

Equality Analysis Form

An Equality analysis enables us to target our services, and our budgets, more effectively and understand how they affect all our communities. It also helps us comply with the Equalities Act 2010.

For more information about when you should carry out an equality analysis, who should do this and the support available, go to the equality analysis intranet page.

This form has four sections

- 1: decide whether a full equality analysis is needed. If not, you do not complete sections 2-4.
- 2: gathering evidence
- 3: determining actions
- 4: decision and next steps

Appendix One – Decision-making process

Appendix Two - data broken down by Protected Characteristics

Name of document				
Version	Date reviewed	Date of next review	Reviewed by	Changes made
0.1	1 st October		Laura Jenner	

1. Decide whether a full equality analysis is needed

1.1 What are you analysing?

Question	Guidance	Answer
What is the name of your change or review?		Introducing a framework agreement which is intended to provide an integrated approach to purchasing community based services to ensure that the needs of vulnerable people are met in a holistic way.
Why are you doing this?		The purpose of the project is establish an efficient and effective procurement process for community based services that will comply changes being introduced by the Care and Support Bill. It will give clients with a managed personal budget increased choice over their care provider. Currently there is a fragmented approach to purchasing services across DASH, with several

		different arrangements depending on the type of service. This will co-ordinate the approach,
What is likely to be different when you have finished?		An Integrated Framework Agreement across care, support service area, that can use to purchase care support services for people with a managed personal budget and housing support.
What will be the main outcomes or benefits from making this change?		<ul style="list-style-type: none"> • Achieve savings and provide value for money; • Give clients greater choice over the services they receive; • Call off services using outcomes, enabling care funding to be recycled when outcomes are achieved; • Develop an efficient call off process that reduces bureaucracy and can respond quickly.
What stage is your change at now?	.	The business case for the Integrated Framework Agreement was approved by DASHH DMT on the 15 th July 2013.
An equality analysis must be completed before any decisions are made.		
If you are not at the beginning stage of your decision making process, you must inform your Director that you have not		

yet completed an equality analysis.

1.2 Who could be affected and how?

Question	Guidance	Answer
Who are your internal stakeholders?	For example, groups of council staff, Council members	Internal stakeholders for this change are council staff, and councillors .Dashh teams.
Who are your external stakeholders?	For example, groups of service users, service providers, trade unions, community groups and the wider community?	Clients accessing community based services care services, care providers, third sector, NHS Croydon Clinical Commissioning Group Public Health,
Does your proposed change relate to a service area where there are known or potential equalities issues?	Please answer either "Yes", "Don't know" or "No" and give a brief reason for your response. If you don't knw, you may be able to find out on the Croydon Observatory (http://www.croydonobservatory.org/)	Yes. The services relate to vulnerable people, accessing community care services. The project will result in the procurement and implementation of an integrated framework agreement that will select providers to deliver services to the following client groups: <ul style="list-style-type: none"> • Older people • People with learning disabilities • People with mental health problems • People with physical and sensory disabilities • Socially excluded groups • People from BME communities

<p>Does your proposed change relate to a service area where there are already local or national equality indicators?</p>	<p>You can find out from the Equality Strategy (http://intranet.croydon.net/corpdept/equalities-cohesion/equalities/docs/equalitiesstrategy12-16.pdf). Please answer either "Yes", "Don't know" or "No" and give a brief reason for your response</p>	<p>Yes</p> <ul style="list-style-type: none"> • Increased personalised services for people accessing community care services • Increase independence for people accessing community care services • Reduces social isolation for older people
<p>Would your proposed change affect any protected groups more significantly than non-protected groups?</p>	<p>Please answer either "Yes", "Don't know" or "No" and give a brief reason for your response. For a list of protected groups, see Appendix Two.</p>	<p>Yes</p> <ul style="list-style-type: none"> • This commissioning is to provide community based services for the following groups Older people • People with learning disabilities • People with mental health problems • People with physical and sensory disabilities • Socially excluded groups • over the age of 18, and 16 years olds going through transition,
<p>Would your proposed change help or hinder the council in eliminating unlawful discrimination, harassment and victimisation in relation to any of the protected groups?</p>	<p>Please answer either "Yes", "Don't know" or "No" and give a brief reason for your response</p>	<p>Yes the changes will support the council to eliminate discrimination as these services will promote independence, dignity in care and diversity. The framework will allow clients to choose a provider from the approved list that is most appropriate to meet their needs.</p>
<p>Would your proposed change help or hinder the council in advancing equality of opportunity between people who belong to any protected groups and those who do not?</p>	<p>Please answer either "Yes", "Don't know" or "No" and give a brief reason for your response</p>	<p>Yes this commissioning intention is to provide positive, good quality and increased choice for people accessing community services. This will be opportunity to ensure all providers on the framework have equal opportunity</p>

		policies and that staff have been adequately trained to work with people with different disabilities and ethnic backgrounds.
Would your proposed change help or hinder the council in fostering good relations between people who belong to any protected groups and those who do not?	Please answer either "Yes", "Don't know" or "No" and give a brief reason for your response	Yes this commissioning intention will promote dignity in care, promote positive attitudes towards older people and people with disabilities. A key part of our approach is to celebrate diversity and promote choice and control for people access these services.

1.3 Decision

If you answer "yes" or "don't know" to ANY of the questions in section 1.2, you should undertake a full equality analysis. This is because either you already know that your change or review could have a different/significant impact on protected groups (compared to non-protected groups) or because you don't know whether it will (and it might).

Decision	Guidance	Response
No, further equality analysis is not required	Please state why not and outline the information that you used to make this decision. Statements such as 'no relevance to equality' (without any supporting information) or 'no information is available', could leave the council vulnerable to legal challenge. You must include this statement in any report used in decision making, such as a Cabinet report	A full equality analysis is required

Yes, further equality analysis is required

Please state why and outline the information that you used to make this decision. Also indicate

- when you expect to start your full equality analysis
- the deadline by which it needs to be completed (for example, the date of submission to Cabinet).
- where and when you expect to publish this analysis (for example, on the council website).

You must include this statement in any report used in decision making, such as a Cabinet report.

A full **equality analysis** will be completed as several protected groups will be affected by the changes being introduced. The EQIA will identify protective groups that are not currently accessing the community services, and to identify tools that can be introduced to reduce the identified inequalities. The following information will be used to identify gaps:

- Identifying the number and different groups' access to the services.
- Meetings with Commissioners
- Engagement with neighborhood groups
- Monitoring meetings
- Feedback from users through service outcomes survey
- Market testing exercise – services have been tested in the market to see what feedback we receive – this will influence the way we approach the commissioning process

Full impact assessment will start as soon as possible and it needs to be completed. The analysis is expected to be completed this is 28th October for CCB and to be published on the council's website.

Officers that must approve this decision	Name and position	Date
Report author	Laura Jenner	11 th October 2013
Director	Brenda Scandal	
Please email this completed form to data.equalities@croydon.gov.uk, together with an email trail showing that the your director has approved it.		
1.4 Feedback from the corporate equalities team		
Name of equalities officer		
Date received by equalities officer	Please send an acknowledgement	
Should a full equality analysis be carried out?	Note the reasons for your decision	
Please send this document to - the person responsible for making the decision - democratic services, the corporate programme office or procurement as appropriate in time for the relevant decision making meeting		

2. Evidence Considered

List the documents and information that have been considered as part of this review to enable reasonable judgments to be made on the assessment of impact.

This section needs to include consultation data and desktop research (local and national data).

Quantitative Data	Qualitative Data
Client data collected from SWIFT/ AIS	
<p>Survey results</p> <p>Personal Social Services Adult Social care Survey results from (client receiving community care 2012-13)</p> <p>A total of 462 clients participated in the 2012-13 survey. The survey indicated that high number of clients using domiciliary care are white women over 70. There are more categorised under the 'White' ethnic group (323 or 69.9% of the total), than all remaining ethnic groups combined. There is almost double the number of white females than males. In addition, there are more white females alone than the total numbers of non-white ethnic groups.</p> <p>While-overall-there is a positive account of support services by clients, there is still a minority that are not happy with the services. The clients that are unhappy with the services have been followed up by a care manager.</p>	

Service User Consultation

A Service user consultation event was planned and took place at Fairfield Halls on 17th July 2013 in partnership with Croydon People First and Council colleagues. The full report and a PowerPoint presentation are available on the Councils website with key findings presented at the LD partnership board on 17th September 2013.

In total 44 clients and 8 family members attended and participated in the event. Six broad topics were discussed and there was a feedback table for family supporters who accompanied participants.

- Quality of accommodation
- Living in a cluster block with on call support was a good model
- The group felt the support staff and agencies did a very good job
- Continuity and trust in support staff
- Non standardised approach was necessary to meet individuals need

Communication with Providers

Providers have been communicated on the changes via the Domiciliary care forum, the Learning disabilities forum and Supporting Peoples forum.

2.1 Analysing Impact

Use the table below plot and identify where there is a potential impact on any of the staff and customers/service users by protected characteristic arising from the change.

The cells of the matrix should be filled in as below:

Key	
O	Indicates where the impact is unknown on Service Users/Staff, This is due to evidence not being available to indicate otherwise (neither positive nor negative impact).
P	Indicates the change may have a potential Positive Impact on Service Users/Staff
N	Indicates the change may have a potential Negative Impact on Service Users/Staff

P/N	Indicates the change may have both Positive and Negative Impacts on Service Users/Staff
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An example of the chart filled in below:

Services			Protected Characteristics								
			Age	Disability	Gender Reassignment	Pregnancy and Maternity	Race	Religion and Belief	Sex	Sexual Orientation	Marriage and Civil Partnership
Service Provision	Service Design	Capacity	P	P	O	O	p	p	p	O	O
		Availability	P	P	O	O	p	p	p	O	O
		Continuity	P	P	O	O	p	p	p	O	O
		Security	P	P	O	O	p	p	p	O	O
		Supplier Management	P	P	O	O	p	p	p	O	O
		Service Level Availability	P	P	O	O	p	p	p	O	O
		Service Catalogue Management	p	p	O	O	p	p	p	O	O

Description of Impact – Service User Related				
Service Area	Protected Group	Description of Potential Positive Impact	Description of Potential Negative Impact	Evidence Source
Home care 18+	BME groups over		Low number of people from BME	Personal Social

	the age of 65		groups accessing community care services	Services Adult Social care Survey results from
Supportive living	BME groups with a Learning disability		Low numbers of people from BME groups accessing supportive living	SWIFT
Home care 18+	Men over 65		Low number of med accessing homecare services	SWIFT

Description of Impact – Employment Related				
Service Area	Protected Group	Description of Potential Positive Impact	Description of Potential Negative Impact	Evidence Source
Homecare/ community care services	Vulnerable people		No Council staff will be affected by these changes but TUPE may apply in these type of provision	Current provider list

2.2 Is there any evidence missing? If so, how will you gather this missing evidence?

If you do not have all the evidence you need to make an informed decision, talk to your departmental equality lead about practical ways to gather it. For example, if you do not have time to conduct a survey, is there a way can increase your understanding before undertaking more robust research at a later date? Perhaps by meeting with stakeholders. The depth and degree of any consultation or research will be determined by the relevance of the change or review to different groups. Those who are likely to be directly affected should be consulted. Read the corporate public consultation guidelines before you begin (http://intranet.croydon.net/finance/customerservices/public_consultation/default.asp).

If you really cannot gather any useful information in time, then note its absence as a potential negative impact and describe the action you will take to gather it in section 3. Insert new rows as required.

Do not continue onto stage 3 until your departmental equality lead is satisfied that you have gathered all the evidence you need.

Protected Group	Evidence missing	Description of potential negative impact

3. Determining Actions

The overall potential impact is the likelihood of the impact multiplied by the strength of that impact. The higher the score, the more significant the impact. The tables below identify actions to be taken to minimise negative impacts or maximise positive impacts within the programme.

Key

Likelihood score

5	Most certain	In more than 80% of the circumstances
4	Most likely	In 51-80% of circumstances
3	Possible	In 21-50% of circumstances
2	Unlikely	In 6-20% of circumstances
1	Rare	In 5% of circumstances or less

Strength score	Degree of impact	Proportion of protected groups affected
5	Very great impact	Several protected groups in more than one category (e.g. religion and gender) would be differently affected (compared to non-protected groups).
4	Great impact	Several protected groups in one category (e.g. religion) would be differently affected (compared to non-protected groups)
3	Some impact	All of one protected group would be differently affected (compared to non-protected groups)
2	Little impact	The majority of one protected group would be differently affected (compared to non-protected groups)
1	Minimal impact	A minority of one protected group would be differently affected (compared to non-protected groups).

3.1 Minimising Potential Negative Impacts

Ref	Protected Group	Potential Negative Impact	Likelihood Score	Strength Score	Overall Impact Score	Action	Action Owner	Date Action will be completed
	Specific Ethnic group	Lack of take-up from over 65s Black men and women	3	3	3	Include specification requirements to positively encourage representation from specific black minority ethnic groups. Ensure providers provide evidence of staff training and policies for equality and diversity, and have an understanding of different culture values from different community groups.	Head of service development	Feb 2014
	Older People		3	3	3	Ensure that the tender requires that providers demonstrate how they promote independence, choice and control, dignity in care.	Head of Service Development	Feb 2014
	People with a learning disability from Minority Ethnic group	Lack of take-up of people with a learning disability from Minority Ethnic group accessing Supportive Living	3	3	3	Work with people accessing supportive living care manager, care providers, third sector, to promote supportive living to minority ethnic groups, identify the barriers for taking up the services	Head of Service Development	Feb 2014
	Men over 65							

3.1 Maximising Positive Impacts

Ref	Protected Group	Potential Negative Impact	Likelihood Score	Strength Score	Overall Impact Score	Action	Action Owner	Date Action will be completed
	All vulnerable groups accessing adult social care services					Service users with Council managed Personal Budgets can be given a choice over the provider, within the scope of their budget. For instance they could be given the choice of the top three best priced providers, or those providers. This will promote choice and control increase diversity in the care market and ensure all community groups and disabilities have wide range of care services available to them.	Head of Service Development	2014
	Learning Disabilities accessing supporting people services					<ul style="list-style-type: none"> ▪ As part of the category (commissioning) wheel this review report including the engagement will inform how any support services for people with learning disabilities are arranged in the future. ▪ Any new specifications for services for this client group will include the key results of the engagement. ▪ The Supporting People Team will use the results of the engagement to shape potential questions in 	Head of Supporting people	2014

						tender bids		

4. Decisions

4.1 Based on the information in sections 1-3, what are you going to do?

Decision	Definition	Yes/no
We will not make any major change to our project because it already includes all appropriate actions	Our assessment shows that there is no potential for discrimination, harassment or victimisation and that our project already includes all appropriate actions to advance equality and foster good relations between groups.	yes
We will adjust our project	We have identified opportunities to lessen the impact of discrimination, harassment or victimisation and better advance equality and foster good relations between groups through our project. We are going to take action to change our project to make sure these opportunities are realised.	
We will continue our project as planned because it will be within the law	We have identified opportunities to lessen the impact of discrimination, harassment or victimisation and better advance equality and foster good relations between groups through your project. However, we are not planning to implement them as we are satisfied that our project will not lead to unlawful discrimination and there are justifiable reasons to continue as planned.	
We will stop our project	Our project would have adverse effects on one or more protected groups that are not justified and cannot be lessened. It would lead to unlawful discrimination and must not go ahead.	

4.2 Next steps

You may find it useful to consult Appendix One before completing this section.

Does this analysis have to be considered at a scheduled meeting?	If so, please give the name and date of the meeting.	
When and where will this equality analysis be published?	An equality analysis should be published alongside the policy or decision it is part of. As well as this, the equality assessment could be made available	

	externally at various points of policy development. This will often mean publishing your analysis before the policy is finalised, thereby enabling people to engage with you on your findings.	
When will you update this analysis?	Please state at what stage of your project you will do this and when you expect this update to take place. If you are not planning to update this analysis, say why not.	
4.3 I confirm that the information in sections 1 - 4 is accurate, comprehensive and up-to-date		
Officers that must approve this decision	Name and position	Date
Report author	Laura Jenner	
Director of Corporate Services		
<i>Email this completed form to data.equalities@croydon.gov.uk, together with an email trail showing that the director is satisfied with it.</i>		
4.4 Feedback from the corporate equalities team		
Name of equalities officer		
Date received by equalities team	Please send an acknowledgement	
Feedback on decision		
<i>Please send this to the report author and democratic services, corporate programme office and procurement team as appropriate</i>		

Appendix one: decision making processes

You may only need to develop one equality analysis, updating it as you move from proposing the change to monitoring its implementation.

In many instances, an equality assessment will be started when a report is being written for a committee. If that report recommends that a project or programme takes place, the same equality assessment can be updated to track equality impacts as it progresses. If the project or programme includes commissioning or de-commissioning, the same equality assessment can be updated again.

Budget setting

For department budget setting, check that each line will have already have appropriate equality analysis under one of the other decision making processes. The corporate budget will be covered under the process for the report to full council.

How to use this table

This table outlines the key council decision making processes. Select the process on the top row that you are currently involved in, then read down the column to find out what to do when.

Decision making process	Report to committee, cabinet or full council	Project management	Programme management	Commissioning
Key contact	Solomon Agutu	Tony Snook	Tony Snook	Dawn Jolley
Link to process	Report Writing Instructions and Templates	Corporate Programme Office (CPO)	Corporate Programme Office (CPO)	Procurement Board
Develop section one of the equality analysis	When you start writing your report	Business case	Gateway 1/2	When you start writing your procurement strategy report
Develop full equality analysis	Before you submit your report to CMT	Project initiation document	Gateway 3	
Revise full equality analysis	When full council, cabinet or committee decision made or at key stages in any action plan included in the report	At the end of each project stage	At then end of each tranche	If the award report goes to Corporate Services Committee and as part of contract monitoring schedule
Write final full equality analysis	At the final stage of any action plan included in the report	Post project review	Gateway 6	Final monitoring stage

Who to send the equality analysis to	Corporate equality team and democratic services	Corporate equality team and project team	Corporate equality team and programme team	Corporate equality team and procurement team
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Appendix two: data broken down by Protected Characteristics

The information below is taken from the 2011 census unless otherwise indicated.

Age groups	Number of people	Percentage
0-4 years	27,972	7.7%
5-7 years	14,388	4.0%
8-9 years	8,708	2.4%
10-14 years	23,130	6.4%
15 years	4,912	1.4%
16-17 years	9,934	2.7%
18-19 years	8,720	2.4%
20-24 years	23,591	6.4%
25 -29 years	27,692	7.6%
30-44 years	82,439	22.7%
45-59 years	70,488	19.4%
60-64 years	17,029	4.7%
65-74 years	23,155	6.4%
75-84 years	15,318	4.2%
85-89 years	3,881	1.1%
Over 90 years	2,021	0.6%
People with long term illnesses or disabilities	363,378	
Blind or visually impaired	These categories were not recorded as such in the 2011 census. However, this did record that there were 24,380 people (6.7%) whose day to day activities were limited a lot by long term	
Deaf or hearing impaired		
Other communication impairment		
Mobility impairment		
Learning difficulty or disability		
Mental health condition		

HIV, multiple sclerosis or cancer	illness or disability and 28,733	
Other (please specify)	(7.9%) whose day to day activities were limited a little (Office of National Statistics)	
Gender		
Male	176,224	48.5%
Female	187,154	51.5%
Ethnicity	Number of people	Percentage
White British	171,740	47.3%
White Irish	5,369	1.5%
White Gypsy or Irish Traveller	234	0.1%
Other White background	22,852	6.3%
Black African	28,981	8.0%
Black Caribbean	31,320	8.6%
Other Black background	12,955	3.6%
Bangladeshi	2,570	0.7%
Chinese	3,925	1.1%
Indian	24,660	6.8%
Pakistani	10,865	3.0%
Other Asian background	17,607	4.8%
Mixed White and Black Caribbean	9,650	2.7%
Mixed White and Black African	3,279	0.9%
Mixed White and Asian	5,140	1.4%
Other Mixed background	5,826	1.6%
Arab	1,701	0.5%
Other ethnic group (please specify)	4,704	1.3%
Religion	Number of people	Percentage
Buddhist	2,381	0.70%
Christian	205,022	56.40%
Hindu	21,739	6.00%
Jewish	709	0.20%

Muslim	29,513	8.10%
Sikh	1,450	0.40%
No religion/faith	72,654	20.00%
Other (please specify)	2,153	0.60%
Sexual orientation		
Lesbian	There are no figures from the 2011 census. However, it is estimated that there were 20,370 lesbians, gay men, bisexual and transgender people living in Croydon in 2001. (London LGBT)	
Gay		
Bisexual		
Transgender		
Transgender	See above	
Pregnancy or maternity		
Pregnant	These categories were not recorded as such in the 2011 census. However, there were 5,720 live births in 2011 (Office of National Statistics)	
On compulsory maternity leave		
Marriage or civil partnership		
Married	122,013	42.9%
In civil partnership	796	0.3%