

Equality Impact Assessment Form

screeintip-sectionA

1. Document Control

1. Control Details

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2. Document Amendment Record

Version	Author	Date	Approved
1	Lisa Lopez	09/10/18	

3. Contributors/Reviewers

Name	Position	Date

4. Glossary of Terms

Term	Description
ILSS	Independent Living Support Services

screen tip-section B

2. Assessment

1. Brief description of proposal / policy / service being assessed

Independent Living Support Services (ILSS) are commissioned services which support citizens to live independently, and/or prevent the need for more intensive support. The services support vulnerable citizens to maintain their accommodation, avoiding eviction/homelessness; maximise income, reducing/avoiding debt; manage physical and mental health needs; and access appropriate services. The ILSS support citizens who are not eligible for Adult Social Care support, as well as providing additional specific support for those who are. The services help to prevent escalation of need, in terms of both statutory homelessness provision and Adult Social Care. The ILSS Strategic Commissioning Review 2018/19 encompassed the Sixty Plus ILSS, Learning Disability (LD) ILSS, PSI HIV ILSS (for citizens with physical and/or sensory impairments, and/or HIV), Mental Health ILSS and Forensic Mental Health ILSS (for citizens whose mental health brings them into contact with the criminal justice system). The purpose of the review was to clarify commissioning intentions in relation to these services – the contracts for the Sixty Plus, LD and PSI HIV ILSS are due to end on 30th June 2019. The contracts for the two Mental Health ILSS are due to end in March 2020, in line with the end dates of contracts for other mental health services.

Proposals for a new service model have been developed in line with feedback from Housing and Adult Social Care, as well as citizens and service providers. The proposed new service model is to have a single point of referral to 'triage' citizens either to one of the new ILSS or to support in the community, and potentially three Adult Social Care ILSS – a Mainstream ASC ILSS (which will include the 'triage' function), a Whole Life disability (LD) ILSS, and a Mental Health ILSS. This will simplify processes for citizens and professionals, whilst retaining specialisms in the services and aligning more closely with the work of the Adult Social Care teams. The proposed new services also include drop-in support after the more intensive support from the service has ended (this currently exists in the Include ILSS only).

The Mental Health ILSS and Forensic Mental Health ILSS link to the Mental Health strategic review, and are to be considered as part of the Mental Health review, but will incorporate learning from this review.

The proposed new services align to the Adult Social Care teams, and remove gaps in provision, particularly for vulnerable citizens aged under sixty years old.

The services contribute to Nottingham City Council's statutory obligations to vulnerable citizens under the Homelessness Reduction Act (2017) and The Equality Act (2010), and support delivery of The Nottingham Plan to 2020.

[screentip-sectionC](#)

2. Information used to analyse the effects on equality:

Monitoring information for the 2014-19 contract is available here - [J:\CCB\Strategic Intentions\Housing Related Support Monitoring\Monitoring Returns 2017-2018](#)

The new service is informed by the following published documents –

- The Homelessness Reduction Act (2017)
- The Care Act (2014)
- The Equality Act (2010)
- Living well at home inquiry (July 2011)
- Living well in older years report (August 2017)

Individual consultations took place March 2018 onwards, with service users, service providers, Adult Social Care teams (including the mainstream team, Whole Life Disability teams, Mental Health teams, and Sensory team), and Housing colleagues. A stakeholder engagement event took place in July 2018, bringing the above stakeholders together to formulate and share ideas. Key themes from consultations are –

- A reduced number of services would be less confusing for professionals referring into the service. A signposting/‘triage’ function would be beneficial to ensure that citizens access the best service for them. The ‘triaging’ function would also be able to signpost citizens to alternative community support where that is more suitable than ILSS or would be of additional benefit.
- Adult Social Care see increasing numbers of vulnerable and frail citizens aged under 60 years old. The Sixty Plus ILSS should support vulnerable citizens who are younger than the current required age, to avoid gaps in support and prevent their needs from escalating.
- The services should be aligned to the Adult Social Care teams, but must remain accessible to citizens who are not eligible for Adult Social Care. All Adult Social Care teams must be able to refer into any of the ILSS.
- All of the functions of the services are valued, and should be retained in the new service model – the preventative role in avoiding escalating needs and ASC eligibility; the ability to access ILSS alongside commissioned care packages for ASC-eligible citizens, and be used as a step-up, step-down service from ASC; the option for former service users to drop back into the service for simple practical support, rather than be re-referred.
- Support must be flexible, and also practical. For some citizens with low level mental health needs, these needs are linked to their circumstances (poverty, fuel poverty, poor living conditions, debts etc.). Once these practical issues are resolved, the citizen’s mental health will improve, and may no longer be an issue.
- The services should link to the Private Landlord Forums. The Social Inclusion (Homelessness) Strategic Commissioning Review 2018 noted that citizens in private rented accommodation can be particularly vulnerable to breakdown of tenancy. Highlighting the availability of the ILSS to private landlords would benefit both the landlords and tenants in providing a referral point for tenants who are struggling to maintain their tenancy.
- Mental health needs are increasingly common. Whilst there is a separate Mental Health ILSS, all ILSS need to be able to support citizens with low-level mental health needs.

Feedback from these consultations has been used to shape the service model.

3. Impacts and Actions:

<u>screen tip-section D</u>	Could particularly benefit X	May adversely impact X
People from different ethnic groups.	<input type="checkbox"/>	<input type="checkbox"/>
Men	<input type="checkbox"/>	<input type="checkbox"/>
Women	<input type="checkbox"/>	<input type="checkbox"/>
Trans	<input type="checkbox"/>	<input type="checkbox"/>
<u>Disabled people (people with learning disabilities, people with physical and/or sensory impairments)</u> or carers.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy/ Maternity	<input type="checkbox"/>	<input type="checkbox"/>
People of different faiths/ beliefs and those with none.	<input type="checkbox"/>	<input type="checkbox"/>
Lesbian, gay or bisexual people.	<input type="checkbox"/>	<input type="checkbox"/>
<u>Older</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Younger	<input type="checkbox"/>	<input type="checkbox"/>
Other (e.g. marriage/ civil partnership, looked after children, cohesion/ good relations, vulnerable children/ adults). <i>Please underline the group(s) /issue more adversely affected or which benefits.</i>	<input type="checkbox"/>	<input type="checkbox"/>

<p style="text-align: right;"><u>screentip-sectionE</u></p> <p>How different groups could be affected (Summary of impacts)</p>	<p style="text-align: right;"><u>screentip-sectionF</u></p> <p>Details of actions to reduce negative or increase positive impact (or why action isn't possible)</p>
<p><u>People with learning disabilities</u> Citizens with learning disabilities and housing support needs will benefit from the single point of referral/triaging, which will make it easier for them to be referred or to self-refer to the ILSS. They will also benefit in that the triaging function will be able to direct them to other appropriate support which is available in the community, such as social/befriending groups, instead or in addition to the ILSS where appropriate. This will manage demand for the services whilst ensuring citizens access the most appropriate support. There is potential for some reduction in capacity in the service, which will be managed by triaging and referring citizens to alternative support where appropriate.</p> <p><u>People with physical and/or sensory impairments</u> Citizens with physical and/or sensory impairments and housing support needs will benefit from the single point of referral/triaging, which will make it easier for them to be referred or to self-refer to the ILSS. They will also benefit in that the triaging function will be able to direct them to other appropriate support which is available in the community, such as links to support around equipment or home adaptations, instead or in addition to the ILSS where appropriate. This will manage demand for the services whilst ensuring citizens access the most appropriate support. Citizens with physical and/or sensory impairments will also benefit from the opportunity to drop back in to the service after their initial period of support has ended. This is particularly useful as it enables one-off arising issues to be dealt with quickly and prevents them escalating into significant difficulties for the citizen, without the citizen having to re-refer back into the service. Citizens with physical and/or sensory impairments will be supported by the mainstream ASC ILSS. There is a risk of some loss of expertise, however the support needs of this group of citizens are quite diverse, so opportunities for specialism are limited. There are also potential benefits to this model, such as</p>	<p>1 Actions will need to be uploaded on Pentana.</p> <ul style="list-style-type: none"> • Incorporate feedback from consultations with stakeholders and citizens into service development (August - October 2018). • Include stakeholders and service users in developing the services, including taking part in developing the service specification and scoring the bids in the tender process (October 2018 - February 2019). • Work with successful provider/s to ensure maximisation of opportunities to improve citizen's access to, and experience of, the ILSS (December 2018 and ongoing throughout the contract). • Work with the successful provider of the mainstream ASC ILSS to ensure an optimum range of partners and services which can be referred to through the triage function (April 2019 and ongoing throughout the contract). • Contract management to ensure expected positive outcomes for citizens are met (July 2019 and ongoing throughout the contract). The contract will include the requirement to report equalities information as part of the quarterly monitoring returns. • Support promotion of the new ILSS to Adult Social Care and Housing colleagues to ensure awareness of contact details and booking arrangements for the new services (July 2019 and ongoing throughout the contract). • Work with Housing colleagues to link the new services to the Private Landlords Forum (July 2019 and ongoing throughout the contract). • Work with colleagues in the Market and Business Partnerships Team to ensure that the triaging function of the service links to Ask LiON (July 2019 and ongoing throughout the contract). • Review contract monitoring information as part of the 'Review' phase of the commissioning process after the service has been in

flexibility to deal with fluctuating demand more effectively as part of a larger service. This may reduce the likelihood of waiting times, and increase opportunities to attend group or drop-in sessions.
There is potential for some overall reduction in capacity in the service, which will be managed by triaging and referring citizens to alternative support where appropriate.

Older citizens

Older citizens who are not yet aged 60 but may be vulnerable or have a long term condition, as well as housing support needs, will benefit from access to the ILSS. This is a gap in the current service model which the proposed new model will address, in line with feedback from citizens and stakeholders.
All older citizens accessing the service will benefit from the opportunity to drop back in to the service after their initial period of support has ended. This is particularly useful as it enables one-off arising issues to be dealt with quickly and prevents them escalating into significant difficulties for the citizen, without the citizen having to re-refer back into the service.
There is potential for some overall reduction in capacity in the service, which will be managed by triaging and referring citizens to alternative support where appropriate.

place for one year, and then on an annual basis as part of standard contract monitoring processes.

- Refresh the EIA in the event of any further changes to services.

4. Outcome(s) of equality impact assessment:

<input checked="" type="checkbox"/>	No major change needed	<input type="checkbox"/>	Adjust the policy/proposal
<input type="checkbox"/>	Adverse impact but continue	<input type="checkbox"/>	Stop and remove the policy/proposal

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

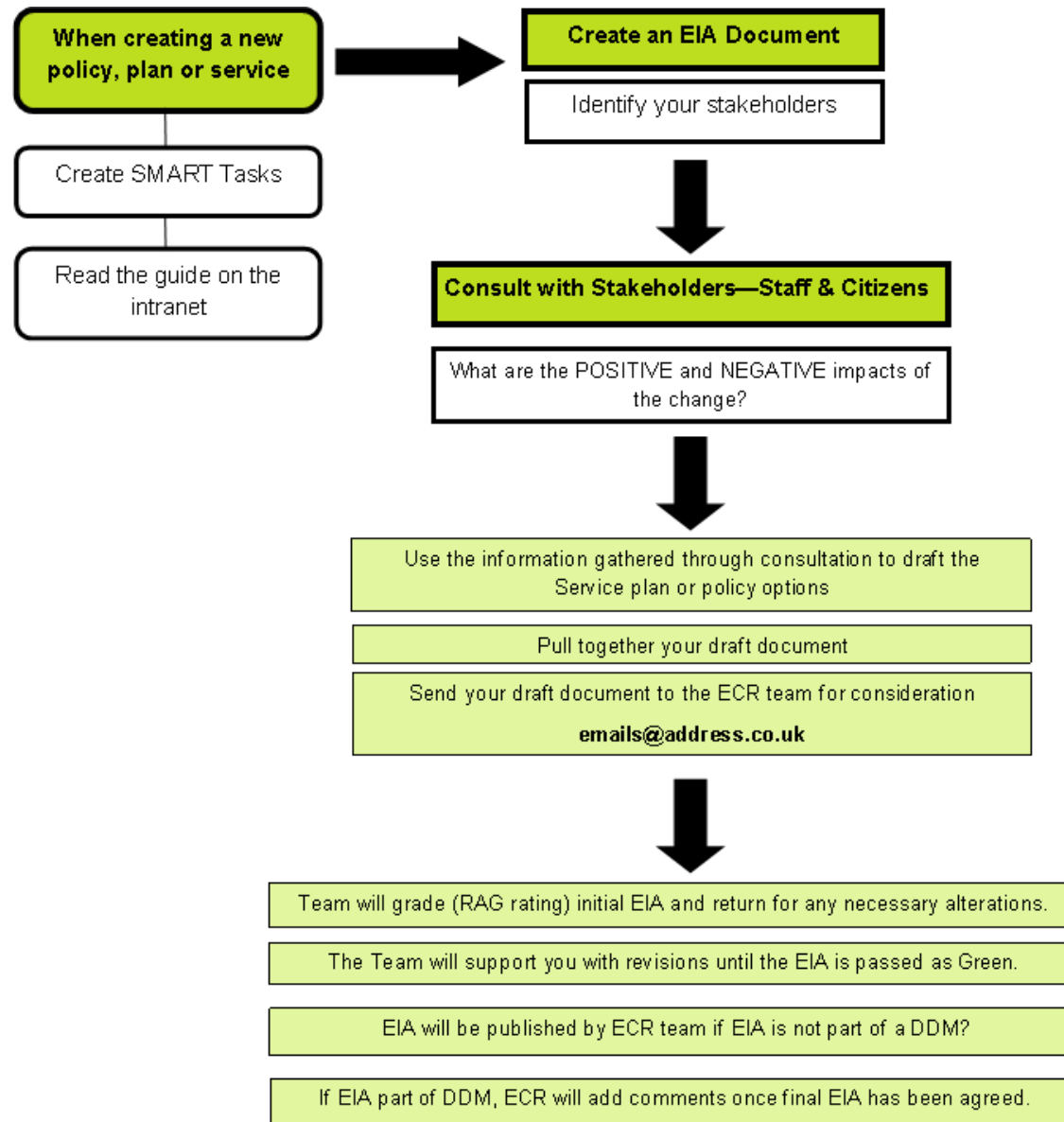
The contract for the proposed new service will be performance-managed by Nottingham City Council. The contract will include the requirement to report equalities information as part of the quarterly monitoring returns. This information will be submitted to the Contracts team. The information will be reviewed as part of the 'Review' phase of the commissioning process after the service has been in place for one year, and then on an annual basis by the Contracts team as part of standard contract monitoring processes. This EIA will be refreshed in the event of any further changes to services.

6. Approved by (manager signature) and Date sent to equality team for publishing:

Approving Manager: 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. Manager: Clare Gilbert Email: clare.gilbert@nottinghamcity.gov.uk Tel: 0115 87 64811	Date sent for scrutiny: 17/10/2018 Send document or Link to: equalityanddiversityteam@nottinghamcity.gov.uk
SRO Approval:	Date of final approval: 17/10/18 Adisa Djan

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://intranet.nottinghamcity.gov.uk/media/1924/simple-guide-to-eia.doc>
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.



KEY

EIA— Equality Impact Assessment

ECR— Equality & Community Relations Team

DDM—Delegated Decision Making