

Adult & Community Services Directorate Screening for Relevance and Information Audit

Summary - January 2012

1. Introduction

The Equalities Act sets out a timetable for public bodies to reach milestones in their implementation of the Act including the Public Duty. The milestones are:

- By 31 January 2012 – the Council has to publish information which sets out the level of compliance with the public sector equality duty and performance relative to the standards outlined in the duty to date. The Council is required to undertake this audit on an annual basis.
- By 4 April 2012 – the Council is required to have engaged and consulted on equality performance information and produced equalities objectives, which must be published. These equality objectives should be measureable and deliver specific outcomes. All services and functions which are commissioned by the local authority which are assessed as relevant to the duty are required to meet the standards of the general and specific duties.

2. Screening for Relevance & Information Audit

A Screening for Relevance and Information Audit was completed in August 2011. The information gathered is being used to develop equality objectives and inform future Equality Needs Impact Assessments (EINAs). The final Screening for Relevance template and the audit was signed off by the Directorate Equalities Board (DEB) in August 2011.

DEB also agreed the Equality Impact Needs Assessment schedules for 2011-12 and 2012-13 and sign off each completed EINA. They are currently considering and will agree the Equality Objectives that will be incorporated into Business Plans for 2012-2013.

3. Equality Achievements during 2011- 12

- We have a clear set of publicly available Quality Standards on all aspects of Community Service responses, which are monitored and which inform our approach to people who contact us and need our support
- We revised the provision of equipment through a retail model to ensure increased accessibility for older and disabled people, enabling choice and control over the equipment people acquire to meet their assessed needs.
- An improved telephony system has been installed in the Access Team (First Point of Contact) to ensure that people can contact staff for advice and information as swiftly as possible.
- The Access Team has changed its system to ensure that older people and people with physical disabilities including sensory loss, are able to make appointments for their assessments on the day they contact the Council with the delivery of equipment occurring more quickly than in the past. This helps to promote independence and supports people to remain in their own home.
- The 'Resource Room', where the needs of people with sensory loss can be assessed and a range of equipment can be provided, often on the same day, has been enhanced and relocated to a more central location.
- The opening of an extra care housing facility providing 41 housing units for people aged over 55 with social care needs has widened the accommodation options in the borough and enabled more people to remain independent in the community.
- Five young people with a learning disability will be moving into a new supported living unit in March 2012. They will be using their personal budgets, giving them choice and control over the care they will be receiving, to support them to live independent and fulfilled lives.
- Adult social care now captures information on sexual orientation at key parts of the assessment process, to ensure that service users with this characteristic receive appropriate support and services.
- A specific post has been created to support the needs of people on the Autistic Spectrum
- 98% of our service users have personal budgets which gives them choice and control.
- We provide a higher proportion of direct payments to BME service users than we do for non BME service users, enabling them to have greater choice and control over who provides their care.

- We have improved awareness among domiciliary and residential care providers by giving presentations to local providers on the new Public Sector Equality Duty. We have worked with our health colleagues in identifying differences in the quality of care in local older people's care homes, identified the reasons why and have delivered briefing session to providers on good practice in these areas.
- An Information and Advice Strategy for 2011-2014 is in place, which offers people better information to support wider choice for everyone who is eligible for social care support.
- All public information has been reviewed and new groups to ensure suitability of public information created. An internal group has been formed to agree new information needs, and quality-assure all material. The Partners Reference group involves representatives from local voluntary organisations who have an input into all new information developed.
- NHS Carers Breaks are delivering to the whole community, and the percentage of BME carers receiving the breaks so far this year 2011-12 is higher than the borough percentage of BME population. [Borough Population Stats: White 88% BME 12%; NHS Carer Breaks: White 82% BME 18%]
- The Learning Disability Partnership Board is sponsoring a pilot to support people with a learning disability to link up with both new and old friends using a 'People and Places' IT tool.
- The Learning Disability Partnership circulates a newsletter to all users and carers containing details of local activities and events for people to take part in.
- We have improved Day Care facilities for older people with Dementia at the Woodville Centre in Ham. The centre was refurbished using best practice advice on design for people with dementia including a new sensory garden.
- Capital has been agreed to fund improvements to the facilities at the Sheen Lane Centre for Older people with Physical disabilities. This will include a redesigned toileting, bathing and changing facility, as well as an improved hairdressing suite which can also be used for other personal care and therapeutic services.
- In summer 2011, users of the Access Project (a day centre for younger adults with physical disabilities) showcased their photographic talents at an exhibition of their work at the Civic Centre.
- The shared lives scheme has steadily increased respite provision for adults with learning disabilities, providing cost effective

and personalised alternative to residential respite care. In 2010 to 2011, the number of people using shared lives respite had increased to 11.

- The Shared lives Scheme has recruited carers from a range of backgrounds, providing users and potential users with increased opportunities to have their cultural and language needs met and benefit from a diversity of cultural experiences. Now 28% of current approved carers are from minority ethnic backgrounds.
- The Residential Homes and Supported Living services continue to focus on individualised outcomes for adults with learning disabilities. Monthly quality assurance reports cite examples of positive outcomes, including community inclusion and participation, increased independence and improved health.
- In the spring of 2011, the Community Support Service worked in partnership with The Waterman's Arts Centre in Brentford to deliver a programme of innovative workshops to people with learning disabilities including those with complex needs.
- The Respite Service at Egerton Road supported a group of users to organise and participate in a sponsored walk to raise funds for Children in Need in July 2011. This event was an empowering experience for a group of people who are usually viewed as being on the receiving end, rather than being active citizens within their communities.
- Power Employment continued to support people with learning disabilities into paid employment in a difficult financial climate with a restricted jobs market. Since April 2011, seven people have gained paid employment. Additional opportunities for work experience for people with complex needs were generated through the award of a contract for floral tribute recycling managed through Green Power Recycling at Grimwood Road.
- The Accessible Transport Unit (ATU) leaflet has been redesigned this year (2012) to include information about the voluntary sector accessible transport services available. Entitled "Accessible Transport Options", 875 copies have been distributed to elderly and disability organisations, including those supporting ethnic minority groups.
- The ATU will be providing information at the Older People Forum in March 2012. It will include updated information on accessible transport services available and answer specific questions about the Taxi card and Blue Badge scheme.
- A consultation survey has been conducted in 2012 to review what impact the changes made to the Taxi card scheme last year have had on members. This survey sought feedback from older and disabled residents using the scheme. A total of 1120 surveys were sent out to members with an approximate 50% response rate.

- In 2011 the ATU application form was redesigned in line with feedback received from users in response to the transport EINA survey. The form is now simpler, with fewer questions and removes the need for residents to go to their GP for a counter signature. In addition the new form allows older and disabled residents to apply for more than one scheme using one form. This limits the amount of paper work they need to complete in order to access multiple accessible transport services.
- The mobility assessment process for applicants has been updated. This means that at renewal, users would bypass the need to attend another mobility assessment or resubmit information. This simplifies and speeds up the renewal process and is designed specifically with older and disabled residents in mind, whose situations are unlikely to change.
- The ATU's internal application processes have been redesigned over the past six months. This will allow us to make better use of the information we have available in relation to elderly and disabled clients. This includes making better use of our information to target resources appropriately to disabled and older people working more closely with social work and integrated care teams.
- Since 1st January 2012 a new Blue Badge issue process has been in place, which has removed the need for approved older and disabled residents to visit our office in Teddington in order to collect their badge. Instead badges are now issued directly to the badge holder's home address.
- From 1st January 2012 onwards any residents who are approved as a new applicant, or who are approved for a renewal badge will now receive a reminder letter when their badge is nearing expiry. The transport EINA survey identified that this was the main factor that residents felt would help clients renew their badge.
- The Housing Resettlement Team (HRT) provides practical and emotional support to vulnerable clients who are moving into permanent and temporary accommodation within the Borough which includes young people and those with physical and mental disabilities and learning difficulties.
- In 2011/2012 the HRT used new grant money to access essential furniture and items to allow individuals to live independently in the Borough. In HRT also made successful applications to charities that have provided clients with white goods (cooker/fridge) and financial assistance towards utility bills (gas and electric).
- Following a consultation conducted by The Resettlement Team with young service users, two new leaflets were produced in 2011 to explain assistance provided by the team and on healthy eating and budgeting.
- Clients supported by the Resettlement Team have gone on to sustain tenancies 12 months. In 2011 feedback forms from clients recorded a 94% satisfaction rate from clients happy with the help and support the team provided.

- The Residential team has successfully helped older people, residents with disabilities and parents with young children keep warm and healthy.
 - They have completed 40 cold buster grants (for central heating and insulation) for residents who are in receipt of means tested benefits, over 60 and on a low income, disabled and in receipt of certain benefits.
 - Secured an additional £30,000 'cold busters' grants (for central heating and insulation) to residents who are over 80 years or older and in receipt of benefits.
 - Secured £162k from the Department of Health in for the winter warmth scheme (a partnership with NHS Richmond, Age UK and is led by the Home Improvement Agency (HIA)). The scheme is targeted to residents aged 75 years or older and will include an energy efficiency audit of the home, health checklists and interventions (flu jabs), advice on winter warmth, falls and nutrition, installation of low cost energy measures and referrals to other agencies (handyperson, smoke alarms, carers centre etc.).
- In 2011/2012 we successfully completed 97 Disabled Facilities Grants to enable people to have adaptations to their homes enabling them to retain their independence. Customer satisfaction with DFGs is consistently high and currently 91% of grant applicants are satisfied with the service they received.
- The Housing Options Team (HOT) worked closely with Community Mental Health Teams to provide six units of accommodation for this client group in autumn 2011.
- HOT have also worked closely with Housing Allocations team to secure four units of permanent accommodation in the last 12 months for clients who were either disabled adults and/or households with disabled children. They went straight into permanent accommodation there by avoiding the need to be moved twice (first into temporary).
- The Housing Allocations Team has increased the quota allowance for young clients supported by the leaving care team from six to eight a year. In addition to this they have increased quota allowance Hestia Housing (supported housing for applicants with mental health issues) from five to eight.
- In August 2011 Queens Road Hostel (temporary accommodation for Homeless clients) organised a Jamaican Independence meal as part of Black History celebrations. The event was well supported by both residents and staff.
- Two support drop-in services were set up at the Uxbridge Road Hostel (temporary accommodation for Homeless Clients) in

2011. Norman Jackson centre has a support worker to provide advice and assistance to young mothers with children. Similarly a worker from Hampton Youth Service provides young people advice on sexual health.

- In February 2012 a training course “lowering language barriers” was organised through Chalmers & Byrne who have expertise in improving multi-cultural communication. Staff from Residential Services, the Home Improvement Agency and the Resettlement service attended.
- The Council invests in a Welfare Benefits Advice Service, provided by Richmond Aid and Age UK. The service helps people to complete financial assessments forms and to claim all the benefits that they are entitled to.
- The ACS Financial Assessments Team has set up a Charging Helpline, e-mail address and phone number to respond to people’s questions about contributions towards the cost of their care.
- The ACS Financial Assessments Team has developed an online tool which enables people to estimate what they would have to pay towards the cost of their adult social care package. This calculator is accessed through the “Quick Heart” portal through which information is presented in an easy to use and accessible interface with the Council website.
- Wheelchair adapted housing has been provided on general needs sites in the borough including Rowntree Close and Beckett’s Wharf and fully wheelchair adapted homes will continue to be provided in 2011/12.

- The Joint Strategic Needs Analysis has been refreshed for 2010 with a focus on resident population, general practitioner registered population, registered school population, risky behaviour for children and young people, day & night population and the older population to improve service planning.
- The focus of the Community Safety Partnership increased domestic violence support and has implemented a risk matrix for hate crime and anti-social behaviour.
- Tension Monitoring group meetings take place bi-monthly to monitor levels of tension relating to race, religion, travellers, Lesbian, Gay, Bisexual & Transgender community, young people and people with disabilities.
- All funded organisations produce year end monitoring reports which provide detailed statistics about their customers to enable us to ensure equal access to all services.
- We carried out 'pathways mapping' research to help understand the reasons for the over-representation of Black & Minority Ethnic households who present as homeless. This work provided evidence of the needs of the Black & Minority Ethnic community and contributes our Housing Strategy.
- We made a commitment to deliver training to front line staff on domestic violence and housing issues. Bespoke training has been provided to some of our partner Registered Social Landlord's and to frontline housing officers.
- All in One involved a postal survey being sent to every household in the borough (81,470 households), it provided an insight into residents' priorities for their local area (what is important and what needs to be improved). The fieldwork was carried out in November/December 2010 and analysis was carried out in early 2011. A total of 13,858 questionnaires were returned – 17% of households in the borough. The survey was followed up with nine village planning events were held across the borough. Over 1300 people attended the events where the results from the survey were fed back and they had an opportunity to discuss the main issues and potential solutions in their village with Elected Members, officers and partner organisations.

4. Eina schedule 2011-12

This tables sets out the Directorate's work on assessing equality issues in 2011/2012, those in progress or planned up to April 2012

Item No.	EINA TITLE	DESCRIPTION OF EINA	EINA LEAD ASSISTANTDIRECTOR	SERVICE	STATUS REPORT	SIGN OFF BY DEB
1	Changes to Adult Social Care 2011	Changes to Adult Social Care 2011 – New contributions policy, eligibility criteria and closure of Older People’s day centre	Jeremy DeSouza	Social Care	Complete	January 2011
2	Community Engagement Strategy	Community Engagement Strategy	Mandy Skinner	Corporate	Work in progress	Anticipated April 2012
3	Community Plan	Community Plan	Mandy Skinner	Corporate	Work in progress	Anticipated April 2012
4	Community Safety Partnership Plan	Community Safety Partnership Plan - incorporating Counter Terrorism Plan and Developing ASB arrangements	Mandy Skinner	Corporate	Complete	August 2011
5	Homelessness Review/Strategy	Homelessness Review/Strategy	Mandy Skinner	Housing	Work in progress	Anticipated April 2012
6	Impact of London Council’s Grant Scheme	Impact of London Council’s Grant Scheme	Mandy Skinner	Corporate	Work in progress	Anticipated April 2012
7	Infrastructure & Capacity Building services	Infrastructure & Capacity Building services	Mandy Skinner	Corporate	Work in progress	Anticipated April 2012
8	Quick Heart Information and Advice module	Quick Heart Information and Advice module	Derek Oliver	Social Care	Complete	January 2011
9	Review of ACS fees	Review of ACS fees and charges 2012/13	Jeremy DeSouza	Social Care	Complete	January 2012
10	Service provision for	Service provision for Ethnic Minority	Derek Oliver	Social	Complete	January

Item No.	EINA TITLE	DESCRIPTION OF EINA	EINA LEAD ASSISTANTDIRECTOR	SERVICE	STATUS REPORT	SIGN OFF BY DEB
	Ethnic Minority elders	elders		Care		2011
11	Strategic Tenancy Policy	Strategic Tenancy Policy	Mandy Skinner	Housing	Work in progress	Anticipated April 2012
12	Village Plans	Village Plans	Mandy Skinner	Corporate	Work in progress	Anticipated April 2012
13	Voluntary Sector Commissioning Framework	Voluntary Sector Commissioning Framework	Mandy Skinner	Corporate	Work in progress	Anticipated April 2012
14	Homecare	Commissioning of new Outcomes based Homecare service	Derek Oliver	Social Care	Work in progress	Anticipated April 2012

5. Schedule of Equality Impact Assessments for 2012-13

The work programme over the next 2 years (starting in the financial year 2012/13) was reviewed in January 2012 and a number of projects, contract reviews and service developments have been identified where an EINA will need to be considered.

Item No.	TITLE AND DESCRIPTION OF EINA	LEAD AD or Head of Service
1	Passenger Transport Procurement – Staffing	
2	Learning Disability Employment Service	
8	Procurement for the provision of residential services at Langdon Park	

Item No.	TITLE AND DESCRIPTION OF EINA	LEAD AD or Head of Service
16	Voluntary sector commissioning - Carers	Grahame Freeland Bright
17	Voluntary sector commissioning - Advocacy	
18	Voluntary sector commissioning - Practical home help and support	
19	Voluntary sector commissioning - Information and advice	
20	Voluntary sector commissioning - Health improvement	
21	Voluntary sector commissioning - Community capacity	
22	Voluntary sector commissioning - Community support	
23	Voluntary sector commissioning - Outreach	
24	Voluntary sector commissioning - Transport	
25	Development of a Pre-payment Card for people to purchase personalised care services	Gill Ford

6. Monitoring 2011/12

- 6.1. For Adult Social Care and Housing key objectives are monitored quarterly and presented to the Directorate Management Team and Health, Housing and Adult Social Care Overview and Scrutiny Committee. This includes some indicators that monitor equality strands.
- 6.2. Reports are submitted to the Community Safety Partnership. The following report is a mid year review.(November 2011)
of the Community Safety Partnership Plan 2011 – 14

7.

ACS Equality Objectives for 2012/13				
	The Equality Objective	Activity stream	Measures /Performance Indicators	Targets for 2012/13
1	Ensure an EINA process is undertaken as part of the Commissioning cycle thereby informing service specifications in Procurement processes in all areas assessed as relevant to the public sector equality duty	EINA schedule to include all commissioning projects and programmes	1. Percentage of commissioning programmes and projects with a scheduled EINA – Monitored quarterly 2. At the end of year, percentage of scheduled programmes and projects with an EINA that is underway or completed.	100% 95%
2	Increase participation of under-represented groups in engagement and consultation activities	Gather information on consultations/who consulted by equality strands	Develop indicators using the Consultation finder, to be ready by end of Q1 12/13.	Indicators in place by Q2 12/13
3	Ensure the community care assessment (known as the self directed support assessment) and the support plan take into account all relevant equality characteristics of service users so that the micro commissioning of social care services is appropriate	All relevant equality characteristics assessed during the SDS assessment and included in support plan, assessment and any commissioning documents.	Percentage of service users meeting their outcomes by each relevant equalities strand. – Monitored 6 monthly Analysis of the data to identify if there is a difference in outcomes met for each equality strand compared to overall result	5% diff between outcomes met by equality strand compared to overall result
4	Raise the profile of Older People and Adults with a Disability. Utilise their talents and ensure they are involved in the planning and quality assuring of services.	Richmond Plus initiative for older people. Client Group Partnership Boards Quality assurance	Percentage satisfaction rate of older people and adults with a disability with Council services	60%

5	To ensure fairness in discharging housing applicants into both the private and housing association sectors.	Monitor the protected characteristics of those applicants where we have discharged the main homelessness duty to either the PRS (Private Rental Sector) or to a Housing Association	Percentage of homeless people housed in private rental or housing association by equality strand. – Monitored quarterly	Reduce the number of 16 to 17 year olds accepted as homeless by 10%
6	Strengthen support to victims of domestic abuse through take up of the Independent Domestic Violence Advisors Service (IDVA)	Implement new IDVA service and monitor its effectiveness	Percentage of service users who feel that the service has provided effective support	55%
7	The Safeguarding Adult Partnership Board will involve service users/carers to improve adult safeguarding practice and monitor progress through the development of a feedback process.	Process for gathering feedback process for service users and carers implemented	1. Number of people who have a follow up contact to review their experience of the safeguarding process. 2. Percentage of cases where the Adult at Risk and/or their representative provide service user feedback	No target Indicators to be in place by Q2 12/13
8	Improve perceptions of fairness, equality and respect amongst disabled staff.	1)Work with disabled staff to identify what support is required through change, 2)Train and support managers based on the findings 3)Carry out a pulse survey to measure changes in perceptions	Reduce the gap in perceptions of fairness and respect between non disabled staff and disabled staff within ACS (identified in Staff Survey Nov 2011)	Significant reduction in differential

The above table will be updated as and when necessary.

8. Information Sources

The following is a list of key information sources that are useful when carrying out equalities analysis within Adult Community Services. Either the whole document or just part of it is relevant. This section will be kept under review and updated as our Equalities information is reviewed, but for now is presented as evidence of recent work undertaken.

Performance area	Information or report (description)	Date of report or information	Actual information or report
Performance data	Safeguarding Adults Partnership Board Annual Report 2010/11	September 2011	Documents that remain for historical reference may have links that no longer work.
	Self Directed Support Bulletin	May 2011	Documents that remain for historical reference may have links that no longer work.
Consultations/ surveys	All in One	Dec 2010	Documents that remain for historical reference may have links that no longer work.
	Adult Social Care Survey (around changes to Adult Social Care)	October 2010	Documents that remain for historical reference may have links that no longer work.
	Resettlement consultation	2011	Documents that remain for historical reference may have links that no longer work.
Needs Analysis	Older People JSNA Pages 4 - 17	Data from 2001 - 2009	Documents that remain for historical reference may have links that no longer work.

Performance area	Information or report (description)	Date of report or information	Actual information or report
	BME housing strategy evidence base.	2009	Documents that remain for historical reference may have links that no longer work.
National data	National Adult Social Care Intelligence Service <ul style="list-style-type: none"> • Older People's services • Safeguarding 	2010-11	Documents that remain for historical reference may have links that no longer work.
Strategies and policies	Housing Strategy	2009	Documents that remain for historical reference may have links that no longer work.
EINA's	Accessible Transport EINA and ATU EINA surveys	2010	Documents that remain for historical reference may have links that no longer work.
	Community Safety Partnership EINA	2011	Documents that remain for historical reference may have links that no longer work.
	Corporate Complaints	2009	Documents that remain for historical reference may have links that no longer work.
	Young People's Housing Strategy	2008-12	Documents that remain for historical reference may have links that no longer work.