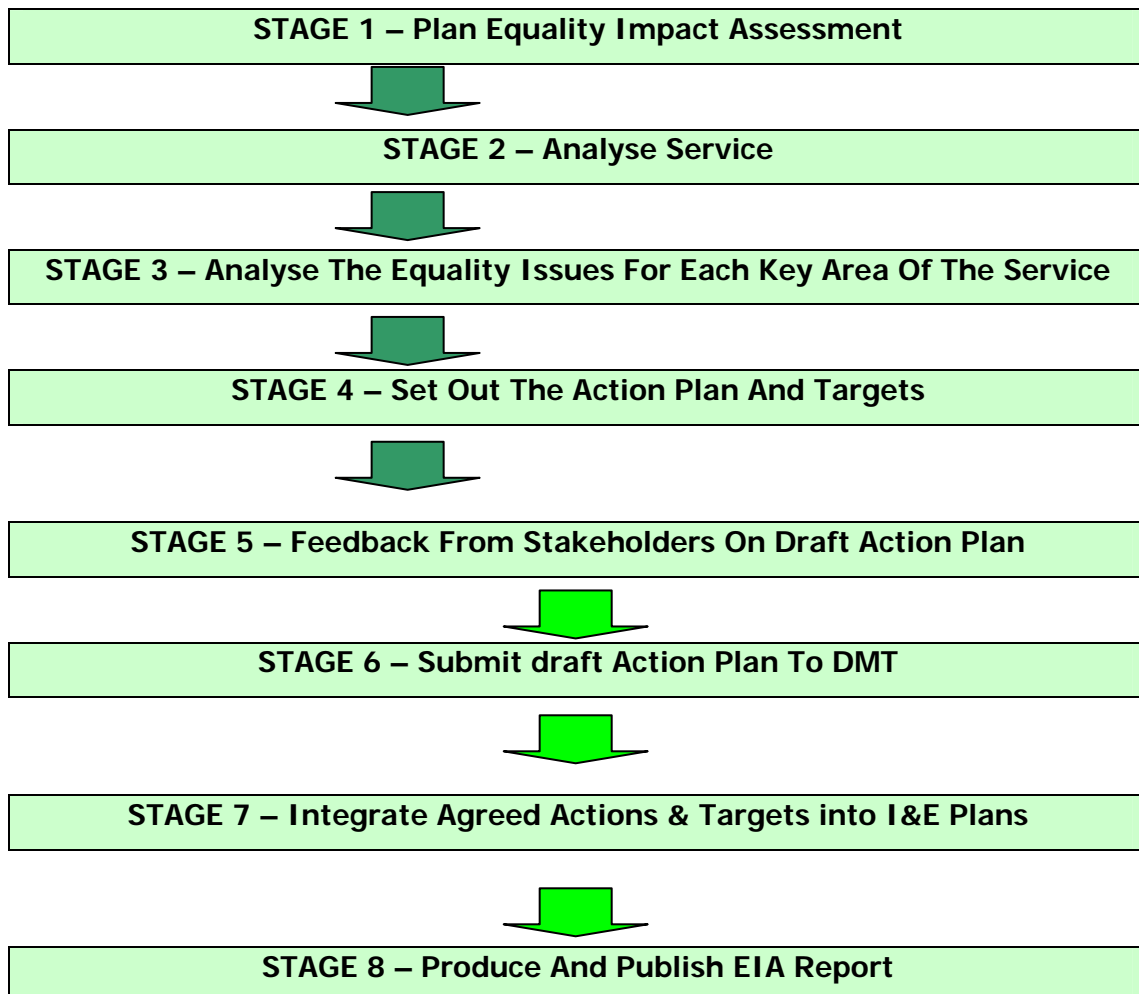


Pro forma for managing an Equality Impact Assessment



Human Resources Strategic Services
Chief Executive's Department

July 2007

STAGE 1 – PLAN EQUALITY IMPACT ASSESSMENT

1a. Title of the EIA:

Age Concern Bromley Support Planning and Brokerage Service

1b. What category of EIA is this? Please tick one of the following:

Part of planned work	<input checked="" type="checkbox"/>
Developing new policies	<input type="checkbox"/>
Changing/ updating existing policies	<input type="checkbox"/>

1c. Timetable for assessment:

Start Date	16/10/2008
Projected end date	5/12//2008

1d. Who will do the EIA? Please complete the following table:

Name	Job Title	Roles & Responsibilities within EIA Team
Maureen Falloon	Director, ACB	
Andy Crawford	Programme Manager, LBB	
Ellie Boon	Co-ordinator, Brokerage project	

1e. Identify any other resources that are needed to support EIA:

None

STAGE 2 – ANALYSE THE SERVICE

2a. Briefly describe the aim of the service:

The aim of this service is to provide advice, information and support services for older people who would otherwise not be eligible for Council Services, and/or are in a position to self-fund, to ensure older people who live in the London Borough of Bromley have easy access to independent information and advice to enable them to make informed choices about support services to assist them to maintain independence and community involvement. It is also envisaged that the service will encourage the use of direct payments/individual budgets as people move from self-managed care packages to Council funded status.

2b. Set out the service objectives:

Supporting the transformation of social care by:
Informing the development of a future model for delivering support planning to people who need local authority funded support.
Providing a catalyst for practice development for staff.

2c. Break down the service into its key areas:

Referral
Capturing client data
Support planning
Paperwork completion – support plan
 - QOL survey
 - Rapid assessment
Information, re-assurance, advice, signposting
Brokering services
Welfare benefits, grants assistance
Reviews @ 3/12, 6/12, 12/12 and post QOL
Monitoring

2d. List the intended recipients of the service:

LBB residents who are aged over 65 who:
a) are not eligible for council social care services
b) and/OR who self fund.

2e. Identify partner organizations and any other departments involved in delivering the service:

London Borough of Bromley Adult & Community Services.
 Bromley Social Services Direct
 Commissioning & Partnerships division

2f Identify and list any stakeholders concerned with the delivery of the service:

Older people's care management
 Hospital care management
 Older people, 60+
 Relatives and carers
 LBB Performance Management
 3rd party providers

STAGE 3 – ANALYSE THE EQUALITY ISSUES OF THE KEY AREAS OF THE SERVICE

Category:	Age	Disability	Gender	Race	Religion/ Belief	Sexual Orientation
Considered in EIA?	✓	✓	✓	✓		

KEY AREAS:	ALL ASSOCIATED DOCUMENTS: For example: statements, forms, supporting policies ect	EQUALITIES GAP ANALYSIS :
Referral	<p>Referral form – Referrals from BSSD are verbal. An email form was developed but not used due to data protection issues. FACE background and contact assessments are used; therefore developed by LBB and others. Captures household information also ethnicity and religion. Makes some evaluation of financial position.</p> <p>BME clinics run in conjunction with BACA, Pineapple club, SWWP and Chinese community.</p> <p>Flyer The service, by definition, is only for people 65+ therefore intrinsically ageist? No mention of race or religion in the leaflet.</p>	<p>Some discomfort in collecting ethnicity/religion information. No information about sexual orientation is gathered.</p> <p>Newly emerging Bangla Deshi community not engaged.</p> <p>No communities officer within ACB</p> <p>No support planning and brokerage for under 65s. Race/religion not referred to in publicity</p>

<p>Support Planning and Brokerage Process</p>	<p>Only available in English (no budget for translation) NB ACB is not funded to deliver information and advice in different languages.</p> <p>Rapid assessment (FACE) Same tool used by LBB. Completed by Support Planner. First page captures cultural/spiritual preferences. Info gathered is non-judgemental and covers all issues.</p> <p>Pre quality of life questionnaire Gathers gender and ethnicity information. Other information is gathered elsewhere.</p> <p>Support plan Does not contain anything specific re ethnicity etc but is intended as a supporting document only.</p> <p>Commissioning form 2 types: a) to dom care agencies – culturally sensitive requirements not specifically mentioned (could be communicated under 'other details') b) Internal – Again, no specific mention but generally captured in 'other relevant information'</p>	<p>Limited language accessibility.</p> <p>Lack of direct reference to ethnicity, religion etc could result in being overlooked in planning.</p> <p>Culturally sensitive details not specifically mentioned.</p> <p>Culturally sensitive details not specifically mentioned.</p>
<p>Monitoring and review</p>	<p>Client case record On coloured paper at front of each file. Updated on every contact. Flags up info on fire safety, falls, welfare benefits, key dates. Gaps will be picked up by file reviews. If a worker is consistently missing recording religion file reviews will identify.</p> <p>6/12 post quality of life questionnaire Ages do not correspond with service (pre 60)</p> <p>Satisfaction survey 25 people per ¼ are surveyed. All responses noted as 'below average' are investigated. Does not capture ethnicity, religion or disability issues. Asks whether people received a 'courteous and respectful' response from staff</p>	<p>Gap on capturing gender on the Brokers form.</p> <p>Does not capture ethnicity, religion or disability issues. Very general and may not elicit responses about how ethnicity, religious or gender/sexuality issues have been handled..</p>

STAGE 4 – SET OUT THE ACTION PLAN AND TARGETS

the equality action plan must be integrated into the performance centre improvement & efficiency plans/ service plans.

KEY AREA	EQUALITY CATEGORY	PROPOSED ACTION/TARGETS	KEY MILE STONES/TIMESCALE	WHO IS RESPONSIBLE?	RESOURCES & TRAINING REQUIRED?
Referral	Ethnicity/ religion	Training for staff in collecting information so that they feel more comfortable in asking questions	June 09	Maureen Falloon	Within current resources Advice/assistance from LBB training and/or care management
	Sexual orientation	Investigate whether inclusion of information at point of referral would be beneficial	May 09	Maureen Falloon/Ellie Boon	Within current resources
	Ethnicity	Seek to establish contacts with Bangla Deshi community	June 09	Maureen Falloon/Ellie Boon	Within current resources
	Ethnicity	Evaluate potential for alternative referral routes through BME organisations	Sept 09	Andy Crawford	TSC programme
Support Planning & Brokerage process	Ethnicity/Religion	Consider how factors of ethnicity and religion can be properly considered in developing a support plan	May 09	Maureen Falloon	Within current resources

Monitoring & review	Gender	Review broker's form to capture gender	June 09	Maureen Falloon	Within current resources
	Ethnicity/religion/gender	Review client satisfaction survey to consider how ethnicity, religion and disability issues may be captured	Aug 09	Maureen Falloon/Elle Boon	Within current resources

STAGE 5 – Feedback From Stakeholders On Draft Action Plan

Stakeholder	Date consulted	Feedback	Impact on Action Plan
Older people, service users and carers were consulted through the consultation on the change in FACS criteria		The consultation highlighted the need for brokerage support to people with moderate needs	The brokerage service was based on these views

STAGE 6 – Submit Draft Action Plan To DMT

Date submitted:	January 2009
Feedback:	Agreed
Changes made: (If required)	

STAGE 7 – Integrate Agreed Actions & Targets Into I&E Plans

Date complete:	SIB Programme Plan May 2009
-----------------------	--------------------------------

STAGE 8 – Produce And Publish EIA Report

Date published:	July 2009
------------------------	-----------