

# Resident Impact Assessment

## Proposed closure of the Drivers Centre

### Service Area: Strategy & Commissioning, People Directorate

## 1. What are the intended outcomes of this policy, function etc?

To analyse the impact of the proposed closure of the Drivers Centre

## 2. Resident Profile

Who is going to be impacted by this change i.e. residents/service users/tenants? Please complete data for your service users. If your data does not fit into the categories in this table, please copy and paste your own table in the space below. Please refer to **section 3.3** of the guidance for more information.

		Borough	Service User	Respondents to Consultation
		Total: 206,285	Total: 430*	118
Gender	Female	51%	321** (75%)	89 (75%)
	Male	49%	108** (25%)	25 (21%)
Age	Under 16	32,825	0	-
	16-24	29,418	0	-
	25-44	87,177	2 (<1%)	-
	45-64	38,669	72 (17%)	19 under 65 (16%)
	65+	18,036	345 (80%)	94 (80%)
Disability	Disabled	16%	33*** (8%)	Not recorded
	Non-disabled	84%	312*** (73%)	Not recorded
Sexual orientation	LGBT	No data	Not recorded	2 (1.7%)
	Heterosexual/straight	No data	Not recorded	91 (77%)
Race	BME	52%	104**** (24%)	29 (25%)
	White	48%	265**** (62%)	75 (64%)
Religion or belief	Christian	40%	162 (38%)	Not recorded
	Muslim	10%	5 (1%)	Not recorded
	Other	4.5%	10 (2%)	Not recorded
	No religion	30%	33 (8%)	Not recorded
	Religion not stated	17%	220 (51%)	Not recorded

\*430 is the number of Islington residents who have used the Drovers Centre in the last 12 months leading up to May 2019. The total number of individuals who have used the Centre in this time are 576, meaning 146 service users have come from outside the borough.

\*\*This RIA template does not capture data about people who have told us that they identify as transgender.

\*\*\*85 Islington residents who accessed the Drovers Centre in the last 12 months did not inform the provider as to whether or not they have a disability.

\*\*\*\*61 residents accessing the Drovers Centre did not inform the provider of their race.

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### 3. Equality impacts

The demographic information collected from respondents to the consultation closely reflects the existing demographic information held about people using the Drovers Centre, suggesting that the people responding to the consultation broadly reflect the diversity of the people using the services.

The identified risks of the proposed closure of the Drovers Centre are mainly the loss of activities, and subsequent possible impacts on physical and mental wellbeing, and the loss of social interaction leading to a risk of social isolation.

These risks and impacts will be addressed and mitigated through a number of measures, including relocating activities to other local community centres, building the capacity of the community centres to address social isolation and working with Age UK Islington and other partners to ensure people have the information and support required to access other activities and social interaction opportunities, including services to respond to any decrease in physical and mental wellbeing people may experience.

We know from the demographic information that the majority of people affected by the closure are female (75%) and over 65 (80%). Therefore, actions to address the main risks and impacts will ensure that alternative services, information and support is tailored and targeted to meet the needs of older people and includes the specific needs and interests of women.

We also know through the qualitative feedback received during the consultation that people feel that the Drovers Centre provides an inclusive, welcoming and accessible service for people from BME communities and people with disabilities and mental health needs. Some people felt that other services and community services provided a less inclusive environment. Therefore, any alternative services offered or accessed will be evaluated for accessibility and will be assessed and supported to ensure they provide a service that is inclusive and responsive to people's diverse needs.

At the same time, the data we have suggests that some groups may be underrepresented at the Drovers Centre. The proportion of men, people with disabilities, people from the LGBT

community and people from BME communities is lower than might be expected compared to the general population in Islington. The closure of the Drivers Centre presents opportunities to ensure that future service provision ensures that all groups are provided with the opportunities for activities and social inclusion that are currently enjoyed by many people at the Drivers Centre.

## 4. Safeguarding and Human Rights impacts

Many people who access the Drivers Centre are older, disabled and at risk of social isolation. A cohort of the service users is known to Adult Social Care services and may have needs that are eligible under the Care Act. With the closure of the service, people will be given information about access to advocacy, Safeguarding information and information about Care Act eligibility. People who are known to social care services, or who are known to be particularly vulnerable, will be supported to contact the appropriate Council services. Age UK Islington are already in close contact with the Council, Adult Social Care and Safeguarding teams to ensure people are protected and supported, and this will continue in the context of any changes to people's needs, circumstances and risks. Any new services or venues people are supported to access will be offered information and support to ensure they understand their Safeguarding responsibilities and the relevant processes.

With regards to potential breaches of the Human Rights Act 1998, the Council will ensure that the service closure is mindful and respectful of the basic rights set out in the Act. In particular, the process will ensure that Articles 3 (inhuman treatment) and 8 (private and family life) are not breached, and that the closure and transition process is conducted in an equitable and meaningful manner. Moreover, the process of closure and transition will be made clear to residents, ensuring that these do not breach our responsibilities to protect and support the wellbeing and rights of our residents.

## 5. Action

Action	Responsible person or team	Deadline
Relocating activities to other local community centres	Strategy & Commissioning, Communities Team, Age UKI	January 2020 (end of month/before closure of Drivers Centre)
Building the capacity of the community centres to address social isolation	Communities Team	End of December 2019, and ongoing
Working with Age UK Islington and other partners to ensure people have the information and support required to access other activities and social interaction opportunities	Strategy & Commissioning, Communities Team	End of December 2019, and ongoing
Ensure that alternative services, information and support is tailored and targeted to meet the needs of older people and includes the specific needs and interests of women.	Strategy & Commissioning, Communities Team	January 2020 (end of month/before closure of

		Drovers Centre)
Evaluate alternative services offered or accessed for accessibility and assess and support services to ensure they provide a service that is inclusive and responsive to people's diverse needs	Strategy & Commissioning, Communities Team	End of December 2019, and ongoing
Ensure that future service provision ensures that all diverse groups are provided with the opportunities for activities and social inclusion that are currently enjoyed by many people at the Drovers Centre, including those underrepresented in current service use	Strategy & Commissioning, Communities Team	Ongoing
Give people information about access to advocacy, Safeguarding information and information about Care Act eligibility	Strategy & Commissioning, ASC Operational Services	End of December 2019, and ongoing
People who are known to social care services, or who are known to be particularly vulnerable, will be supported to contact the appropriate Council services	Strategy & Commissioning, ASC Operational Services	End of December 2019, and ongoing
Maintain close contact between Age UK Islington and the Council, Adult Social Care and Safeguarding teams to ensure people are protected and supported, in the context of any changes to people's needs, circumstances and risks	Strategy & Commissioning, ASC Operational Services	End of December 2019, and ongoing
Any new services or venues people are supported to access will be offered information and support to ensure they understand their Safeguarding responsibilities and the relevant processes.	Strategy & Commissioning, ASC Operational Services, Communities Team	January 2020 (end of month/before closure of Drovers Centre)
The Council will ensure that the service closure is mindful and respectful of the basic rights set out in the Human Rights Act	Strategy & Commissioning, ASC Operational Services	January 2020 (end of month/before closure of Drovers Centre)
The process of closure and transition will be made clear to residents, ensuring that these do not breach our responsibilities to protect and support the wellbeing and rights of our residents	Strategy & Commissioning	End of December 2019, and ongoing

Please send the completed RIA to [equalites@islington.gov.uk](mailto:equalites@islington.gov.uk) and also make it publicly available online along with the relevant policy or service change.

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

**Staff member completing this form:**

Signed: Mark Hendriks & Wil Lewis

Date: 12/09/2019

**Head of Service or higher:**

Signed: Mark Hendriks

Date: 12/09/2019