

# 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 of the Specialist Mental Health Employment Support Service
Reference number (if applicable)	N/A
Service Area	Strategic Commissioning and Investment
Date assessment completed	August 2023

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

The council currently commissions a specialist Mental Health Employment Support Service, delivered by a Voluntary and Community sector organisations. The current contract ends in March 2024. The service supports Islington residents with mental ill health to gain or retain paid work. The core components of the service include:

- A dedicated environment, described as part of a special community feeling welcoming, inclusive and safe by its members. The service is a component of the Hillside Clubhouse model, a community based-model of rehabilitation for adults with mental ill-health originating in New York city.
- The Information Advice and Guidance (IAG) service: specialist mental health advice, guidance and support to assist people into and to maintain education, training, paid employment, volunteering or work experience placements
- The provision of Individual Placement Support (IPS). IPS is an evidence-based model and the IPS service is assessed against the national IPS fidelity model to measure the level of implementation and quality of the IPS model
- Signposting within the wider Hillside club model to active volunteering principles within the Recovery Project which develops vital prevocational soft skills to become job ready including reliability, colleague relationships, team working and IT. This is not funded directly from the contract but through other sources including Camden council, and voluntary and community sector

In line with the Council's Progressive Procurement Strategy 2020/27, the Strategic Commissioning and Investment Team are proposing the procurement of the Specialist Mental Health Employment Support Service with the new contract starting 1<sup>st</sup> April 2024 to form an essential component of the wider employment support offer for Islington's residents.

The intended changes for this procurement are: -

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
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- To bring clarity to the mental health Employment pathway, for both residents and providers, through redesign, collaboration and integration. A new Service Specification will be designed working alongside residents and Stakeholders to meet these aims. A schedule of engagement activities is planned for August to September 2023
  - To join up ways of working with mental health employment support with existing London Borough of Islington (LBI) iWork employment expertise and established employment networks to strengthen the overall Islington employment support offer
  - To enhance our mental health employment support offer to deliver a more flexible, scalable and efficient offer for residents. This will include an integrated process between iWork and the Commissioned service ensuring residents receive prompt feedback and review to support momentum and progress with their employment journey
  - To ensure that the delivery of the new specialist mental health employment support offer is strengths based and improves outcomes for people using the service.

The intended outcomes which we expect to see through this procurement include:

- Reducing economic inequality in Islington
- Delivery of a sustainable and inclusive service which supports Islington's local economy and is underpinned by a strong community asset base
- Improving access to mental health employment support
- Supporting more people with mental ill health to gain or retain employment in the borough (linking to improved Adult Social Care Outcomes Framework (ASCOF) performance relating to employment and mental health and the NHS Long-Term Plan IPS ambitions)

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

The intended beneficiaries of this procurement include the following groups of people in the borough: -

- Residents in the borough with serious mental illness including those with moderate (including self- diagnosed) mental illnesses irrespective of their age, gender, disability, ethnicity, sexual orientation, religion or belief.
- Stakeholders across health and social care (particularly MH Social Work Teams and Camden and Islington Mental Health Trust staff)
- Residents accessing the Islington iWork service who may benefit from more specialist mental health employment support/ input

Savings are not being explored as part of this procurement.

## 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?

The impact will predominantly be both external and internal Stakeholders, the different groups of people impacted by this procurement include:

Islington Service users

Islington Residents

Islington Voluntary or community groups

If there is a change in provider, the transition to any new service will need to be carefully managed to ensure continuity of support and to manage any service user anxieties arising from a change in support provider and travelling to a different community based service space. Consequently, the transition to a new service would be carried out in conjunction with service users, carers, and family members (where appropriate). As part of the mobilisation process providers will be required to develop a robust implementation plan to implement transition arrangements and continuity plans.

### 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

The following data has been used to assess impacts on protected characteristics:

- Mental Health Employment Support (non-IPS) and IPS service user demographics data for the commissioned Specialist Mental Health Employment Support Service contract, collated from contract monitoring data.
- Details of services that will be most impacted by the changes.

Brief interpretation of Demographics findings

- 31% (non-IPS) and 51% (IPS) of current users of the Mental Health Employment Support Service are from BAME groups comparatively to the borough wide profile of 33% according to Fairer Together Adult Social Care Needs Assessment 2022
- Demographics show 100% of Service users receiving the service consider themselves to be disabled or to have a long-term illness or impairment

Refer to Appendix 1 for breakdown of service user demographics.

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?
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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	The service will work with adults that are aged 18 years and over with mental health needs. This represents a significant range.	<p>The service and environment will offer an opportunity to deliver a person-centred experience and meet age related needs. The procurement for a new service will provide an opportunity Through the new service being joined up robustly with iWork the service will have greater access to a range of employment support opportunities for residents in the borough being firmly embedded into iWork and the LBI's established partnership arrangements with local businesses.</p> <p>Additionally, residents aged 18 and over accessing support from iWork who may be identified as having low level mental health needs will benefit from the expertise of the specialist mental health employment support</p>

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?
			service being integrated with iWork.

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>The proposal will ensure we have a service that supports people in a strengths-based way, focusing on an individual's strengths and aspirations.</p> <p>The service will have the expertise within it to ensure that people with complex mental health needs are provided with the specialist support they need to gain or retain employment and through in housing the service there will be less fragmentation in the employment support offer.</p> <p>Demographics attached evidence 100% of Service users receiving the service consider themselves to be disabled or to have a long-term illness or impairment</p>	<p>Staff within the new service will work in an integrated way with Camden and Islington Mental Health Teams and more people with disabilities should be able to benefit from the expertise available through the mental health employment support service.</p>

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	Neutral	31% ( IAG) and 51% ( IPS) of current users of the Mental health working service are from BAME groups comparatively to the borough wide profile of 32% according to Islington's state of Inequalities annual report:	The new service will continue to proactively engage with people from all BAME backgrounds through personalised approaches to delivering support and close partnership working with community groups and organisations.

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)	Neutral	The new service will engage with people from all religions through personalised approaches.	
Gender and gender reassignment (male, female, or non-binary)	Neutral	People that have experienced gender reassignment experience poorer mental health outcomes.	The service will ensure that staff delivering the service have training plans around tailored support to different groups, including gender reassignment.

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?
Maternity or pregnancy	Neutral	The service will continue to be accessible to people during pregnancy and post birth and offer personalised support	Linking users to referral pathways within perinatal services where applicable in liaison with the Community MH Teams (if the person is already under their care).
	Choose an item.		

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	The service will continue to support both men and women, offering a tailored, person centred approach based on the individual needs of the resident.	

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?
Marriage or civil partnership	Neutral	The service will continue to support people to maintain important relationships, through a close partnership approach with, and inclusion of where appropriate families if this is the individual's wish.	



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 Specialist Mental Health Employment Support Service service will continue to be accessible to people with mental ill-health who reside in the borough. Demographics evidence 100% of Service users receiving the service consider themselves to be disabled or to have a long-term illness or impairment</p>	<p>Shared expertise will result in supporting more residents who may not have accessed mental health employment support to have support with maintaining and maximising their mental wellbeing</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

Action	Lead	Deadline	Outcome Comments
<p>If there is a change in provider, the transition to a new service would be carried out in conjunction with service users, carers, and family members (where appropriate). As part of the mobilisation process providers will be required to develop a robust implementation plan to implement transition arrangements and continuity plans.</p>	Commissioning Manager	April 2024	<p>Smooth transition for Service users Will mitigate any anxieties the service users may experience when switching providers</p>

## 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)

Methods used to engage have included a series of workshops, focus groups and 1 to 1s, carrying out surveys- hard paper and online. The findings of these sessions have ensured that their views have been being fully reflected in our plans. Co-design with service users will be carried out to design the service specification and to evaluate the tenders deciding on the successful Provider to be awarded the contract

To date Commissioning have engaged with:

- Islington Residents and Service users
- Mental Health Adult Social Care Lead (LBI)
- Heads of Service for Islington community mental health teams (Intensive Teams, Core Teams, Rehab and Recovery Teams and Mood Disorder Teams), Camden and Islington NHS Foundation Trust (C&I)
- Mental Health Social Work and Occupational Therapy Practitioners (C&I)
- NCL ICB Clinical Lead for Mental Health
- iWork Employment Service Management Team
- Voluntary and Community Sector Providers
- GPs
- Islington Pause Service

### Key Findings

An in-depth review of Islington mental health employment support provision was completed in March 2023. The aim of the review was to understand the local offer across commissioned and in-house employment support, what is working well, areas for development and opportunities to streamline service

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)

delivery to make the best use of resources and maximise employment outcomes for residents, in order to inform future commissioning intentions.

The following recommendations incorporate the findings from that review, including comprehensive feedback captured from stakeholders and local residents;

- Ensuring the mental health employment support offer in the borough is clear, raising the profile of specialist provision and the council's generic employment service and developing clearer referral pathways between employment support agencies, so that it is easier for residents, providers and referral agencies to navigate
- The procurement will provide an opportunity to develop a more integrated offer between commissioned specialist mental health employment support and the council's in-house adult employment service (iWork)
- The new mental health employment contract will provide tailored support for people with a mental illness. The specification for the new contract will require a successful bidder to have premises available, to provide an inclusive welcoming community atmosphere to its members, and to support rehabilitation and recovery.
- The new mental health employment contract will offer an opportunity to redesign the service model based on changing service user needs and aspirations, including ensuring the service continues to reach, and supports residents from Islington's diverse communities, into employment.

We will continue engagement through to the new Service going live to ensure that we are co-designing the service and that users are central to how we move forward with implementing the new service offer. Engagement sessions are planned with service users to gather feedback to help inform the design of the new service. There will also be a service user representative on the tender evaluation panel. Additionally, a project oversight group will be established at Contract mobilisation.

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)

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
Ensure that the new service effectively captures equalities data on residents accessing the service to inform ongoing equalities monitoring. Robust contract	Mental Health Commissioner and Contracts Team	Ongoing post contract award 2024

Action	Responsible team or officer	Deadline
<p>monitoring framework is in place for the new contract.</p> <p>Ongoing contract monitoring with provider, including quarterly meetings and monitoring submissions from provider.</p>		
<p>Provider to embed service user engagement and coproduction into ongoing service delivery as outlined in new service specification. To be monitored as part of ongoing contract monitoring arrangements.</p>	<p>Specialist Mental Health Employment Support Service provider / Mental Health Commissioning and Contracts Team</p>	<p>Ongoing post contract award in 2024</p>

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	Emily Staines	<i>Emily Staines</i>	18/08/2023
Fairness and Equality Team	Hezi Yaacov-Hai	<i>Hezi Yaacov-Hai</i>	24/08/2023
Director or Head of Service			

## Appendix 1 – Service user demographics information .

	<b>Total no, of service users - Non-IPS Total 56*</b>	<b>Total no, of service users - IPS Total 73*</b>
Gender		
Male	25 (41%)	44 (60%)
Female	31 (51%)	29 (40%)
Non-binary	0 (0%)	0 (0%)
Gender- A different preferred term	0 (0%)	0 (0%)
Gender- Prefer not to say	0 (0%)	0 (0%)
Gender- Unknown	0 (0%)	0 (0%)
Do not consider themselves to be trans or to have a trans history	0 (0%)	0 (0%)
Consider themselves to be trans or to have a trans history	0 (0%)	0 (0%)
Trans or trans history- Prefer not to say	0 (0%)	0 (0%)

Trans or trans history- Unknown	0 (0%)	0 (0%)
<b>Ethnicity</b>		
White British	19 (31%)	16 (22%)
White Irish	1 (2%)	1 (1%)
White Turkish / Turkish Cypriot	1 (2%)	0 (0%)
White Greek / Greek Cypriot	1 (2%)	0 (0%)
White Kurdish	0 (0%)	0 (0%)
White Gypsy/Traveller	0 (0%)	0 (0%)
White - Prefer not to say	0 (0%)	0 (0%)
White - Any other White background	6 (10%)	11 (15%)
Mixed - White and Black Caribbean	3 (5%)	1 (1%)
Mixed - White and Black African	2 (3%)	0 (0%)
Mixed - White and Asian	1 (2%)	1 (1%)
Mixed - Prefer not to say	0 (0%)	0 (0%)
Mixed - Any other Mixed background	2 (3%)	2 (3%)
Asian or Asian British - Indian	1 (2%)	0 (0%)
Asian or Asian British - Pakistani	0 (0%)	0 (0%)
Asian or Asian British - Bangladeshi	2 (3%)	2 (3%)
Asian or Asian British - Chinese	2 (3 %)	0 (0%)
Asian or Asian British - Prefer not to say	0 (0%)	0 (0%)
Asian or Asian British - Any other Asian background	1 (2%)	1 (1%)
Black or Black British - Caribbean	7 (11%)	12 (16%)
Black or Black British - Somali	0 (0%)	0 (0%)
Black or Black British - Eritrean	0 (0%)	0 (0%)
Black or Black British - Nigerian	0 (0%)	0 (0%)
Black or Black British - Ghanaian	0 (0%)	0 (0%)
Black or Black British - Other African	1 (2%)	16 (22%)
Black or Black British - Prefer not to say	0 (0%)	0 (0%)
Black or Black British - Any other Black background	4 (7%)	3 (4%)
Other ethnic groups - Arab	0 (0%)	3 (4%)
Other ethnic groups - Latin American	0 (0%)	0 (0%)
Other ethnic groups - Any other ethnic group	1 (2%)	0 (0%)
Ethnicity - Unknown	6 (10%)	4 (5%)
<b>Age</b>		
Under 16	0 (0%)	0 (0%)
18-24	12 (20%)	7 (10%)
25-34	15 (25%)	17 (23%)
35-44	13 (21%)	20 (27%)
45-54	11 (18%)	16(22%)
55-64	5 (8%)	12 (16%)
65-74	0 (0%)	(0%)
75-84	0 (0%)	(0%)
85+	0 (0%)	(0%)
Age - Unknown	0 (0%)	1(1%)
<b>Disability</b>		



Do not consider themselves to be disabled or to have a long-term illness or impairment	0 (0%)	0(0%)
Consider themselves to be disabled or to have a long-term illness or impairment	56 (100%)	73(100%)
Disability - Prefer not to say	0 (0%)	0(0%)
<b>Religion</b>		
Buddhist	0 (0%)	0 (0%)
Christian	23 (38%)	3 (43%)
Hindu	1 (2%)	0(0%)
Jewish	0 (0%)	0(0%)
Muslim	2 (3%)	1(14%)
No religion	22 (36%)	2 (29%)
Rastafarian	0 (0%)	0(0%)
Sikh	0 (0%)	0(0%)
Religion- Other	6 (10%)	1(14%)
Religion- Prefer not to say	0 (0%)	0(0%)
Religion- Unknown	2 (3%)	0(0%)
<b>Sexual Orientation</b>		
Bisexual	4 (7%)	0(0%)
Gay	3 (5%)	0(0%)
Heterosexual/Straight	47 (77%)	21 (51%)
Lesbian	0 (0%)	0(0%)
Sexual orientation- Use another term	0 (0%)	3 (7%)
Sexual orientation- Prefer not to say	0 (0%)	17(42%)
Sexual orientation- Unknown	2 (3%)	0(0%)
<b>Employment Benefits</b>		
Universal Credit	29 (48%)	20 (80%)
Employment Support Allowance	10 (16%)	3 (12%)
Job Seekers Allowance	1 (2%)	1 (4%)
Income Support	1 (2%)	1(4%)
DLA	0 (0%)	0(0%)
PIP	1 (2%)	0(0%)
<b>No. Dependants</b>		
Working parents into work (children under 18)	14 (25%)	4 (5%)

\*Number of Service users receiving IPS and non IPS Hillside Clubhouse services. Figures accurate as of 31<sup>st</sup> July 2023 for quarter one April 1<sup>st</sup> to 31<sup>st</sup> July 2023.

