

Equality & Human Rights Impact Assessment (EHRIA)

This Equality and Human Rights Impact Assessment (EHRIA) will enable you to assess the **new, proposed or significantly changed** policy/ practice/ procedure/ function/ service** for equality and human rights implications.

Undertaking this assessment will help you to identify whether or not this policy/ practice/ procedure/ function/ service** may have an adverse impact on a particular community or group of people. It will ultimately ensure that as an Authority we do not discriminate and we are able to promote equality, diversity and human rights.

Before completing this form please refer to the EHRIA [guidance](#), for further information about undertaking and completing the assessment. For further advice and guidance, please contact your [Departmental Equalities Group](#) or equality@leics.gov.uk

***Please note: The term 'policy' will be used throughout this assessment as shorthand for policy, practice, procedure, function or service.*

Key Details	
Name of policy being assessed:	Engagement Contract decommissioning
Department and section:	Non Regulated compliance, Adults & Communities
Name of lead officer/ job title and others completing this assessment:	Compliance Officer - Teresa Ryan
Contact telephone numbers:	0116 3053310
Name of officer/s responsible for implementing this policy:	Teresa Ryan
Date EHRIA assessment started:	13 th February 2015
Date EHRIA assessment completed:	15 th May 2015

Section 1: Defining the policy

Section 1: Defining the policy

You should begin this assessment by defining and outlining the scope of this policy. You should consider the impact or likely impact of the policy in relation to all areas of equality, diversity and human rights, as outlined in Leicestershire County Council's Equality Strategy.

1 What is new or changed in this policy? *What has changed and why?*

Background

A strategic review of voluntary services in 2010-11 highlighted that support for engagement has not been equitable across the range of people who are vulnerable or have a disability. There have been various routes to access to engagement and no common quality standards. An Engagement Framework was created with the aim of addressing these inequalities and inconsistencies to ensure a fairer service for all social care customers, and encourage a culture where engagement is at the centre of service planning, design and monitoring. An Equalities Impact Assessment was completed in June 2011, and the Equalities Improvement Plan was reviewed by the Adults & Communities Departmental Equalities Group on 14/08/12 (see Appendix 1). This reinforced the requirement to collect robust monitoring data, particularly for religious belief and sexual orientation, which had previously been weak. It also stressed the need for the service to accommodate the county's diverse groups

A contract was awarded to deliver an engagement service that was intended to support the delivery of engagement for the Adults and Communities Department. An intensive transition took place as part of the service implementation to ensure that interest in engagement was not reduced and that interested parties continued to be supported in their involvement. The main focus of the service was to co-ordinate a range of engagement activities including developing systems for 'seldom heard' groups to ensure engagement is representative, links with seldom heard groups and joint working with other engagement groups, with clear outcomes.

The intention of the Engagement Framework is to deliver an effective and co-ordinated approach to community engagement for the benefit of customers of the Adults and Communities Department and the wider community, regardless of age, illness, disability, frailty, personal/physical capacity or any other circumstances.

The Agreement began on 1st July 2012 and will end on 30th June 2015 (with the provision to extend for a period of 2 further years) The current provider has expressed a wish to terminate the contract in line with current contract timescales therefore an extension within the current contract is not feasible.

A report was approved by DMT on 11 March 2015 which requested agreement for the current contract to end in line with current contractual agreements and engagement to be delivered using alternative mechanisms.

It was also agreed by DMT at the meeting on 11 March 2015 for the delivery of an in-house Engagement service. This would involve a dedicated part time resource to support the Departments engagement requirements. Current underspend in the

	<p>Strategic Planning and Commissioning section would adequately cover the costs of a part time engagement officer. The post would be responsible for planning engagement activity, providing guidance relating to appropriate approaches, and encouraging participation through the promotion engagement opportunities and maintenance of a database of potential participants. Business support on an ad hoc basis would be required to support the activity and a small allocation for expenditure, including room hire, refreshments and travel costs for participants would be identified.</p> <p>The practical delivery of the existing contract has not been able to demonstrate significant value in being independent and has not offered expertise or guidance to LCC Officers in terms of engagement methodology. Participants have been willing to have direct contact with lead officers during consultation processes and CIP staff have not acted as facilitators therefore it was felt that an in-house service would be a more feasible, cost effective solution ensuring engagement across the department is continually supported and developed, supported by the knowledge and experience of the Strategic Planning Team.</p> <p>The current provider holds a database of interested users who are contacted when opportunities for engagement, participation and co-production are identified by the Department, and asked for their voluntary participation. To ensure continuity of this arrangement the Strategic Planning and Commissioning Team will take the responsibility of being the database owners following data protection procedures, as part of the decommissioning plan. The ongoing maintenance of the database will be an admin function ensuring regular data cleansing takes place and members registered on the database will be contacted as appropriate for areas of engagement.</p>
2	<p>Does this relate to any other policy within your department, the Council or with other partner organisations? <i>If yes, please reference the relevant policy or EHRIA. If unknown, further investigation may be required.</i></p> <p>In light of the significant MTFS target set for all Voluntary sector and Housing Related Support budgets, continuation of investment at current levels £90,000 will impact on the delivery of the £3.5 million target set by the MTFS. As a result of this a smaller amount of funding (approximately £45,000) to re-commission a Voluntary Sector service would need to be identified possibly from alternative funding. The lower value of the contract would be expected to attract a limited number of providers and require close monitoring to ensure delivery. The level of resources required to procure, support and monitor such a small value service would not be considered a cost effective approach.</p> <p>The cost of delivering the service in- house would be significantly lower than the current contract. The costs would include salary costs for a part time engagement officer and a small expenditure for expenses when facilitating events and therefore would support the MTFS targets.</p> <p>Whilst responsibility for the In-House delivery of engagement would sit within the Strategic Planning and Commissioning Team discussions have taken place with The Leicestershire County Council Engagement, Representation and Equalities Challenge Service (LCC ERECS) to determine overlaps of a recently procured Engagement Service commissioned by the Chief Executives Department. Whilst the requirements of our current framework are considerably more involved there is scope within the ERECS contract to deliver around specific activities. This contract would be performance managed around specific activities along with general activity therefore outcomes and equality could still be monitored.</p>

3

Who are the people/ groups (target groups) affected and what is the intended change or outcome for them?

The Engagement Framework is in place to deliver an effective and co-ordinated approach to community engagement for the benefit of customers of the Adults and Communities Department and the wider community, regardless of age, illness, disability, frailty, personal/physical capacity or any other circumstances.

The current provider holds a database of interested users who are contacted when opportunities for engagement, participation and co-production are identified by the Department, and asked for their voluntary participation .Recent analysis of quarterly performance monitoring submissions between April 2013 and April 2014 shows that at the end of April 2014 there were 846 clients on the database, a breakdown of the client data is as follows:

TOTAL CLIENTS ON DATABASE - 846			
		Number of clients	Percentage
Age	18-65	298	35%
	65+	386	46%
	Not known	162	19%
Ethnic Breakdown	White	458	54%
	Mixed	6	0.4%
	Asian	191	23%
	Black	8	0.5%
	Chinese	1	0.1%
	Not known	182	22%
Religion	Christian	235	28%
	Buddhist	3	0.5%
	Hindu	168	20%
	Jewish	1	0.2%
	Muslim	2	0.3%
	Sikh	10	2%
	Not known	402	49%
Sexual Orientation	Bi-Sexual	3	0.4%
	Gay	6	0.6%
	Heterosexual	456	54%
	Lesbian	12	1.1%
	Not known	402	49%
Disability	Learning Disabilities	27	3.2%
	Mental Health	20	2.3%
	Physical Disabilities	30	3.5%
	Sensory Disabilities	22	2.6%
	Not Known	393	46%

Standard contract monitoring has shown involvement in designing the approach to engagement has been limited. There is also limited activity taken place under the contract to promote involvement of seldom heard groups and this is demonstrated by the database not changing in terms of numbers of people and demographic breakdown over the last year of the contract (33 people added in 12 month period but increase occurred in the one quarter only).

	<p>As mentioned above it is proposed that an in-house service will take on responsibility of delivering engagement support. This in-house service would form part of Strategic Planning and Commissioning department who would be responsible for planning engagement activity, providing guidance relating to appropriate approaches, and encouraging participation through the promotion engagement opportunities and maintenance of a database of potential participants. An in-house service would be provided by one part time officer using business support on an ad hoc basis for administration support and only requiring small allocation of funding for expenditure; including room hire, refreshments and travel costs for participants therefore the cost for provided in-house engagement service would be significantly lower than the current contract value.</p> <p>Recent scoping has also taken place with The Leicestershire County Council Engagement, Representation and Equalities Challenge Service (LCC ERECS) to determine overlaps of a recently procured Engagement Service commissioned by the Chief Executives Department. Whilst the requirements of our current framework are considerably more involved there is scope within the ERECS contract to deliver around specific activities. This contract would be performance managed around specific activities along with general activity therefore outcomes and equality could still be monitored.</p>																	
4	<p>Will this policy meet the Equality Act 2010 requirements to have due regard to the need to meet any of the following aspects? (Please tick and explain how)</p> <table border="1"> <thead> <tr> <th></th><th>Yes</th><th>No</th><th>How?</th></tr> </thead> <tbody> <tr> <td>Eliminate unlawful discrimination, harassment and victimization</td><td>✓</td><td></td><td>One of the primary purposes of Engagement activity is to combat possible imbalances in service provision between protected groups.</td></tr> <tr> <td>Advance equality of opportunity between different groups</td><td>✓</td><td></td><td rowspan="2">Strategic Planning & Commissioning will have a post in place responsible for planning engagement activity, providing guidance relating to appropriate approaches, and encouraging participation through the promotion engagement opportunities and maintenance of a database of potential participants.</td></tr> <tr> <td>Foster good relations between different groups</td><td>✓</td><td></td></tr> </tbody> </table>				Yes	No	How?	Eliminate unlawful discrimination, harassment and victimization	✓		One of the primary purposes of Engagement activity is to combat possible imbalances in service provision between protected groups.	Advance equality of opportunity between different groups	✓		Strategic Planning & Commissioning will have a post in place responsible for planning engagement activity, providing guidance relating to appropriate approaches, and encouraging participation through the promotion engagement opportunities and maintenance of a database of potential participants.	Foster good relations between different groups	✓	
	Yes	No	How?															
Eliminate unlawful discrimination, harassment and victimization	✓		One of the primary purposes of Engagement activity is to combat possible imbalances in service provision between protected groups.															
Advance equality of opportunity between different groups	✓		Strategic Planning & Commissioning will have a post in place responsible for planning engagement activity, providing guidance relating to appropriate approaches, and encouraging participation through the promotion engagement opportunities and maintenance of a database of potential participants.															
Foster good relations between different groups	✓																	

Section 2: Equality and Human Rights Impact Assessment (EHRIA) Screening

Section 2: Equality and Human Rights Impact Assessment Screening

The purpose of this section of the assessment is to help you decide if a full EHRIA is required.

If you have already identified that a full EHRIA is needed for this policy/ practice/ procedure/ function/ service, either via service planning processes or other means, then please go straight to [Section 3](#) on Page 7 of this document.

Section 2			
A: Research and Consultation			
5.	Have the target groups been consulted about the following?	Yes	No*
	a) their current needs and aspirations and what is important to them;		✓
	b) any potential impact of this change on them (positive and negative, intended and unintended);		✓
	c) potential barriers they may face		✓
6.	If the target groups have not been consulted directly, have representatives been consulted or research explored (e.g. Equality Mapping)?	✓	
7.	Have other stakeholder groups/ secondary groups (e.g. carers of service users) been explored in terms of potential unintended impacts?	✓	
8.	<p>*If you answered 'no' to the question above, please use the space below to outline what consultation you are planning to undertake, or why you do not consider it to be necessary.</p> <p>The current provider has expressed their wish for the contract to terminate in line with the current end date and is fully committed to implementing a seamless transition into the in-house service. An extensive decommissioning plan will be in place to mitigate any unidentified risks and ensure an effective, agreed exit plan is used and any data protection issues are addressed accordingly. For these reasons it has been decided that there would be no value in consultation.</p>		

Section 2			
B: Monitoring Impact			
9.	Are there systems set up to:	Yes	No
	a) monitor impact (positive and negative, intended and unintended) for different groups;	✓	
	b) enable open feedback and suggestions from different communities	✓	
<p>Note: If no to Question 8, you will need to ensure that monitoring systems are established to check for impact on the protected characteristics.</p>			
Section 2			
C: Potential Impact			
10.	Use the table below to specify if any individuals or community groups who identify with any of the ‘protected characteristics’ may <u>potentially</u> be affected by this policy and describe any positive and negative impacts, including any barriers.		
		Yes	No

Age	✓		<p>A breakdown by age of the clients registered on the engagement database shows:</p> <table><tr><td colspan="2"></td><td>Number of clients</td><td>Percentage</td></tr><tr><td rowspan="3">Age</td><td>18-65</td><td>298</td><td>35%</td></tr><tr><td>65+</td><td>386</td><td>46%</td></tr><tr><td>Not known</td><td>162</td><td>19%</td></tr></table> <p>The data in this table shows that the higher percentages of clients are over 65. This is consistent with the profile of users of Adult Social Care Services.</p>			Number of clients	Percentage	Age	18-65	298	35%	65+	386	46%	Not known	162	19%
		Number of clients	Percentage														
Age	18-65	298	35%														
	65+	386	46%														
	Not known	162	19%														
Disability	✓		<p>A breakdown by disability of the clients registered on the engagement database shows:</p> <table><tr><td rowspan="5">Disability</td><td>Learning Disabilities</td><td>27</td></tr><tr><td>Mental Health</td><td>20</td></tr><tr><td>Physical Disabilities</td><td>30</td></tr><tr><td>Sensory Disabilities</td><td>22</td></tr><tr><td>Not Known</td><td>393</td></tr></table> <p>The data in this table shows a good spread across different disability groups however there is a significant shortfall in the data collection. Moving forward it is essential that data is captured for every individual to ensure service delivery is representative. Feedback from the current service has sometimes highlighted shortcomings within the accessibility for clients with disabilities – it is paramount that this is considered in the future and consideration is given when arranging engagement events i.e. easy read materials, appropriate access when booking venues.</p>	Disability	Learning Disabilities	27	Mental Health	20	Physical Disabilities	30	Sensory Disabilities	22	Not Known	393			
Disability	Learning Disabilities	27															
	Mental Health	20															
	Physical Disabilities	30															
	Sensory Disabilities	22															
	Not Known	393															
Gender Reassignment		✓	Gender Reassignment is not part of the client record data submitted therefore unable to give an analysis based on clients who are accessing the service.														
Marriage and Civil Partnership		✓	Marriage and Civil Partnership is not part of the client record data submitted therefore unable to give an analysis based on clients who are accessing the service.														
Pregnancy and Maternity		✓	Pregnancy and Maternity is not part of the client record data submitted														

				therefore unable to give an analysis based on clients who are accessing the service.															
	Race	✓		<p>A breakdown by the Ethnicity of the clients registered on the engagement database shows:</p> <table><tr><td rowspan="6">Ethnic Breakdown</td><td>White</td><td>458</td></tr><tr><td>Mixed</td><td>6</td></tr><tr><td>Asian</td><td>191</td></tr><tr><td>Black</td><td>8</td></tr><tr><td>Chinese</td><td>1</td></tr><tr><td>Not known</td><td>182</td></tr></table> <p>The data in this table shows a good level of engagement amongst White and Asian clients however there is a significant shortfall in the data collection. Moving forward it is essential that data is captured for every individual to ensure service delivery is representative. Research should be undertaken</p>	Ethnic Breakdown	White	458	Mixed	6	Asian	191	Black	8	Chinese	1	Not known	182		
Ethnic Breakdown	White	458																	
	Mixed	6																	
	Asian	191																	
	Black	8																	
	Chinese	1																	
	Not known	182																	
	Religion or Belief	✓		<p>A breakdown by Religion or Belief of the clients registered on the engagement database shows:</p> <table><tr><td rowspan="7">Religion</td><td>Christian</td><td>235</td></tr><tr><td>Buddhist</td><td>3</td></tr><tr><td>Hindu</td><td>168</td></tr><tr><td>Jewish</td><td>1</td></tr><tr><td>Muslim</td><td>2</td></tr><tr><td>Sikh</td><td>10</td></tr><tr><td>Not known</td><td>402</td></tr></table> <p>The data shows a good level of engagement within the Hindu and Christian communities however there is a significant shortfall in the data collection. Moving forward it is essential that data is captured for every individual to ensure service delivery is representative.</p>	Religion	Christian	235	Buddhist	3	Hindu	168	Jewish	1	Muslim	2	Sikh	10	Not known	402
Religion	Christian	235																	
	Buddhist	3																	
	Hindu	168																	
	Jewish	1																	
	Muslim	2																	
	Sikh	10																	
	Not known	402																	
	Sex	✓		<p>A breakdown by the Sex of the clients registered on the engagement database shows:</p> <table><tr><td rowspan="2">Sex</td><td>Male</td><td>288</td><td>34%</td></tr><tr><td>Female</td><td>558</td><td>66%</td></tr></table> <p>The data in this table shows a higher percentage of females participating</p>	Sex	Male	288	34%	Female	558	66%								
Sex	Male	288	34%																
	Female	558	66%																

				within the engagement activities. From service user data recorded in the JSNA 2012, a disparity of this magnitude would be anticipated. This data shows that females make up 66% of Adult Social Care service users over the age of 65 and 53% in the 18-64 age group.											
	Sexual Orientation	✓		<p>A breakdown by Sexual Orientation of the clients registered on the engagement database shows:</p> <table border="1"> <tr> <td rowspan="5">Sexual Orientation</td> <td>Bi-Sexual</td> <td>3</td> </tr> <tr> <td>Gay</td> <td>6</td> </tr> <tr> <td>Heterosexual</td> <td>456</td> </tr> <tr> <td>Lesbian</td> <td>12</td> </tr> <tr> <td>Not known</td> <td>402</td> </tr> </table> <p>The data in this table shows that is primarily heterosexual clients participating in engagement however there is a significant shortfall in the data collection. Moving forward it is essential that data is captured for every individual to ensure service delivery is representative.</p>	Sexual Orientation	Bi-Sexual	3	Gay	6	Heterosexual	456	Lesbian	12	Not known	402
Sexual Orientation	Bi-Sexual	3													
	Gay	6													
	Heterosexual	456													
	Lesbian	12													
	Not known	402													
	Other groups e.g. rural isolation, deprivation, health inequality, carers, asylum seeker and refugee communities, looked after children, deprived or disadvantaged communities	✓		It is imperative that engagement representative and connects with seldom reached groups. The Strategic Planning and Commissioning team will use their expertise to investigate and ensure that engagement participation is offered community wide.											
	Community Cohesion	✓													
11.	<p>Are the human rights of individuals <u>potentially</u> affected by this proposal? Could there be an impact on human rights for any of the protected characteristics? (Please tick)</p> <p>Explain why you consider that any particular article in the Human Rights Act may apply to your policy/ practice/ function or procedure and how the human rights of individuals are likely to be affected below: [NB. Include positive and negative impacts as well as barriers in benefiting from the above proposal]</p> <table border="1"> <tr> <td></td> <td>Yes</td> <td>No</td> <td>Comments</td> </tr> </table> <p>Part 1: The Convention- Rights and Freedoms</p>					Yes	No	Comments							
	Yes	No	Comments												

Article 2: Right to life		✓	
Article 3: Right not to be tortured or treated in an inhuman or degrading way	✓		Article 3 is almost always engaged in delivery of social care services. It underpins the standards that service users are entitled to expect. Although it relates more closely to personal care services like Home Care, it is relevant in any scenario where people should be treated with dignity & respect.
Article 4: Right not to be subjected to slavery/ forced labour		✓	
Article 5: Right to liberty and security		✓	
Article 6: Right to a fair trial		✓	
Article 7: No punishment without law		✓	
Article 8: Right to respect for private and family life	✓		The object of Engagement is to ensure that people receive the personal services to which they are entitled, and in this way we promote their Article 8 rights.
Article 9: Right to freedom of thought, conscience and religion		✓	
Article 10: Right to freedom of expression		✓	
Article 11: Right to freedom of assembly and association		✓	
Article 12: Right to marry		✓	
Article 14: Right not to be discriminated against		✓	
Part 2: The First Protocol			
Article 1: Protection of property/ peaceful enjoyment		✓	
Article 2: Right to education		✓	

	Article 3: Right to free elections		✓	
Section 2				
D: Decision				
12.	Is there evidence or any other reason to suggest that:	Yes	No	Unknown
	a) this policy could have a different affect or adverse impact on any section of the community;		✓	
	b) any section of the community may face barriers in benefiting from the proposal		✓	
13.	Based on the answers to the questions above, what is the likely impact of this policy Investigations conclude that as an alternative engagement provision will be in place with wider expertise and complex decommissioning plans are in place any risks to service users are mitigated.			
	No Impact <input type="checkbox"/>	Positive Impact <input type="checkbox"/>	Neutral Impact <input checked="" type="checkbox"/>	Negative Impact or Impact Unknown <input type="checkbox"/>
Note: If the decision is 'Negative Impact' or 'Impact Not Known' an EHRIA Report is required.				
14.	Is an EHRIA report required?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	

Section 2: Completion of EHRIA Screening

Upon completion of the screening section of this assessment, you should have identified whether an EHRIA Report is required for further investigation of the impacts of this policy.

Option 1: If you identified that an EHRIA Report is required, continue to [Section 3](#) on Page 7 of this document to complete.

Option 2: If there are no equality, diversity or human rights impacts identified and an EHRIA report is not required, continue to [Section 4](#) on Page 14 of this document to complete.

Section 4: Sign off and scrutiny

Upon completion, the Lead Officer completing this assessment is required to sign the document in the section below.

It is required that this Equality and Human Rights Impact Assessment (EHRIA) is scrutinised by your [Departmental Equalities Group](#) and signed off by the Chair of the Group.

Once scrutiny and sign off has taken place, a depersonalised version of this EHRIA should be published on Leicestershire County Council's website.

Section 4

A: Sign Off and Scrutiny

Confirm, as appropriate, which elements of the EHRIA have been completed and are required for sign off and scrutiny.

Equality and Human Rights Assessment Screening ☒

Equality and Human Rights Assessment Report ☐

1st Authorised Signature (EHRIA Lead Officer):

Date:

2nd Authorised Signature (DEG Chair): ...



Date: ...26/05/15.....