

**Equality Impact Assessment**

The purpose of an assessment is to understand the impact of the Council's activities\* on people from protected groups and to assess whether unlawful discrimination may occur. It also helps to identify key equality issues and highlight opportunities to promote equality across the Council and the community. The assessment should be carried out during the initial stages of the planning process so that any findings can be incorporated into the final proposals and, where appropriate, have a bearing on the outcome.

(\*Activity can mean strategy, practice, function, policy, procedure, decision, project or service)

<b>Name of person completing the assessment</b>	Katie Freitas	<b>Date of assessment</b>	30/07/2021
---	---------------	---------------------------	------------

<b>Name of the proposed activity being assessed</b>	<p>Older People Services review consultation for the potential movement of Older People Services (Activities Hub only) from the Shawfield Centre to The Hive, including the potential closure of the Shawfield Centre as part of Community Services. This will include the introduction of a proposed new model for adult day opportunities within the Guildford Borough. The proposal will encompass several aspects –</p> <ul style="list-style-type: none"> <li>• The closure of the Shawfield Centre with the consolidation of Older People Services</li> <li>• Possible contract changes for employees with the Care and Facilities teams, resulting in change of workplace and change from part-time to full-time hours</li> <li>• Amalgamation of catchment areas for Community Transport to make the service accessible to all residents</li> <li>• Change in eligibility criteria to allow the service to be proactive in ensuring access to under represented groups</li> </ul>	<b>Is this a new or existing activity?</b>	<p>During the Covid pandemic, the Activity Hub services was amalgamated with that of The Hive due to restrictions and has operated successfully since May 2021. The permanent movement / closure will be considered a new activity.</p>
---	---	--	---

<b>Who will implement the activity and who will be responsible for it?</b>	Samantha Hutchison (Head of Community Services) will lead and be responsible for the proposed changes.
--	--

## 1. Determining the relevance to equality

<p><b>What are the aims, objectives and purpose of the activity?</b></p>	<p>The overarching aim of the service review consultation is to introduce a modernised model of day care opportunities which will promote choice, flexibility, independence and wellbeing. It will also achieve efficiencies through rationalisation of the use of buildings and other resources.</p> <p>The drivers for the need to change existing Guildford Borough Council Adult Day Service provision are:</p> <ul style="list-style-type: none"> <li>• Community Centre’s within the borough are not being fully used.</li> <li>• We need to provide a range of services to meet people’s needs and help them to stay as independent as possible.</li> <li>• Due to the impact of the pandemic, the demographic of the borough is changing e.g. a greater number of older people require support through different outreach services such as home visits, welfare checks and calls etc.</li> </ul> <p>More specifically, the consultation will focus on the proposed model below:</p> <ul style="list-style-type: none"> <li>• Use our buildings in different ways so community buildings are used fully <ul style="list-style-type: none"> <li>○ Residents with high level of needs should not have to travel out of the borough to receive day care services</li> <li>○ Potential to mix different user groups within The Hive</li> <li>○ Shawfield Centre may need to close – everyone will be supported to receive the services they need</li> <li>○ Further integration of Community Services Teams will ensure that The Hive can be utilised as a community space with equal focus on all services</li> </ul> </li> <li>• Achieve efficiencies through the closure of the Shawfield Centre to Older People Services <ul style="list-style-type: none"> <li>○ Make sure that we have a range of day opportunities with new and current providers, voluntary organisations and local community groups</li> <li>○ Ensure services are available for people with lower level needs in the community</li> <li>○ Cost savings to be made through use of budgets</li> <li>○ Further efficiencies to be made through possible amalgamation of posts / hours to ensure The Hive is fully staffed and resilient</li> <li>○ To consider the large investment required to suitably refurbish and update the Shawfield Centre to make it fit for purpose</li> </ul> </li> </ul> <p>Guildford Borough Council’s vision is to promote people’s independence and wellbeing. Delivering this vision will mean people:</p> <ul style="list-style-type: none"> <li>• Have access to information, advice and support in the community to help themselves and each other.</li> <li>• Build upon their strengths, with the same hopes and aspirations as everyone to work and to live independently.</li> <li>• Are supported to regain their skills and confidence after an illness or injury, so they can do things for themselves and stay independent.</li> <li>• Feel safe and experience health, social care and community partners working together to meet their needs.</li> </ul> <p>The vision for this service will be led by Community Services to ensure The Hive is accessible to all.</p>

<p><b>Is this a major activity that significantly affects how services or functions are delivered?</b></p>	<p>The new model of Day Care service will require several restructures to address the impact to staffing roles following the movement of Older People Services to address service resilience and ensure appropriate levels of care can be provided to customers. The direction of travel as a Council is to reduce dependency and this is predicted on the fact that existing practices and not sustainable in the long-term. Given the current projections of need versus projected budgets, it is vital we seek out and trial new ways of working to address this. Community Services is looking to make a cultural change away from traditional day centre provision and towards services that promote independence and enable people to develop skills and potential through a greater choice of activities in the community and stronger support to pathways to work instead.</p>	<p><b>Who will benefit from this activity and how?</b></p>	<p>Residents within the borough (particularly those accessing Older People Services) through the following desired outcomes:</p> <ul style="list-style-type: none"> <li>• To reposition, modernise and improve in-house services for residents</li> <li>• To give customers choice and control about the type of support they receive and who provides it</li> <li>• To provide greater opportunities for people to receive more personalised services with an enhanced range and quality of community based activities focusing on helping people to live at home and maintaining independence.</li> <li>• To develop alternative models of support and to develop a choice/alternatives for residents to access during the day</li> </ul> <p>Employees of the Shawfield Centre (including those from facilities and care):</p> <ul style="list-style-type: none"> <li>• To facilitate the movement of staff from the Shawfield Centre to The Hive, including consultation on role / terms and conditions of post and how they can be supported through the potential change</li> <li>• Better staffing cover and resilience with higher levels of support</li> </ul>
--	--	--	--

<p><b>Does it relate to a function that has been identified as being important to people with particular protected characteristics?</b></p>	<p>The current service offers a range of structured activities and support across the borough to older people and disabled customers with assessed needs. These services are important to the service users and their families/carers where they can seek social support to reduce social isolation and help maintain the health and wellbieng of its customers. As this is likely to impact customers of a certain age group or disability, it is important to ensure the overall effect of these changes do not impact adversely on the provision available to current and prospective users across the borough.</p>	<p><b>Who are the stakeholders? Does the activity affect employees, service users or the wider community?</b></p>	<p>Service users of The Hive and Shawfield Centre.</p> <p>Residents of Japonica Court, Ash they may have more choice through development of more day opportunities</p> <p>People who are likely to need day opportunities in the future, e.g. young people with disabilities in transition, and a range of older people who may be assessed as having a need for a Day Service</p> <p>Carers</p> <p>Wider community, including friends, family members, and community resources</p> <p>Providers may be expected to provide differently, and may also have new business opportunities.</p> <p>Voluntary sector: they may be current or potential providers, and also play a key role in advising, signposting and supporting users who are affected by the changes</p> <p>Staff will need to implement and manage the changes, and may face new staffing structures and working environments</p>
---	--	---	--

**Based on the above information, is the activity relevant to equality?**

<p><b>Yes – continue to section 2</b></p> <p><b>No – please record your reasons why the activity is not relevant to equality</b></p>	<p>Yes</p>
--	------------

2. Is the proposed activity accessible for all the protected groups listed below?  
*(Consider in what ways the activity might create difficulties or barriers to parts of the workforce, community or protected groups. How might one or more groups be excluded because of the activity?)*

Protected groups	Yes	No	Evidence
Disability	✓		<p>Services offered as part of Older People Services will no longer have a criteria of eligibility (as we did previously) stating that prospective customers must:</p> <ul style="list-style-type: none"> <li>• be diagnosed with a physical disability or mental health issue and require support accessing public transport</li> <li>• suffer with short or long term ill health</li> <li>• have diagnosed learning difficulties</li> </ul> <p>The proposed changes to the structure of Older People Services will make the services accessible for all, ensuring the least possible impact to residents.</p> <p>Those most vulnerable to changes will likely be residents of Japonica Court who live in close proximity to the Shawfield Centre. They may feel excluded as they would require access to the Community Transport service which incurs a small yearly fee of £13.10.</p>
Race	✓		
Gender	✓		
Sexual orientation	✓		
Age	✓		<p>Current services offered as part of Older People Services have a criteria of eligibility:</p> <ul style="list-style-type: none"> <li>• To be over the age of 50 years old</li> </ul> <p>The proposed changes will not limit services to a specific age category, instead making it accessible to those that wish to use them.</p>
Religion or belief	✓		
Transgender or transsexual	✓		
Marriage and civil partnership	✓		
Pregnancy or maternity	✓		

3. Is it likely the proposed activity will have a negative impact on one or more protected groups?

Protected groups	Yes	No	Evidence
Disability	✓		See evidence above
Race			
Gender			
Sexual orientation			
Age	✓		See evidence above

Religion or belief			
Transgender or transsexual			
Marriage and civil partnership			
Pregnancy or maternity			

4. What action can be taken to address any negative impact? What measures could be included to promote a positive impact? (*Consider whether it is possible to amend or change the activity due to the likely adverse impact whilst still delivering the objective. Is it possible to consider a different activity which still achieves the aims but avoids an adverse impact? Is an action plan required to reduce any actual or potential adverse impact?*)

A review of customers in each service (The Hive and the Shawfield Centre) affected by the potential remodelling will be undertaken to help develop service profiles and ensure proposals do not have a differential impact on minority and protected groups.

Alternative services will be offered to vulnerable residents to ensure that The Hive remains accessible (i.e. the catchment area for the Shawfield Centre will amalgamate with that of The Hive to ensure Community Transport is accessible to residents).

There is potential for part-time posts at the point of consolidation of services could be streamlined to create more resilient full-time roles for employees. This would potentially have a negative impact on staff that are currently employed in a part-time role, requiring employees to reapply for their positions. This could adversely impact a small minority of the team.

Possible consolidation of services will also require a contract change for employees working from the Shawfield Centre. This would include a change of place of work resulting in possible concerns with ability to access the workplace.

5. What are the main sources of evidence that have been used to identify the likely impacts on the different protected groups? (*Use relevant quantitative and qualitative information that is available from sources such as previous EIA's, engagement with staff and service users, equality monitoring, complaints, comments, customer equality profiles, feedback, issues raised at previous consultations and known inequalities*).

Client Data:

Client record information captures the profile of all customers using Older People Services/ This data provides valuable demographic and needs information about customers accessing the services. The client data has been compared to demographic profiles of protected groups to inform this assessment.

Consultation:

Consultation will commence with employees, customers and their families with an aim for the consultation to set out a meaningful approach to give customers and carers a voice and to ensure that they have a genuine opportunity to influence the decisions around service development. Following the consultation, a full breakdown of the results will be offered.

6. Has any consultation been carried out (e.g. with employees, service users or the wider community)? Please provide details

Please see question 5.

7. Is further consultation required as a result of any negative impact identified? If so, what groups do you intend to engage with and how?

8. Conclusion of Equality Impact Assessment - please summarise your findings

Supporting people to live safely in their own homes and giving them choice and control over their health and wellbeing services are key priorities for Guildford Borough Council. To achieve this, Community Services must ensure that residents are supported by services built around their individual needs, which are good quality, modern and sustainable.

The Activity Hubs provide a range of activities and support across the borough to residents with assessed needs. The Centre's currently provide respite to families and carers, which plays a crucial role in reducing social isolation, maintaining the health and wellbeing of residents and helping to reduce the demand for more costly interventions. Providing daytime support in discreet settings serves some people well but if we are to provide a more personalised offer and support people in the communities and neighbourhoods where they live, we need to move away from traditional models of delivering our services.

The occupancy levels have reduced at the Activity Hubs (assessed prior to the pandemic), especially with visitors to the Shawfield Centre decreasing. As a funded Council Centre and the declining number of visitors, it is acknowledged that it is not financially sustainable to provide services across two sites. It is agreed that a more targeted approach is required where the Council can meet critical and substantial needs in its Activity Hub provision and across other Community Services. The current direction of travel is to increase choice for customers and residents and an accessible and universal setting and to provide support which matches their individual needs following assessment and support planning.

The proposal to consolidate Older People Services at The Hive is within the context of empowering people to give the, choice and control about the type of support they receive and who provides the support. In the context of significant financial constraints and reductions in public expenditure, steps are being taken to design innovative, efficient and integrated models of care and support alongside increased partnership working with statutory and voluntary sector partners.

**Name of person completing assessment: Katie Freitas**

**Date: 03/08/2021**

**Job title: Older People Services Team Leader**

**Signature: K. Freitas**

**Senior manager name: Samantha Hutchison**

**Date: 03/08/2021**

**Signature:**

