the successful provider will be required to deliver all components of a direct payment support service.</p> <p>The requirement for equality needs to be met is outlined in the specification, forms one of the evaluation criteria for the tender and comprises a key part of the monitoring framework (see clause 13.4.8 – 13.4.9 on the specification).</p>

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Pregnancy and maternity	As above	<p>Since future provision will be through one single provider rather than five accredited providers, this will negatively impact on service user choice. However, there will be no changes to services received since the successful provider will be required to deliver all components of a direct payment support service.</p> <p>The requirement for equality needs to be met is outlined in the specification, forms one of the evaluation criteria for the tender and comprises a key part of the monitoring framework (see clause 13.4.8 – 13.4.9 on the specification).</p> <p>The new arrangement will be subject to ongoing monitoring to ensure that there is no unintended consequence.</p>
Race/ethnicity	As above	<p>The data shows that more BME residents use the DP service than the borough average. As a result, BME residents are more likely to be impacted by any changes made to the service.</p> <p>Since future provision will be through one single provider rather than five accredited providers, this will negatively impact on service user choice. However, there will be no changes to services received since the successful provider will be required to deliver all components of a direct payment support service.</p> <p>The requirement for equality needs to be met is outlined in the specification, forms one of the evaluation criteria for the tender and comprises a key part of the monitoring framework (see clause 13.4.8 – 13.4.9 on the specification).</p> <p>The new arrangement will be subject to ongoing monitoring to ensure that there is no unintended consequence.</p>

<p>Religion and belief, including non belief</p>	<p>As above</p>	<p>The data shows that more Muslim residents use the DP service than the borough average. As a result, Muslim residents are more likely to be impacted by any changes made to the service.</p> <p>Since future provision will be through one single provider rather than five accredited providers, this will negatively impact on service user choice. However, there will be no changes to services received since the successful provider will be required to deliver all components of a direct payment support service.</p> <p>The requirement for equality needs to be met is outlined in the specification, forms one of the evaluation criteria for the tender and comprises a key part of the monitoring framework (see clause 13.4.8 – 13.4.9 on the specification).</p> <p>The new arrangement will be subject to ongoing monitoring to ensure that there is no unintended consequence.</p>
<p>Sexual orientation</p>	<p>As above</p>	<p>Since future provision will be through one single provider rather than five accredited providers, this will negatively impact on service user choice. However, there will be no changes to services received since the successful provider will be required to deliver all components of a direct payment support service.</p> <p>The requirement for equality needs to be met is outlined in the specification, forms one of the evaluation criteria for the tender and comprises a key part of the monitoring framework (see clause 13.4.8 – 13.4.9 on the specification).</p> <p>The new arrangement will be subject to ongoing monitoring to ensure that there is no unintended consequence.</p>

3. Actions

Action	Lead Officer	Deadline
Contractors will have to comply with equality legislation and ensure their staff are trained and support individuals with protected characteristics.	Sarita Gogna	Ongoing
Monitoring for possible disruption will take place through a number of means including individual service user reviews, contract and performance monitoring framework and meetings with providers and user satisfaction surveys.	Range George- Naidoo	Ongoing
Ensure equalities form part of monitoring framework.	Sarita Gogna	November 2017
Ensure equalities forms one of the evaluation criteria for the tender.	Sarita Gogna	November 2017

4. Consultation.

Put in here who you consulted, what they said and what you changed as a result. Service users and carers have been widely consulted during the development of the new joint service model via a questionnaire and face to face via peer support forums. Other Stakeholders who have been consulted include providers of Direct Payment support services, the Learning Disability Partnership Board, internal staff including operational teams, Finance, Quality Assurance and Contract Teams. Richmond Council for Voluntary Service helped design and comment on the survey. The results have informed the requirements and key principles of the specification. The service specification will ensure that hard to reach groups are engaged and supported by new services.

- User survey (August 2017)
- Market Engagement Event (August 2017)
- Staff consultation with front line staff including: MH Social Care Team, LD Social Care Team, Twickenham and Teddington General locality team