

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:.....LCPT – Information and Advice Project

Department and section:Commissioning Business Unit

Name of lead officer/ job title and others

completing this assessment:Amanda Price, Commissioning Business Manager
.....Amisha Chauhan, Strategic Planning Officer

Contact telephone numbers:0116 3057364
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Name of officer/s responsible for
implementing this policy:Strategic Planning Officer

Date EHRIA assessment started:.....3rd April 2017

Date EHRIA assessment completed:16th June 2017

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?

The Advice service is currently delivered by Leicestershire Community Project Trust (LCPT). The contract commenced on 1 April 2014 for an initial period of three years, with an option for the contract to be extended for a further two years in yearly intervals.

An EHRIA was completed in July 2016 this was initially to scope out various options for the future delivery of information and Advice. Further work was required at this stage to review and explore the options and determine associated risks.

During the review process LCPT have advised the department that it is their intention to dissolve the organisation as it is no longer financially sustainable. It is planned that the current service will cease in line with the contract extension end date – 30th September 2017.

The service supports adults (18+) in Leicestershire who need support to find information, identify and understand options, make informed choices and decisions, and access appropriate sources of opportunities and community and specialist support, and who are ordinarily resident in Leicestershire.

The aim is to engage people not currently engaged with Council services because they fall below eligibility thresholds or who are self-funders.

The service is provided by phone, which is the most popular connection route. The service also accepts email's and conducts face to face sessions when promoting the service in the community.

The service supports adults of working age (18+) and the carers of those people and retired people and the carers of those people.

This includes, but is not restricted to:

- vulnerable people
- disabled people
- older people
- people from diverse communities
- geographically isolated people
- people living in priority neighbourhoods

The service offer's guidance and direction on a particular course of action which needs to be undertaken in order to realise a need, access a service or realise individual entitlements. It should explain relevant options, consequences and limitations applicable to the particular circumstances of each client; and support the client to choose a course of action.

The Service Provider is expected to provide and coordinate advice services which involve:

- diagnosing clients' problems
- giving information and explaining options
- identifying further action the client can take

Objectives of the service

- The Advice service will support people to make informed choices and to exercise their rights
- The Advice service will support people to help themselves
- The Advice service will support people to take advantage of services and activities which will best help them to meet their aspirations to stay independent, keep safe and well, and contribute to their community.
- The Advice service will promote independence and help people to maintain or improve their quality of life and prevent them from needing increasing levels of support

Annual contracted hours of service delivery are as follows;

- Advice Service for adults (aged 18+) of working age, and/or the carers of those people circa 4000 hours
- Advice Service for adults of retirement age, and/or the carers of those people circa 6000 hours

The service is available Monday to Friday 8am to 6pm, excluding bank holidays.

Extensive work was carried out in 2015 to review the Advice service which identified key areas of required improvement, particularly in relation to the number of referrals being received by the service, resulting in low levels of activity.

Following this work, since May 2015 the Advice service has been aligned to the Customer Service Centre (CSC) to maximise use of the service. This resulted in a number of contacts that would have originally been referred through to First Contact, to be dealt with by the service.

The table below illustrates that a total of 3,204 individuals contacted the advice service between 1 April 2016 to 31 March 2017, 882 of whom were transferred from the Customer Service Centre.

2016/17 Number of new referrals by source	Retirement				Working Age				Total
	Apr - Jun 16	July - Sept 2016	Oct - Dec 16	Jan - Mar 17	Apr - Jun 16	July - Sept 2016	Oct - Dec 16	Jan - Mar 17	
A&C Staff referrals	15	2	2	2	33	10	4	6	68
Customer Service Centre	148	170	55	74	223	146	66	74	882
Health Team referrals	4	10	7	8	19	18	16	8	82
Voluntary Organisation	7	19	14	30	17	30	17	15	134
Self	110	219	280	195	229	374	427	303	1834
Friend/Carer	10	42	38	61	11	1	8	12	171
Other Agency	2	0	2	4	6	1	2	2	17
Other/Unknown	5	0	4	0	7	0	0	0	16
									3,204

Costs

The annual funding for the service is £200,000; working age 18-65 (£80,000) and older retirement age adults (£120,000).

A review of the current service provision by the Adults and Communities Department was carried out during 2016/17, which examined costs, effectiveness, throughput and strategic relevance. Evidence shows that the service is not value for money, due to the lack of referrals.

The table below details the cost of each referral year on year by work area;

Referrals (actual callers)	No of referrals	Cost per referral
Working age service in:		
2015/16	1,520	£52.63
2016/17	2,085	£38.37
Retirement age service in:		
2015/16	955	£125.65
2016/17	1,539	£77.97

Standard Contract Monitoring procedures have taken place since the review and contract monitoring submissions have shown that the provider has seen an increase in the number of referrals year on year; however this is predominantly due to call transfers from the customer service centre since May 2015. It should be noted that the CSC have not noticed a reduction in calls since the introduction of the service.

The Care Act 2014

The Care Act 2014 requires local authorities to offer information about how local care and support system works, and how people can access services and the types of care and support are available.

In April 2015, the first phase of the Care Act 2014 was implemented. The Care Act introduces new responsibilities for the co-ordination and provision of information and advice by the Local Authority, for the whole population, not just people who have social care needs. The Act clearly sets out that they must provide information on:

- what types of care and support are available - e.g. specialised dementia care, befriending services, reablement, personal assistance, residential care etc.;
- the range of care and support services available to local people, i.e. what local providers offer certain types of services;
- what process local people need to use to get care and support that is available;
- where local people can find independent financial advice about care and support and help them to access it;
- how people can raise concerns about the safety or wellbeing of someone who has care and support needs.

LCC Advice and Information

Corporate Advice and Information

During the departments review of the service during 2016, Peopletoo (an external consultancy) were commissioned to conduct a review of the council's early help and prevention offer, which had a particular focus on People based services commissioned or delivered by Public Health, Children and Family services and Adults and Communities. The report recommended the ending of the contract with LCPT as a provider of Information and Advice in light of other available services which were creating duplication.

Following on from this review the Leicestershire County Council through the Customer Experience Group are reviewing the current Advice and Information offer and the future approach.

The Department currently offers other Advice and Information services such as;

First Contact Plus

The scheme offers an online tool which helps adults to find information about a range of services all in one place. The initiative allows people who require help with one or a number of issues to access a catalogue of information, advice, help and support such as; housing, health, living independently, money advice, work, security etc.

Local Area Coordinator

Local Area Coordinators work in partnership with individuals, families and local communities to support them to access community resources and build capacity within communities. Thus performing a key role in providing Information and Advice.

Customer Service Centre

The Customer Service Centre (CSC) is the point of contact for all queries and referrals to Adult Social Care in Leicestershire providing a single point of access for the county. The role of the CSC is critical not only for providing advice, but also to help people identify what other sources of information/ support is available locally without the need for social care intervention.

Customer Portal

In addition to the above, the Departmental Transformation Delivery Board in April 2017 agreed for a Customer Portal to be developed and implemented over the next 12 months. This portal will cater not only users of social care but also citizens of Leicestershire individual information needs.

Service user and Carer surveys

The results of the last carers survey (2016/17) showed that 63.5% of respondents in the last 12 months, found it either very easy or fairly easy to find information and advice about support, services or benefits. And 86% people saying that they felt that the information and advice received was either quite helpful or very helpful. And within the last Adult Social Care service user survey.

The ASCOF performance results in 2016 showed that 67% of people who use services said they found it extremely or very easy to find information about services, which is below the national average (74%) and whilst a reduction from the Leicestershire position in the previous year (74%) it is in line with two years ago (68%).

The department undertook a targeted engagement exercise during April 2017, with the aim of further identifying needs, expectations, perceptions and attitudes, provide feedback on any potential developments and evaluate proposed actions in relation to the Councils/Departments current and future direction. A total of 23 people took part in this exercise. Results indicate that the majority of respondents have chosen (35%) and would continue to (74%) use the LCC web and the CSC for their information and advice needs.

2.

Does this relate to any other policy within your department, the Council or with other partner organisations? *If yes, please reference the relevant policy or EHRIA. If unknown, further investigation may be required.*

The need for this review came from several sources. The contract has an impending end date, there are several developments across the council in regards to our information and advice offer, including how we ensure our digital offer is suitable for customers and can contribute towards cost savings, and ongoing budget cuts.

The Adult Social Care Strategy 2016 - 2020 has been prepared to outline the vision and strategic direction of social care support for the next 4 years. The life of the strategy has been determined by matching to the life of the current Medium Term Financial Strategy (MTFS), in order for us to meet our financial targets and implement our new approach to adult social care.

Our information and advice offer connects and is integral to our new model of social care outlined in the ASC Strategy. It's designed to ensure that people can get the right level and type of support, at the right time to help prevent, delay or reduce the need for ongoing support, and maximise people's independence.

3.

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

The potential closure of the service is relevant to people living in Leicestershire who require information and advice about our adult social care services, who are not currently engaged with Council services because they fall below eligibility thresholds or who are self-funders (this is who the service is currently for).

These people are primarily

- working age adults
- retired
- vulnerable people
- disabled people
- older people
- people from diverse communities
- geographically isolated people
- people living in priority neighbourhoods

The current service contract does not require any case management and therefore there is minimal risk to individuals. Future need can be supported via In house services including Customer Service Centre, First Contact Plus and Local Area Coordinators as detailed in section 1.

4.

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)**

	Yes	No	How?
Eliminate unlawful discrimination, harassment and victimisation	X		The review of LCC's commissioned Advice and Information service has allowed for the identification of any particular groups who may be adversely or disproportionately affected by any changes to be identified, and as such establish what mitigating actions are required to enable them to access other support and services if necessary.
Advance equality of opportunity between different groups	X		Any changes take into account the specific characteristics of the group likely to be affected and understand the alternative support mechanisms and how to ensure service users can continue to access similar support available to them.
Foster good relations between different groups		X	As above.

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

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;	X	
b) any potential impact of this change on them (positive and negative, intended and unintended);		X
c) potential barriers they may face		X

6.

If the target groups have not been consulted directly, have representatives been consulted or research explored (e.g. Equality Mapping)?	X
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7.

Have other stakeholder groups/ secondary groups (e.g. carers of service users) been explored in terms of potential unintended impacts?	X
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8.

*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.

Data provided by LCPT has been assessed to determine the level of demand and support that they currently give to people with specific equality needs, it can be concluded that minimal/no impact will be derived as a result of ending the current service provision for these groups.

B. Monitoring Impact

9.

Are there systems set up to:

- | | |
|--|----------|
| a) monitor impact (positive and negative, intended and unintended) for different groups; | X |
| b) enable open feedback and suggestions from different communities | X |

Note: If no to Question 8, you will need to ensure that monitoring systems are established to check for impact on the protected characteristics.

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 potentially be affected by this policy and describe any positive and negative impacts, including any barriers.

	Yes	No	Comments
Age	X		One of the services is set up specifically to help people of retirement age, so any change to provision may affect this group. However the access to information and advice would not be taken away from customers as there are several routes to finding out about LCC services. Policy changes also have the potential to improve the service, eliminating duplication and hand offs/transfers of customers between LCPT and LCC.
Disability	X		Disabled people are a significant customer base of the service and as such changes may affect them. However several other pathways exist to obtain information and advice. Policy changes also have the potential to improve the future offer, eliminating duplication.
Gender Reassignment	X		The service is open to all and as such this group of people maybe accessing the current service, however no data is available as this is not routinely requested to confirm this. Changes to the service has the potential to both simplify and improve the pathway for customers.

Marriage and Civil Partnership		X	<p>There is no data available on this as it is not requested by the Authority.</p> <p>However, an adverse effect is unlikely as this is not pertinent to the service model.</p>
Pregnancy and Maternity	X		<p>There is no data for this group but the service is open to anyone. Changes to the service have the potential to both simplify and improve the pathway for customers.</p>
Race	X		<p>Changes to the service have the potential to both simplify and improve the pathway for customers. Data collected shows that White British is the largest ethnic group, with Asian / Asian British being the second largest group, albeit at a much lower level.</p>
Religion or Belief	X		<p>There is no data available on this as it is not consistently requested by the Provider. Changes to the service have the potential to both simplify and improve the pathway for customers.</p>
Sex	X		<p>The service has supported more female service users than male (50% more females than males on average over a financial year). This is in line with commonly accepted volumes of participation in social care.</p>
Sexual Orientation	X		<p>There is no data available on this as it is not consistently requested by the Provider.</p>
Other groups e.g. rural isolation, deprivation, health inequality, carers, asylum seeker and refugee communities, looked after children, deprived or disadvantaged communities	X	X	<p>Carers, and people accessing welfare benefits and wanting support with financial aspects of care are popular enquirers. However, the department commissions a Carers Support Service and independent financial advice services. In addition, the local area coordinators, First Contact Plus and CSC currently offers support to all these groups as our main contact point for customers.</p>
Community Cohesion		X	<p>As above.</p>

11.

Are the human rights of individuals potentially affected by this proposal? Could there be an impact on human rights for any of the protected characteristics? **(Please tick)**

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]

Part 1: The Convention - Rights and Freedoms

	Yes	No	Comments
Article 2: Right to life		X	The service is not directly providing care.
Article 3: Right not to be tortured or treated in an inhuman or degrading way		X	There is a health and ASC duty to promote wellbeing and personal dignity. All services, either in house or commissioned, are expected to be delivered at an acceptable standard to maintain health and dignity.
Article 4: Right not to be subjected to slavery/ forced labour		X	
Article 5: Right to liberty and security		X	The service is not directly providing care.
Article 6: Right to a fair trial		X	
Article 7: No punishment without law		X	
Article 8: Right to respect for private and family life		X	Clear and relevant provision of Information and Advice supports access to other services and assists in protecting Article 8 rights
Article 9: Right to freedom of thought, conscience and religion		X	
Article 10: Right to freedom of expression		X	
Article 11: Right to freedom of assembly and association		X	
Article 12: Right to marry		X	

Article 14: Right not to be discriminated against

X

Any current and future services operating in this area of work comply with policies and protocols that promote anti discriminatory practice

Part 2: The First Protocol

Article 1: Protection of property/ peaceful enjoyment

X

Article 2: Right to education

X

Article 3: Right to free elections

X

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;

X

b) any section of the community may face barriers in benefiting from the proposal

X

13.

Based on the answers to the questions above, what is the likely impact of this policy?

The service should not have any repeated referrals nor are they contracted to case handle and therefore it is felt that as a result of the service ending no impact will be experienced by the public.

No Impact **X** Positive Impact..... Neutral Impact..... Negative Impact or Impact Unknown

Note: If the decision is 'Negative Impact' or 'Impact Not Known' an EHRIA Report is required.

14. Is an EHRIA report required? Yes No **X**

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. Please send a copy of this form to louisa.jordan@leics.gov.uk, Members Secretariat, in the Chief Executive's department for publishing.

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 X

Equality and Human Rights Assessment Report

1st Authorised Signature (EHRIA Lead Officer): Amanda Price
Date: 19th June 2017

2nd Authorised Signature (DEG Chair): Ian Redfern
Date: 19th June 2017