

# Equalities Impact Assessment: Full Assessment

Before completing this form you should have completed an Equalities Screening Tool and had sign off from your Head of Service and the Fairness and Equality Team.

This Equality Impact Assessment should be completed where the Screening Tool identifies a potentially negative impact on one or more specific groups but it can also be used to highlight positive impacts.

## Summary of proposal

Name of proposal	Procurement Strategy for Islington – Adults Community Early Intervention and Prevention 'Wellbeing' <sup>1</sup> Service
Reference number (if applicable)	2223-0346
Service Area	Adult Social Care
Date assessment completed	5 <sup>th</sup> July 2023

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<sup>1</sup> Service currently known as 'Wellbeing' Service

Before completing the EQIA please read the guidance and FAQs. For further help and advice please contact [equalities@islington.gov.uk](mailto:equalities@islington.gov.uk).

# 1. Please provide a summary of the proposal.

Please provide:

- Context on how the service currently operates (if relevant) and the scope of suggested changes
- The intended beneficiaries and outcomes of the proposal
- Reference to any savings or income generation

## **Context**

The Wellbeing Service aims to maximise wellbeing to promote the best possible physical, mental, and emotional health and enable opportunities for social interaction and community connections. The service model offers a range of support dependent on need ranging from information and advice to opportunities for social interaction, to tailored one to one support. This includes information and advice, access to activities and short-term enablement support to resolve issues around the home to increase confidence to self-manage.

The provision of Wellbeing service enables the council to meet its statutory duties under the Care Act 2014 to provide or arrange services that help prevent, reduce or delay people's needs for care and support.

The current 'Wellbeing' Service contract ends on 31 August 2024. The Council intends to competitively procure a new service offer from September 2024. The Council conducted a strategic review of the current wellbeing service offer to inform the design and development of the new service, taking learning and feedback from residents, as well as voluntary sector and statutory health and social care partners to inform the design and development of the new service. The main findings of the review identified what is important to residents, this included easily accessible information and advice, one-to-one support, access to activities and peer support.

The Strategic review also considered the wider prevention and early intervention offer for adults delivered by the Council and voluntary and community sector to ensure this service plays a significant role, does not duplicate, and adds value, contributing to our ASC prevention duty. Stakeholder and resident engagement conducted with the Bright Lives Project Team for a joined-up approach will help shape the priorities in the early intervention and prevention space. The new service specification will be co-produced with residents and partners to ensure the offer meets resident wants and needs and is linked into wider support systems provided by statutory and VCS partners.

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**Outcome:**

The new service aims to enhance opportunities for building resilience to self-manage conditions, maintain independence, and reduce or prevent social isolation by promoting 'purpose and belonging' in the community.

The new service will maintain a strong emphasis on enabling by embedding strength-based approaches that build resilience and empower residents to maximise wellbeing and promote physical, mental, and emotional health. The service will support adults, particularly those at risk of social isolation, by providing a range of support at varying levels of intensity, dependent on individual presenting needs. The service will further develop robust outcome measures that will evidence, and measure distanced travelled and impact at an individual and service level. The service will build on the current enablement offer which provides short term support to encourage self-management and practical support to sustain independence. By further embedding partnership working, use of Multi-Disciplinary Team (MDT) approaches and potential to co-locate the 'Wellbeing' enablement offer with the Council's statutory Reablement service offer the service will support referrals from ASC as part of step down support.

**Beneficiaries:**

The service will support adults aged 18+ in Islington, with an emphasis on those aged 50+.

**Savings:**

The budget for this contract is estimated to be £3,493,280 for the total duration of the contract based on annual budget for the service of £436,660.

The current Wellbeing contract value is £486,660. The Council is proposing to reduce the current annual contract value by £50K. The new budget is more comparable to another NCL borough early intervention and prevention offer which was identified whilst conducting benchmarking. A reduction in budget may reduce service staffing capacity and therefore impact on community reach to engage with residents. To mitigate impact, the saving will be achieved by designing a service model that aligns more closely with

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existing Islington early intervention and prevention offers to maximise opportunities for residents to access support by using Brighter Lives Alliance approach to identify opportunities to streamline pathways to access early intervention and prevention offers and onward referrals to specialist support and advice by maximising Brighter Lives Alliance new partnership agreement that brings together a range of local VCS providers. The new specification will require providers to adopt creative, innovative and solution focused approaches to meet the requirements of the service in their proposed service model.

## 2. What impact will this change have on different groups of people?

Please consider:

- Whether the impact will predominantly be external or internal, or both?
- Who will be impacted – residents, service users, local communities, staff, or others?
- Broadly what will the impact be – reduced access to facilities or disruptions to journeys for example?

Overall, the impact will be positive. The savings proposal may impact on service capacity for community reach however by aligning with existing Early Intervention and Prevention offers there is significant opportunities for more creative and innovation to maintain the core service offers and minimise impact on service reach. The service will continue to be available to all adults living in Islington. Whilst the focus will be adults who are 50+, there will be no age restrictions in recognition that people may benefit from support at any age. The developments under Brighter Lives Alliance provides opportunities for the new service model to influence and shape access route for residents to prevent escalation of need and empower residents to gain the tools and skills to remain independent in the community.

As part of the procurement evaluation process the provider will need to demonstrate how the service will:

- Be accessible and relevant to Islington's diverse demographics,

- Respect individuals' gender, sexual orientation, age, ability, race, religion, culture and lifestyle
- Be User led and User informed

Provider method statement responses will need to evidence how the above will be achieved.

The new contract specification will be more outcomes focused and will require providers to demonstrate how they will deliver core service outcomes through creative and innovative joint up approaches which will deliver the various elements of the service to minimise any impact on community reach.

### 3. What impact will this change have on people with protected characteristics and/or from disadvantaged groups?

This section of the assessment looks in detail at the likely impacts of the proposed changes on different sections of our diverse community.

#### 3A. What data have you used to assess impacts?

Please provide:

- Details of the evidence used to assess impacts on people with protected characteristics and from disadvantaged groups (see guidance for help)
- A breakdown of service user demographics where possible
- Brief interpretation of findings

Demographic data from the current Wellbeing service was used to assess impact on people with protect characteristics.

An Equalities Impact Assessment Screening was completed on 5 April 2023 and signed off, main findings were that the service has a high positive impact on older people and people with disabilities. Service specification specifically designed to meet the needs of older people, particularly the enablement element of the service which is practical 'problem solving' support to remain independent at home. This high take up of the enablement service offer for people with disabilities is also reflected in data for the advice element of the service.

Data suggests that the service is reaching residents from diverse community groups however there is potential for further targeted community engagement and communication to increase uptake of services from minority groups. There will be requirement for providers to identify innovative partnership approaches that promote equitable access for all groups, furthermore specific performance measures will be included in the new service specification

Please provide:

- Details of the evidence used to assess impacts on people with protected characteristics and from disadvantaged groups (see guidance for help)
- A breakdown of service user demographics where possible
- Brief interpretation of findings

3B: Assess the impacts on people with protected characteristics and from disadvantaged groups in the table below.

Please first select whether the potential impact is positive, neutral, or negative and then provide details of the impacts and any mitigations or positive actions you will put in place.

Please use the following definitions as a guide:

Neutral – The proposal has no impact on people with the identified protected characteristics

Positive – The proposal has a beneficial and desirable impact on people with the identified protected characteristics

Negative – The proposal has a negative and undesirable impact on people with the identified protected characteristics



Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced or negative impacts be eliminated or reduced?
Age	Positive	Enablement offer will remain as a core service element which has a positive impact on Older People as it enables them to build resilience using a strengths-based approach. Demographic data for 2021/22 indicates that 62% of people accessing enablement support were aged 60 - 80.	Service specification will be further enhanced to meet the needs of older people, particularly the enablement element of the service which is practical 'problem solving' support to remain independent at home creating a progressive pathway from statutory support.

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced or negative impacts be eliminated or reduced?
Disability (include carers)	Positive	<p>Enablement offer will remain as a core service element which has a positive impact on residents with disability.</p> <p>Overall high take up of the enablement service offer for people with disabilities is reflected in data for also accessing advice element of the service. In all cases residents have reported positive outcomes in response to the support received.</p>	Residents with disabilities will continue to be able to access appropriate level of support using strength-based approaches.

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced or negative impacts be eliminated or reduced?
Race or ethnicity	Positive	Demographic data for 2021/22 indicates that 34% of people who received advice and 22% of people who received enablement support were from ethnic minority backgrounds. According to 2021 census 38% of the population are from minority ethnic group. A comparison of these data sources indicates that the service is already reaching residents from diverse community groups.	The service specification includes a requirement on provider to ensure that Staff and Volunteers are recruited to reflect the cultural diversity of the borough. Requirement for targeted community engagement and communication to increase uptake of services from minority groups. There will be requirement for providers to identify innovative partnership approaches that promote equitable access for all groups, specific performance measures will be included in the new service specification to measure impact.

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced or negative impacts be eliminated or reduced?
Religion or belief (include no faith)	Positive	The new service specification will include and build on community connecting function to ensure that residents can access and link in with culturally specific support and activities.	Religious needs will be discussed with residents as part of their strengths-based assessment to ensure support is tailored to meet resident requirements.

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced or negative impacts be eliminated or reduced?
Gender and gender reassignment (male, female, or non-binary)	Positive	Services will continue to provide support which is tailored to meet individual resident needs.	Gender specific needs will be discussed with residents as part of their strengths-based assessment to ensure support is tailored to meet resident requirements. Staff will be encouraged to provide person focused support, looking at residents as individuals.
Maternity or pregnancy	Neutral	No impact identified	N/A

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced or negative impacts be eliminated or reduced?
Sex and sexual orientation	Neutral	No impact identified	N/A
Marriage or civil partnership	Neutral	No impact identified	N/A

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced or negative impacts be eliminated or reduced?
<p>Other Age (e.g. elderly) (e.g. people living in poverty, looked after children, people who are homeless or refugees)</p>	<p>Positive</p>	<p>The information and advice element of this service has received a high level of demand, particularly in relation to cost of living and the need for financial, debt management and benefits support.</p>	<p>The service model will include innovative approaches to support residents to access appropriate specialist support and advice including opportunities to streamline pathways</p>

## 4. How do you plan to mitigate negative impacts?

Please provide:

- An outline of actions and the expected outcomes
- Any governance and funding which will support these actions if relevant

Although the savings proposal has the potential to negatively impact on the service breadth and community reach this will be mitigated by:

- Service provider demonstrating creative innovative solutions to streamline pathways and maximise opportunities to link in with existing early intervention and prevention offers available in borough.
- Providers will be required to include in tender submission how efficiencies can be delivered using solution focused approach to develop new service model that builds on existing opportunities and contributes to the growth and development of Brighter Lives Alliance arrangements.

## 5. Please provide details of your consultation and/or engagement plans.

Please provide:

- Details of what steps you have taken or plan to take to consult or engage the whole community or specific groups affected by the proposal
- Who has been or will be consulted or engaged with
- Methods used or that will be used to engage or consult
- Key findings or feedback (if completed)

Stakeholder and resident engagement was conducted with colleagues from Community Wellbeing and Engagement, Bright Lives programme team to ensure a joined-up approach and shared learning. Engagement methodology has been designed to reach a wide range of residents among protected groups including Older People, Physical and Learning Disabilities, Ethnicity and Gender.

Over 300 residents have told us about what help, and support means to them:



Please provide:

- Details of what steps you have taken or plan to take to consult or engage the whole community or specific groups affected by the proposal
- Who has been or will be consulted or engaged with
- Methods used or that will be used to engage or consult
- Key findings or feedback (if completed)

- 173 responses to a survey sent to 1075 Age UK Islington service users
- Coffee mornings and focus groups held at Community Centres and groups – Jean Stokes, St Lukes, Sotheby Mews, BrickWorks, Archway and District Carers' Support Group
- Elfrida – On Your Marks event and Power and Control service user group

Wider stakeholder groups were also consulted as part of the review and include:

- Adult Social Care Team Managers and Departmental Management Team
- Adult Social Care Urgent Response team
- ASC Mental Health and Learning Disabilities
- Community Partnerships
- Voluntary Community Sector Providers
- GP Federation
- Commissioning Leads in North Central London boroughs
- Health Exchange Practitioners
- Local Wellbeing Network

The specification and tender documents will be co-produced with residents, consultation planned in Aug 2023 with residents via Local wellbeing Network and via Brighter Lives networks.

### **Market Warming/ engagement**

Commissioners have been working with voluntary sector providers to inform the development of Wellbeing Service procurement strategy. Market warming and engagement events will be held prior to publishing tender documents to ensure that the market are prepared to bid for the upcoming tender.


## 6. Once the proposal has been implemented, how will impacts be monitored and reviewed?

Please provide details in the table below.

Action	Responsible team or officer	Deadline
Improved outcomes for residents will be monitored through service specification by developing high level outcomes which are service specific and individual level.	Contract officers and Commissioners.	Ongoing from contract go live.

Please send the completed EQIA to [equalities@islington.gov.uk](mailto:equalities@islington.gov.uk) for quality checking by the Fairness and Equality Team. All Equality Impact Assessments must be attached with any report to a decision-making board and should be made publicly available on request.

This Equality Impact Assessment has been completed in accordance with the guidance and using appropriate evidence.

Member	Name	Signed	Date
Staff member completing this form	Saleena Sreedharan Senior Commissioning Manager – Age Well		16 <sup>th</sup> July 2023
Fairness and Equality Team	Hezi YaacovHai Policy Engagement & Complaints Officer	<i>Hezi Yaacov-Hai</i>	18 <sup>th</sup> July 2023
Director or Head of Service	Nikki Ralph – Assistant Director – Age Well	<i>Nikki Ralph</i>	19 <sup>th</sup> July 2023