

## Equality Impact Assessment Form (Page 1 of 2)

**Title of EIA/ DDM: Carers Services Commissioning Review**

**Name of Author: Gemma Markham, Commissioning Manager – Community Services (NHS Nottingham City CCG)**

**Department: Community Services, NHS Nottingham City CCG**

**Director: Maria Principe**

**Service Area: Commissioning, Insight and Analysis**

**Strategic Budget EIA Y/N (please underline)**

**Author (assigned to covalent): N/A**

### **Brief description of proposal / policy / service being assessed:**

Local authorities have a statutory duty to proactively identify, assess and support carers in their area under The Care Act 2014, and to young carers under The Children and Families Act 2014. The Care Act requires local authorities to work collaboratively with CCGs to continue to bring together Health and Social Care services to provide tailored support for the citizen and as part of this duty, commission services which aim to support carers to live longer, be healthier and have a better quality of life.

The current services are funded through the Better Care Fund and contracts for eight of these services expire on 31/03/2017. These services are:

- **Carers Counselling Service** (Provider: The Carers Federation)
  - Provides counselling to informal carers of any age, suffering from anxiety and non-delusional depression.
- **Carers Respite Service (End of Life and Dementia)** (Provider: Carers Trust East Midlands)
  - Provides planned and emergency respite support including sitting, overnight stays and short breaks.
- **Learning Disability Saturday Drop-in Day Service** (Provider: Scope)
  - Provides a day centre facility offering support, training and social activities for people with a learning disability and their carers.
- **Carers BAME Respite** (Provider: Homecare Plus – formerly known as TimeOut)
  - Provides culturally aware and sensitive respite for African and African Caribbean elders and their families.
- **Primary Care Carers Support Service** (Provider: Nottingham CityCare Partnership)
  - Provides support, information and awareness raising to carers and staff in a primary care / community setting
- **Carers Respite** (Provider: Nottingham Community Housing Association)
  - Provides pre-eligibility respite to carers not in support of Adult Social Care to take a break to prevent a crisis
- **Carers First** (Provider: The Carers Federation)
  - Provides universal advice and support for carers residing in Nottingham City.
- **Action for Young Carers** (Provider: The Carers Federation)
  - Provides support and respite service for young carers.

As these contracts are coming to an end with no option to extend, the city council and CCG have conducted a commissioning review to develop recommendations for the provision of carers services to support both adult carers and young carers, including providing proactive outreach to identify carers in a variety of settings, and to carry out statutory assessments to identify carer's needs.

The outcome of reviewing evidence, NICE guidelines, good practice and consultation with citizens, providers and professionals as part of this review has concluded the following:

- To provide a single efficient combined Carers Hub which could support a far greater number of carers, increase the level of support within respite, counselling and young carers' services and introduce performance-related incentives to target and encourage increased access from the BAME community.

The purpose of the equality impact assessment is to assess the impact of the proposed change in service provision on equity of access and outcomes for citizens in relation to BAME specific services.

**Information used to analyse the effects on equality:**

- Young carers: personalisation and whole family approaches (ADASS; ADCS, 2011)
- 2011 Census (Office for National Statistics, 2011)
- Supporting working carers: the benefits to families, business and the economy (Doh, August 2013)
- Young carers talking (Carers Trust, 2013)
- Hidden from view: The experiences of young carers in England (The Children's Society, 2013)
- Commissioning for Carers: Key Principles for Clinical Commissioning Groups (Carers Trust, 2013)
- Nottingham City Joint Strategic Needs Assessment: Carers (Nottingham City Council, NHS Nottingham City CCG, April 2013)
- Quality of care and carers (Carers UK, September 2014)
- Carers at breaking point (Carers UK, September 2014)
- Economic case for local investment in carers support (Doh; ADASS; Carers UK; Carers Trust, 2014)
- Alone and Caring (Carers UK, January 2015)
- Caring into later life (Carers UK, April 2015)
- State of Caring 2015 (Carers UK, May 2015)
- NHS England's Commitment to Carers & End of Year Progress Summary 2014/2015 (NHS England, April 2014, August 2015)
- Eyes on the evidence: Physical and mental health of carers (NICE, October 2015)
- Valuing Carers 2015: the rising value of carers' support (Carers UK, November 2015)
- An integrated approach to identifying and assessing Carer health and wellbeing (ADASS; Children's Society; ADCS; Carers Trust, 2015)
- Prevent, Reduce, Delay: Are councils meeting their new duties to support unpaid carers? (Carers Trust, 2015)
- Informal Caregiving and Learning Opportunities: An Overview Of EU Countries (Eurocarers, March 2016)

	<b>Could particularly benefit</b> <b>X</b>	<b>May adversely impact</b> <b>X</b>	<b>How different groups could be affected</b> (Summary of impacts)	<b>Details of actions to reduce negative or increase positive impact</b> (or why action isn't possible)
People from different ethnic groups.	☒	☒	<p><b>People from different ethnic groups</b> The prevalence of carers amongst the BAME communities is approximately equivalent to that of the general population. However, higher than average incidences of providing unpaid care are reported amongst the Black Caribbean, Indian, Pakistani and Bangladeshi communities.</p> <p>Many BAME carers do not receive any support, advice or carer's assessments.</p>	<p><b>People from different ethnic groups</b> The service specification will state the need for the service provider to take steps in service design and marketing to consider the needs of people from these ethnic groups and take steps to engage diverse communities.</p> <p>A performance-related incentive scheme will be applied to the contract to target and encourage increased access from the</p>

			<p>Most ethnic groups in the city provide a similar amount of care to the average, with white British, Pakistani and black Caribbean groups providing slightly more, and mixed ethnic groups slightly less. Significantly more citizens from Pakistani and Bangladeshi communities provide greater amounts of care – over 2.3% of the Pakistani and Bangladeshi community provide 50 or more hours of care per week.</p> <p>Currently only the BAME respite service and Primary Care Carers Support service are providing support to non-white British citizens. The BAME specific service is supporting approximately 4% of eligible citizens within one CDG of one ethnicity (African, African Caribbean) meaning that BAME support is inequitable.</p> <p>However changing the commissioned model may reduce the number of Black African and Black African Caribbean citizens accessing the BAME respite service.</p>	<p>BAME community.</p> <p>The provider must have interdependencies with appropriate voluntary/community groups that have already made links with the BAME communities i.e. Self Help Nottingham who provide a BAME Health Outreach Worker and the Small Steps, Big Changes team who have been successful in working with the community.</p> <p>Providers must have appropriate training and expertise in delivering culturally specific care and will also be responsible for employing a diverse workforce to reflect the needs of the population within Nottingham City.</p>
People of different faiths/ beliefs and those with none.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<p><b>People of different faiths/beliefs and those with none</b></p> <p>Although no data is available in relation to this cohort it is reasonable to assume that a proportion of the citizens accessing the BAME respite service may be impacted by changing the commissioning model.</p>	<p><b>People of different faiths/beliefs and those with none</b></p> <p>Please see notes above.</p> <p>The hub will be expected to provide holistic tailored support to citizens and to actively engage statutory organisations that support the cared for person.</p>
Men	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p><b>All other categories</b></p> <p>Analysis has shown that uptake of all carers services is lower than expected. Unfortunately the performance data received by both the City Council and CCG is extremely variable and it is difficult to provide comparisons of uptake in relation to the following cohorts:</p> <ul style="list-style-type: none"> <li>- Men</li> <li>- Women</li> </ul>	<p><b>Men &amp; women</b></p> <p>The service specifications will state the need for the service provider to take steps in service design and marketing to engage men and women. This must include monitoring the gender of citizens accessing the service.</p> <p>As described above the carers' hub must provide holistic tailored support and be able to signpost citizens to other appropriate services for support.</p>
Women	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Trans	<input checked="" type="checkbox"/>	<input type="checkbox"/>		
Disabled people or carers	<input checked="" type="checkbox"/>	<input type="checkbox"/>		

Pregnancy/ Maternity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<ul style="list-style-type: none"> <li>- Trans</li> <li>- Disabled people or carers</li> <li>- Pregnancy/Maternity</li> <li>- Lesbian, gay or bisexual people</li> <li>- Older</li> <li>- Younger</li> <li>- Other (e.g. marriage/civil partnership etc.)</li> </ul>	<p><b>Lesbian, gay, bisexual or trans people</b> Providers must have appropriate training and expertise in delivering holistic and individual care, to have interdependencies with appropriate voluntary/community groups that have already made links with the LGBT community and be proactive in engaging with LGBT communities.</p>
Lesbian, gay or bisexual people	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p><b>Disabled people and carers</b> The service specification will state the need for the service to be offered at accessible locations to enable disabled people with diverse needs to access support.</p>
Older	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p>The provider must employ staff who are trained and able to support disabled people in relation to the service function. The service specification will also state the need for the service to be operated at different times of the day and week, thus giving more opportunities for people with caring responsibilities to access the service.</p>
Younger	<input checked="" type="checkbox"/>	<input type="checkbox"/>		<p><b>Pregnancy/maternity</b> The service specification will state the need for pregnant women to be able to access the service and the provider will be expected to employ staff who are able to support pregnant women in relation to the service function.</p>
<p>Other (e.g. marriage/ civil partnership, looked after children, cohesion/ good relations, vulnerable children/ adults) Mental health <b><i>Please underline the group(s) /issue more adversely affected or which benefits.</i></b></p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Evidence has shown that 17% of Nottingham's carers are aged 65 and over, many of whom provide high levels of care - 45% of carers aged 65+ provide 50 hours or more per week.</p> <p>However changing the commissioned model aims to increase support across all carers services e.g. respite, counselling and young carers. The hub will also have more resources to dedicate to:</p> <ul style="list-style-type: none"> <li>- Information, advice &amp; support</li> <li>- Carers Assessments</li> <li>- Managing referrals to respite</li> <li>- Proactive outreach &amp; Promotion</li> <li>- Emergency Planning</li> <li>- Carers ID cards</li> <li>- Carer Training</li> <li>- Support for young carers aged 18+</li> <li>- Links to employers</li> <li>- Face to face &amp; telephone counselling</li> <li>- Communication with professionals</li> <li>- Info &amp; support for professionals re: referring</li> <li>- Training for professionals</li> </ul> <p>These changes aim to increase the number of citizens accessing carer support and hopefully will reduce the number of crises.</p> <p>This will have a positive effect on all carers' ability to live longer, be healthier and have a better quality of life.</p>	<p><b>Older People</b> The service specification will state the need for the provider to develop a robust relationship with social care and ensure that pathways are seamless. This includes ensuring referral pathways are in place from Primary Care, Secondary Care, Community Health Services and other existing care and support agencies.</p> <p>The hub must educate social and healthcare professionals through a variety of means e.g. promotion, training and information to encourage professionals to be aware of carers and their needs whilst they are</p>

				<p>visiting the cared for person.</p> <p><b>Other – Learning disability</b> The service specification will state the need for the provider to ensure that respite support for this cohort of citizens is provided and is available at different times of the day and week, including weekends. The provider will be expected to employ staff who are trained and able to support disabled people in relation to the service function.</p> <p><b>Mental health</b> The service specification will state the need for the service to make reasonable adjustment to enable citizens or carers of citizens with mental health problems to access this service and for the provider to employ staff who are able to support this cohort.</p> <p>The service specification will also specify the need for the provider to develop a robust relationship and seamless pathways with mental health services, in particular with the Carer Support Worker employed by Nottinghamshire Healthcare Trust.</p>
--	--	--	--	--

**Outcome(s) of equality impact assessment:**

- No major change needed  • Adjust the policy/proposal  • Adverse impact but continue
- Stop and remove the policy/proposal

**Arrangements for future monitoring of equality impact of this proposal / policy / service:**

The monitoring of the recommended actions in the EIA will be undertaken quarterly from April 2017 as part of contract monitoring and management for the new services.

**Approved by (manager signature):**

The assessment must be approved by the manager responsible for the service/proposal. Include a contact tel & email to allow citizen/stakeholder feedback on proposals.

Hazel Wigginton, Assistant Director of Commissioning –  
Community Services

Email: [Hazel.Wigginton@nottinghamcity.nhs.uk](mailto:Hazel.Wigginton@nottinghamcity.nhs.uk)

**Equality Impact Assessments must be attached to the  
DDM for publication.**

**Date sent to equality team for  
publishing:02/09/2016**

Send document or link to:  
[equalityanddiversityteam@nottinghamcity.gov.uk](mailto:equalityanddiversityteam@nottinghamcity.gov.uk)

**Before you send your EIA to the Equality and Community Relations Team for scrutiny, have you:**

1. Read the guidance and good practice EIA's  
<http://www.nottinghamcity.gov.uk/article/25573/Equality-Impact-Assessment>
2. Clearly summarised your proposal/ policy/ service to be assessed.
3. Hyperlinked to the appropriate documents.
4. Written in clear user friendly language, free from all jargon (spelling out acronyms).
5. Included appropriate data.
6. Consulted the relevant groups or citizens or stated clearly when this is going to happen.
7. Clearly cross referenced your impacts with SMART actions.



**Nottingham  
City Council**

**NHS**  
**Nottingham City**  
**Clinical Commissioning Group**