



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>	Sam Hutchison	<b>Updated assessment</b>	20/02/2022
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<b>Name of the proposed activity being assessed</b>	<p><b>Consolidation of Day Care Services at The Hive. Closing the Shawfield Centre to day care users and moving the service into one space at The Hive</b></p> <p>(A consultation took place September – October 2021 on potential movement of Day Care Services from the Shawfield Centre to The Hive)</p> <p>The proposal to consolidate service encompasses several aspects</p> <ul style="list-style-type: none"> <li>• The closure of the Shawfield Centre with the consolidation of Older People Services at The Hive</li> <li>• Flexible 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 underrepresented groups</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> </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.</p> <p>A permanent closure will be considered a new activity.</p>
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<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.
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## 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 consolidation 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 Day Care Services are</p> <ul style="list-style-type: none"><li>• The Shawfield Centre is not being fully utilised by day care customers</li><li>• We need to provide a range of services to meet people's needs and help them stay as independent as possible.</li><li>• Due to the impact of the pandemic, the demographic of the borough is changing and a greater number of older people require support through different outreach services such as home visits, welfare checks and calls as well as the option to access day care.</li></ul> <p>We aim to</p> <ul style="list-style-type: none"><li>• Use our buildings in different ways so community buildings are used fully</li><li>• Ensure residents with a high level of need should not have to travel out of the borough to receive day care services. We will support all residents across the borough to access appropriate transport (community buses or smaller one to one vehicle so they can attend day care at The Hive).</li><li>• Maximise on the modern care model of The Hive that encourages wider community use and intergenerational activity as well as specific day care support.</li><li>• Use The Hive as an integrated Community Services Hub so that we have a borough community space with equal focus on all services.</li><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>• Enable further efficiencies to be made through possible amalgamation of staff posts / hours to ensure The Hive is fully staffed and resilient</li></ul> <p>Guildford Borough Council's commitment to our most vulnerable means that we will promote people's independence and wellbeing and deliver at The Hive</p> <ul style="list-style-type: none"><li>• access to information, advice and support so that communities can help themselves and each other.</li><li>• support to people so they can live independently</li><li>• help to those who need to regain their skills and confidence after illness, injury or life events.</li><li>• a safe environment where health and social care partners work together to meet the needs of our residents</li></ul>
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<p><b>Is this a major activity that significantly affects how services or functions are delivered?</b></p>	<p><b>Consolidating day care services at The Hive would require</b></p> <ol style="list-style-type: none"> <li>1. A flexible transport offer so that people can access The Hive easily. This will include provision of community buses and smaller one to one car journeys.</li> <li>2. Removal of the lunch service that Japonica Court residents attended at the Shawfield Centre (although not part of the day care offer) will have an effect on Japonica Court residents. The Community Services Team and Sheltered Housing staff will work together to provide a lunch offer at the Benson Room in Japonica Court. (this may not be daily)</li> <li>3. A service restructure to address service resilience and that appropriate levels of care can be provided to day centre customers. Community Services is looking to make a cultural change away from traditional isolated day centre provision towards a service that promotes community interaction of all ages, independence and the development of individual skills and potential through a greater choice of activities in the centre with wider community and stronger support to pathways to work instead.</li> </ol>	<p><b>Who will benefit from this activity and how?</b></p>	<ol style="list-style-type: none"> <li>1. Elderly Residents accessing day care services across the borough will benefit from scheduled direct journeys avoiding too many stops. Those who struggle with community buses can access one to one journeys via a smaller vehicle – which is particularly helpful for those living with dementia. Flexibility of transport also means that residents who are particularly frail or vulnerable are able to leave the centre before scheduled return journeys.</li> <li>2. Residents at Japonica Court will be able to access a lunch offer in the Benson Room and be able to interact with other residents in the scheme.</li> <li>3. Our older and more vulnerable residents will benefit alongside our less advantaged communities through accessing greater support to address health and wellbeing needs. Staff within Community Services will be consulted on all staff change proposals and will be able to contribute to the design of this new model of delivery. Our customers will benefit from a staffing structure that offers resilience and diversity of support.</li> </ol>

<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 Day Care Service offers a range of structured activities and support across the borough to older people, those living with dementia and disabled customers with assessed needs.</p> <p>Day Care Services are currently used more by women although we are seeing a rise in male attendance.</p> <p>Day care services are also important to the families and carers of customers. Not only does the service provide support to the service user but also provides respite for family and carers.</p> <p>Day Care Services also are a huge support to the NHS and Adult Social Care and provide support to their hospital discharge programmes. Health and Social Care partners approve of the consolidated model.</p>	<p><b>Who are the stakeholders? Does the activity affect employees, service users or the wider community?</b></p>	<p>The consolidation will affect (as described above) various stakeholders, but we have liaised with various stakeholders and will continue to do so to ensure mitigations for any issues that may arise are in place.</p> <p>Stakeholders are</p> <p>The service users and families/carers of day care services at the Shawfield Centre and The Hive.</p> <p>Residents of Japonica Court around the provision of a lunch club</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>Adult Social Care and NHS partners who are keen to make more referrals to The Hive as it offers better provision.</p> <p>Community and voluntary agencies who are collaborators in community development and empowerment have expressed support of the consolidation and the new integrated model of working.</p> <p>Staff will need to implement and manage the changes that consolidation brings. They may face new staffing structures and working environments</p>
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**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>
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<p>1. Is the proposed activity accessible for all the protected groups listed below?  <i>(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?)</i></p>			
Protected groups	Yes	No	Evidence
Disability	✓		<p>Services offered as part of Day Care Services will no longer have a criterion 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 Day Care Services will make the services accessible for all – particularly focussing on a flexible transport model at no extra cost.</p>
Race	✓		Day Care Services is available to all and the use of The Hive as a community hub enables wider community activities to be available to everyone.
Gender	✓		Women tend to access day care services more than men, but our offer is available to all genders.
Sexual orientation	✓		Day Care Services is available to all and the use of The Hive as a community hub enables wider community activities to be available to everyone.
Age	✓		<p>Current services offered as part of Day Care Services have a criteria of eligibility: To be over the age of 50 years old</p> <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	✓		Day Care Services is available to all and the use of The Hive as a community hub enables wider community activities to be available to everyone. We have created prayer space for our customers who need to pray at certain times of the day.
Transgender or transsexual	✓		Day Care Services is available to all and the use of The Hive as a community hub enables wider community activities to be available to everyone.
Marriage and civil partnership	✓		Day Care Services is available to all and the use of The Hive as a community hub enables wider community activities to be available to everyone.
Pregnancy or maternity	✓		We have a regular breastfeeding clinic at The Hive and Community Services at The Hive include family support and accessibility to a play zone for children and clothing supplies.

2. 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			

3. 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?*)

We will ensure all customers in Day Care Services will have a personal support plan review to ensure we are providing the service needed so that there is no negative impact on minority or protected groups – this will include the flexible transport approach and flexible timings to attend Day Care Services. At the Hive, there is also a quiet space for people living with dementia to access as well as hairdressing and podiatry treatment that is dementia and disability friendly.

As part of the development of Community Services, we will ensure that alternative services are offered to our most vulnerable customers to ensure support is in place should they not be able to attend The Hive due to illness. We will make regular telephone welfare checks and home visits until they are well enough to resume attendance. Our Community Meals can be delivered to homes to ensure adequate nutrition during this time.

The restructure of staff will look at whether there is potential to consolidate service and streamline some posts so that we have a more resilient full-time workforce. This would potentially have a negative impact on staff as it may require them to reapply for their positions. We will support all staff through the restructure process with the support of HR. Possible consolidation of services will also require a contract change for those assigned to the Shawfield Centre. This would include a change of place of work resulting in possible concerns with ability to access the workplace. We will look to help with possible transport opportunities if possible.

4. 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 Day Care Services. This data provides valuable insight to the 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.

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

Consultation:

Consultation occurred in September- October 2021 with an aim for the consultation to set out a meaningful approach to give customers and the wider community a voice and genuine opportunity to influence the decisions around what the service can reasonably and practically deliver. We have had criticism over the consultation questions and have taken measures to meet with the community and concerned individuals to talk through the proposals in an open and transparent fashion.

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

No further consultation is needed on the consolidation of services, but we will be engaging at all times with our stakeholders about the services we deliver and any changes/improvements we need to make.

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

To support our most vulnerable to live independently and safely in their own homes and giving them choice and control over their health and wellbeing is a key priority for Guildford Borough Council. To achieve this, Community Services must ensure that our services offer the best care possible within our financial constraints and build a service that supports our communities to become resilient and live well. This service needs to be sustainable and deliverable.

Day Care Services provide a range of activities and support across the borough to residents with assessed needs. The service provides 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 a well maintained and intergenerational setting that has moved away from a segregated care model to an integrated model will serve our most vulnerable and our health and social care partners better.

Due to the closure of the Shawfield Centre during the pandemic and the decreasing numbers attending day care services there prior to the pandemic, a better quality of care and a more financially stable model of support will be delivered through consolidating services at The Hive.

We have mitigations in place to support our elderly customers as well as those who live with dementia and disability and the proposal to consolidate Older People Services at The Hive is rooted in our commitment to support our most vulnerable and empower all communities across the borough to have greater access to wider health and wellbeing initiatives.

The support of the proposal of our health and social care partners as well as our voluntary, charity, faith and community collaborators are important. Their support is key to us consolidating our model of care so that we can work together in difficult financial times for all sectors of public service to provide innovative, efficient and integrated models of care and support for our less advantaged.

**Name of person completing assessment: Samantha Hutchison**

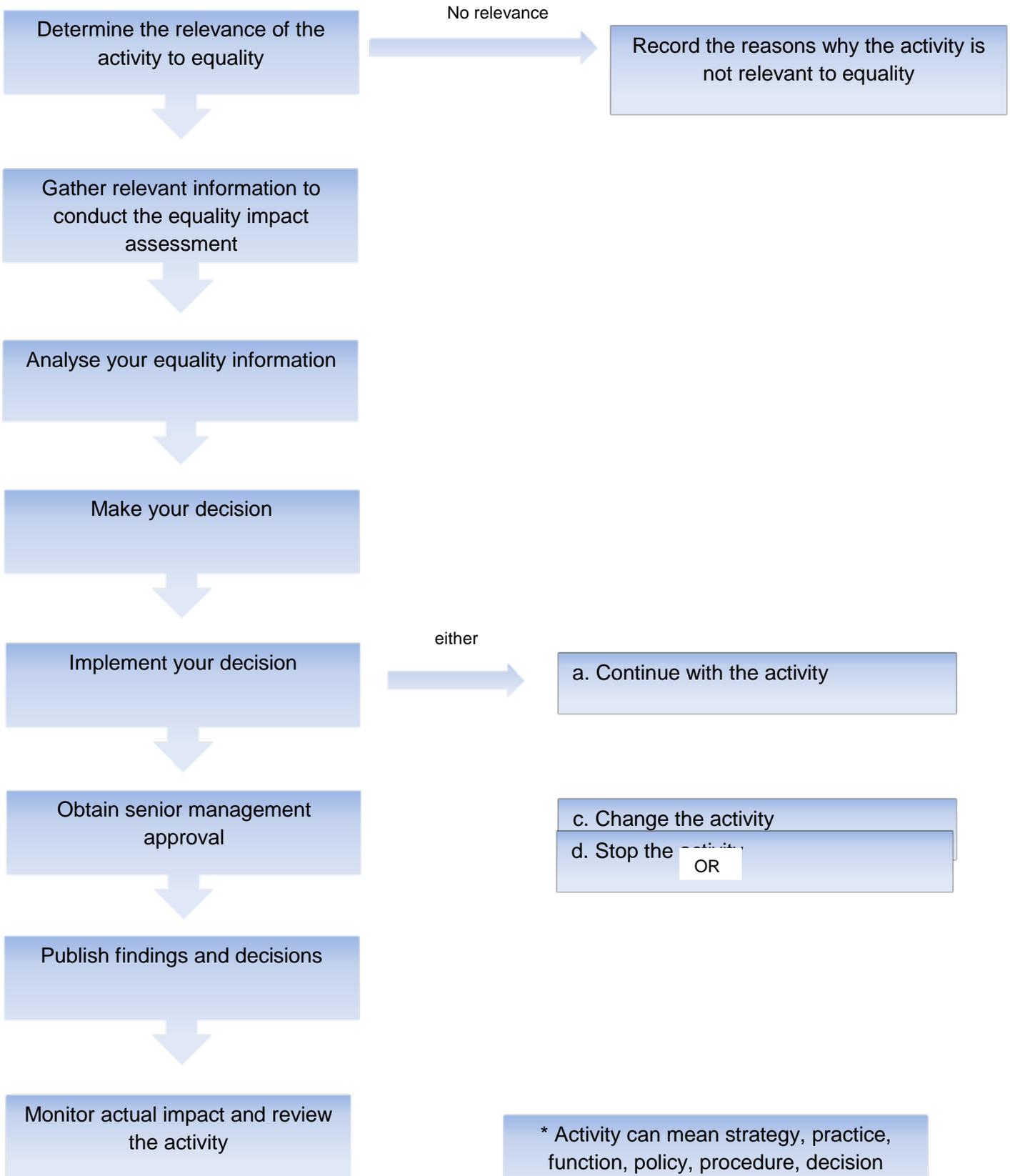
**Date: 20/02/22**

**Job title: Head of Community Services**

**Senior manager name: Samantha Hutchison**

**Date: 20/02/2022**

Assessing the impact of your activity\* on equality



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