

## Notice of Meeting

# Cabinet Member for Adult Social Care Decisions



**SURREY**  
COUNTY COUNCIL

**Date & time**

Wednesday, 9 July  
2014 at 11.00 am

**Place**

Room 107 - County  
Hall, Kingston-upon-  
Thames, Surrey, KT1  
2DN

**Contact**

Anne Gowing  
Room 122, County Hall  
Tel 020 8541 9122  
[anne.gowing@surreycc.gov.uk](mailto:anne.gowing@surreycc.gov.uk)

**Chief Executive**

David McNulty

**If you would like a copy of this agenda or the attached papers in another format, eg large print or braille, or another language please either call 020 8541 9122, write to Democratic Services, Room 122, County Hall, Penrhyn Road, Kingston upon Thames, Surrey KT1 2DN, Minicom 020 8541 8914, fax 020 8541 9009, or email [anne.gowing@surreycc.gov.uk](mailto:anne.gowing@surreycc.gov.uk).**

**This meeting will be held in public. If you would like to attend and you have any special requirements, please contact Anne Gowing on 020 8541 9122.**

**Cabinet Member for Adult Social Care**  
Mr Mel Few

## AGENDA

### 1 DECLARATIONS OF INTEREST

To receive any declarations of disclosable pecuniary interests from Members in respect of any item to be considered at the meeting.

### 2 PROCEDURAL MATTERS

#### 2a Members' Questions

The deadline for Member's questions is 12pm four working days before the meeting (3 July 2014).

#### 2b Public Questions

The deadline for public questions is seven days before the meeting (2 July 2014).

#### 2c Petitions

The deadline for petitions was 14 days before the meeting, and no petitions have been received.

### 3 PROVISION OF USER LED ORGANISATIONS (ULO) HUBS IN SURREY

(Pages 1  
- 20)

Cabinet Member approval is required for grant awards over £500,000 and this paper sets out the detail behind this request.

### 4 EXCLUSION OF THE PUBLIC

That under Section 100(A) of the Local Government Act 1972, the public be excluded from the meeting during consideration of the following items of business on the grounds that they involve the likely disclosure of exempt information under the relevant paragraphs of Part 1 of Schedule 12A of the Act.

### 5 PROVISION OF USER LED ORGANISATIONS (ULO) HUBS IN SURREY

(Pages  
21 - 26)

Cabinet Member approval is required for grant awards over £500,000 and this paper sets out the detail behind this request.

#### **Confidential: Not for publication under Paragraph 3**

Information relating to the financial or business affairs of any particular person (including the authority holding that information)

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**SURREY COUNTY COUNCIL**

**CABINET MEMBER FOR ADULT SOCIAL CARE**

**DATE: 9 JULY 2014**

**LEAD OFFICER: DAVE SARGEANT, INTERIM STRATEGIC DIRECTOR, ADULT SOCIAL CARE**

**SUBJECT: GRANT AWARD - USER LED HUBS IN SURREY**



**SUMMARY OF ISSUE:**

Cabinet Member approval is required for grant awards over £500,000 and this paper sets out the detail behind this request.

A successful bid to the Department of Health (“DoH”) South East in 2009 enabled the County Council to pilot its first User Led Hub (“The Hubs”) in Epsom. The bid was the first of its kind in the UK, due to the innovative approach to providing universal information and advice to help people make informed choices about accessing care, support and other services to enable them to live independently.

This award winning initiative<sup>1</sup> initially established three Hubs and the attention of several other local authorities. A strategy to develop further Hubs in each of the eleven Districts and Boroughs in Surrey has been agreed.

One of the strategic aims of the County Council, and a major requirement of the forthcoming Care Act, is to provide universal information and advice. The current Information and Advice Strategy is being refreshed to meet these new requirements although the council has been proactive in the last two years in widening the message to all residents about how they can access information and advice about care and support. However, more needs to be done in helping people to make informed choices about accessing available care, support and other services, to enable them to have equality of access and opportunity and to live independently in the community.

The Hubs have an important part to play in delivering this strategy to Surrey residents, offering a local and accessible presence on the high street providing information, support and access to advice on benefits, advocacy, equipment, independent living and brokerage.

The Hubs are also ideally placed to provide information about the impact of the Care Act, particularly for self funders, providing information on types of care and support available locally. The Hubs will also be able to signpost people to where they can find independent financial advice about care and support services. Indications from the DoH are that bespoke targeted information services for people who might use Adults Social Care services are expected and the Hubs will deliver on this.

To ensure the continuous delivery of this important service across the whole county, the Cabinet Member is asked to agree the award of two grants that will cover the

<sup>1</sup> MJ award in the Personalisation and Choice category

running costs of the currently operational Hubs and projected costs for the operation of future Hubs in the county.

This report provides details of the commissioning process and, in conjunction with item 5 (Part 2), demonstrates why the recommended grant awards deliver best value.

#### **RECOMMENDATIONS:**

It is recommended that:

1. The information relating to the commissioning process, as set out in this report, be noted; and
2. The award of two grants to Surrey Disabled People's Partnership (SDPP) and Surrey Independent Living Council (SILC) for eighteen months is agreed. The Grant Agreements would be awarded from 1 October 2014.

#### **REASON FOR RECOMMENDATIONS:**

One of the strategic aims of the County Council and a major requirement of the forthcoming Care Act is to provide universal information and advice. This will help people to make informed choices about accessing available care, support and other services, to enable them to have equality of access and opportunity and to live independently in the community. User Led Hubs support the delivery of this, across Surrey by providing access to advice and information to help people live independent lives.

There is a further expectation from Government that Local Authorities will develop and work in partnership with User Led Organisations (ULOs).

It is advantageous and a natural conclusion to combine the above expectations from Government and award the grants to Surrey based ULOs to manage the Hubs to provide information and advice. Both recommended providers are well established Surrey based ULOs.

#### **DETAILS:**

##### **Background**

1. The service has to date been funded by the County Council through individual grants to cover salaries, rent and other expenses. The Project has now reached the stage where the Cabinet Member is asked to approve the award of grants in line with the Council's Scheme of Delegation so full roll out can be completed across the county.
2. The Hubs are a key strand of Surrey's response to the DoH's personalisation agenda. They support our strategic shift to work with partners to co-design and deliver services which are universal, local and preventative. They will form part of our drive to develop and maximise the opportunities of the Family, Friends and Community Support Programme and our response to the Dilnot report.
3. Surrey has focused on the development of the Hubs to act as gateways for information and advice, brokerage and other services to Surrey residents. The Hubs also offer a venue for other partner organisations to meet and advise

individuals. In addition, equipment including telecare and specialist devices for the visually impaired is on display.

4. The Adult Social Care vision for the future is 'Working together with all our partners to make a difference to the lives of people, through trusted, personalised and universal support services, so people have choice and control and can maximise their wellbeing and independence in their local community'.
5. The Hubs support this agenda to transform the way in which Adult Social Care is delivered by ensuring that people have access to peer support and appropriate information at an independent venue in a local setting.
6. The Hubs also have an important role to play in supporting people using direct payments or personal budgets and potentially assisting with the self assessment process (by signposting people to preventative support services at an earlier stage) thereby reducing the amount of avoidable contact with statutory services.

### **Outcomes to be achieved**

- Visible and accessible hubs in each of the district and borough areas in Surrey, serving as a 'one stop shop' for the local community;
  - Information to all residents, including self funders, about available care and support services which can help people to live independently and provide support to carers;
  - Link to Surrey's developments around universal services, self-directed support and promoting sustainable communities;
  - Information and support service using information platforms such as Surrey Information Point, given by trained volunteers supported by paid staff;
  - Continuity of branding and style across the county delivering a consistent high level of service ;
  - Excellent customer service in a welcoming, comfortable and supportive environment where customers will feel respected and will receive appropriate information and support;
  - A gateway for customers to access advice, such as Advocacy, and Welfare Benefits;
  - Close working relationships with adult social care staff, including occupational therapists, through 'drop ins' and surgeries;
  - Work with other support and information services such as Public Health;
  - Promotion of Telecare using demonstrator kits and offering the opportunity for customers to access Smart Assist and ADL Smartcare;
  - Opportunity for disabled people to become volunteers in the hubs and to gain confidence and appropriate skills, knowledge and experience to become more active citizens through voluntary and paid work;
  - Engagement with the local community with a view to promoting social capital and developing enhanced universal services.
7. The service wants to commission outcomes that can change people's lives for the better through the building of trust rooted in strong communities. In Surrey, the voluntary and community organisations that make up civil society provide both the structure and the opportunity for people to become more engaged and active in their communities.
  8. This can be supported through making the best use of local:

- Knowledge and experience: the Hub's primary function is to provide local information supporting people to remain living in the community they enjoy. Volunteers are able to advise the public through their experience of living with disability or frailty;
- Information and advice to help people make informed choices about accessing care, support and other services to enable them to live independently;
- Community engagement: Hubs are an opportunity for borough and district councils and voluntary organisations to use the venue for the promotion of services;
- Volunteers: Each Hub is staffed by a paid Volunteer Development Worker who will recruit and train volunteers to staff the Hubs. Volunteers benefit through the training, confidence building and work experience which has enabled many to go on to paid employment;
- Access points or bases: Hubs provide a venue for countywide services e.g. advocacy to meet with referees and deliver the service in a confidential and professional manner.

### **Background and options considered**

9. A key principle of the Department of Health grant is that the Local Authority must work with User Led Organisations (ULOs) to co-design and deliver the services described.
10. There are four Surrey-wide ULOs in the county who are all represented on the User Led Organisation Project Board. As part of the co-design of the service the Board recognised that only two of the ULOs – SDPP & SILC - have the required experience and knowledge as well as the capacity to manage the operational aspect of this service.
11. The alternative option would be to set up 11 local ULOs that become social enterprises. However, the need for a core uniform service and adoption of the social model of disability meant this did not meet the agreed vision for the Hubs.
12. The recommended approach in paragraph 8 ensures that, as the service develops, there will be continuity of approach across the County.

### **Key Implications**

13. By awarding the grants to SDPP and SILC for the provision of the User Led Hubs the Council will be ensuring that information and access to advice is available for people in Surrey, to meet existing and future demand. User Led Hubs support the personalisation agenda in Surrey through providing access to advice and information to help people live independent lives.

### **Monitoring of the Service:**

14. Representatives from Surrey Independent Living Council and Surrey Disabled People's partnership will meet with Surrey County Council (SCC) and the ULO Project Board on a quarterly basis to review and monitor performance. Close attention will be paid to all client groups and action plans put in place if trajectories are not achieved.



15. Monitoring forms will be issued to customers, who have agreed to take part in providing feedback, on an ongoing basis by each Hub and returned to SCC Business Intelligence throughout the year.
16. Financial monitoring spreadsheets will be completed on a monthly basis and submitted to the contract manager to monitor the revenue and capital spend throughout the year.
17. Each Hub will also complete a monthly report to identify how key objectives are being met. These objectives will be included in the Grant Agreements.
18. The management responsibility for the grants lies with the Adult Social Care Projects Commissioning team through a Commissioning Manager and will be managed in line with the performance management plan. The plan will be included in the Grant Agreement which also provides for review of performance and costs.

#### **CONSULTATION:**

19. Co-design has been extensive and has included representatives from the following:
  - Surrey Coalition of Disabled People, Action for Carers Surrey, Surrey Disabled People's Partnership, Surrey Independent Living Council have been consulted and involved in the development of the Hubs from the start;
  - Adult Social Care Commissioning;
  - Adult Social Care Personal Care and Support;
  - Finance;
  - In each of the borough and district areas where new hubs are being set up, engagement events have taken place with local user-led organisations, voluntary organisations and the faith sector as well as local and county councillors.

#### **RISK MANAGEMENT AND IMPLICATIONS:**

20. The Grant Agreement allow the Council to terminate or vary the Grant Agreement by giving the Provider three months notice should priorities change or funding no longer be available.
21. To mitigate any shortcomings should these arise in delivering services the Terms and Conditions of the Grant Agreement include standard provision for:
  - Recovery of monies on behalf of the council
  - Issue default notices if the Provider is not meeting the required service levels.
  - Dispute resolution process.
22. The following key risks associated with the grant agreement and grant award have been identified, along with mitigation activities:

Category	Risk Description	Mitigation Activity
Financial	Future funding changes could place additional financial pressures on partner organisations.	Service designed to facilitate flexibility in service levels as needed  Performance monitoring tools are in development
Community	Lack of appropriate information for individuals to make informed choices about services	Without the Hubs the level of referrals to statutory organisations will increase as people are unable to find the information they need to make decisions about services.  Ensure the providers are delivering the service required through performance monitoring

#### **Financial and Value for Money Implications**

23. These grants will fund the cost of running of the Hubs including rent, staffing costs and all hub expenses. Grants will be paid to the Providers from the commencement of each Hub's operation on a pro rata monthly basis and any unspent funds will be returned to the Council at the end of each financial year. Budgets are monitored on a monthly basis.
24. Three Hubs were opened in 2012 and five more opened in 2013.
25. The project team worked with Property Services to ensure leases and capital costs achieved value for money. We will continue working with Property Services to reduce running costs.
26. Costs for each Hub are detailed in item 5 (Part 2).
27. Added Value – the Hubs will:
- Be ideally placed to pro actively help people understand and deal with the impact of the Care Act and the Dilnot report;
  - Be a key player in delivering the information and advice strategy outlined in the Care Act and provide access to appropriate information, advice and support to individuals and their carers to help them make informed choices about services and plan financially;
  - Support the increased focus on integration, prevention and support for self funders by offering access to equipment assessment clinics , and the online equipment assessment tool, Telecare demonstrators and items of Occupational Therapy equipment;
  - Be approachable for people who are reluctant to get in touch with statutory services, especially self funders;

- Pilot an innovative approach to assessments which are expected to increase as a result of the Care Act and the Dilnot Report and support people through the self assessment process;
  - Adopt a creative and innovative approach to improving the service and submit suggestions to the council;
  - Increase accessibility to advocacy services, welfare benefits advice, equipment assessments, Telecare and Right to Control.
28. The initial benefits of the outcomes from the Hubs based on the two Hubs in Redhill and Epsom since they opened in 2011 and 2012 respectively are:
- The level of referrals to the advocacy service and to benefits advice services are consistently significantly higher in areas where there is a Hub;
  - Customers do not have to make an appointment or give personal information to a health or social care professional before being able to find out what they need to know;
  - Statistics show that the majority of visitors to the Hubs are “just passing by”. The Hubs provide a non threatening environment which appeals, especially, to self funders;
  - Volunteers gain experience and skills which can help them to find paid employment;<sup>2</sup>
  - 28 individuals have moved on from being volunteers in the Hubs to paid employment;
  - The Hubs currently employ 64 volunteers;
  - Organisations such as Surrey Disabled People’s Partnership, the Stroke Association, Surrey Police, Action for Carers and Employment and First Point make use of the Hubs as a venue to meet people.
29. As part of the monitoring and evaluation process, monitoring will measure the impact of the project on:
- Volunteers working in the Hubs;
  - Customers who use the service;
  - Partner organisations who hold ‘surgeries’ or meet customers at the Hubs.

#### **Section 151 Officer Commentary**

30. The Capital Funding for the set up costs for these Hubs has previously been agreed, and is available. The requested revenue grants will be funded from within the Adult Social Care Policy and Strategy budget in the first financial year (pro rata). An ongoing revenue commitment of £360,000 has been built into the Medium Term Financial Plan (MTFP). If additional costs are agreed for the three planned hubs (the proposal if co-locations are avoided is £180,000 per annum) then this will have to be built into the MTFP.
31. It is essential that the impact of these Hubs is regularly reviewed. Whilst an important community service, knowing and understanding the demography of the users will be key to shaping these services going forward enabling the recording

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<sup>2</sup> Case Studies from the first two ULOs Hubs are attached at Annex B to this report

of potential beneficial effects of this type of intervention, particularly its contribution to the 'universal offer' envisaged by the Act. The Hubs will also contribute to the importance of using individual and community support networks and making optimal use of 'Family, Friends and Community Support Programme'. The finance team will work closely with the commissioners of this service to implement and monitor performance measures.

#### **Legal Implications – Monitoring Officer**

32. The Care Act 2014 is expected to come into force in April 2015 and will require the County Council to establish and maintain a service for providing residents in its area with information and advice relating to care and support for adults. The Grant agreements will ensure the County Council meets its strategic aims, and ensure it will meet the requirements under the Act.
33. Whilst ensuring the needs of Surrey residents are met by the User Led Hubs in place, the Grant Agreements will also offer the Council various measures of protection, including a requirement that the Providers comply with the Council's safeguarding and staffing policies, regularly provide budgetary updates and maintain a sound system of financial controls.
34. The Council has the right to withhold any or all of the funding, terminate the Grant Agreement, or require the Provider to repay the same to the Council as a result of performance failures. The Grant Agreement also requires the Provider to indemnify the Council against all liabilities arising from any deliberate or negligent act, default, omission or breach of the agreement by the Provider or any of its employees or sub-contractors (if any).

#### **Equalities and Diversity**

35. An Equality Impact Assessment (EIA) was approved on 9 July 2013. A copy of the EIA is attached as Annex A to this report.
36. The Grant Agreements make it a legal requirement that the providers comply with all relevant equality and diversity legislation (including the Equality Act 2010) whilst delivering the services.

#### **Safeguarding responsibilities for vulnerable children and adults implications**

37. The terms and conditions of the Grant Agreement, which the providers will sign, stipulate that the providers will comply with the Council's Safeguarding Adults and Children's Multi-Agency procedures, any legislative requirements, guidelines and good practices as recommended by the Council. This is monitored through contractual arrangements.

#### **WHAT HAPPENS NEXT:**

38. Subject to approval, the providers will be advised of the intention to award the grants. Following on from the Cabinet Member Call in period, the Grant Agreements will be issued to the recommended providers for signature and returned to SCC to be sealed and stored. The timetable for implementation is as follows:

Action	Date
Cabinet Member decision to award (including 'call in' period)	19 July 2014
Grant Agreement Signature	31 August 2014
Commencement Date	1 October 2014

39. SCC recognises that now that there are eight established Hubs a formal grant agreement and service specification is required. This will ensure that as new Hubs are developing the excellent level of service is maintained and there is a consistent approach across the County.

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**Contact Officers:**

John Woods – Assistant Director for Policy and Strategy, Adult Social Care  
 Nicola Sinnett, Category Specialist, Procurement & Commissioning  
 (Tel: 020 8541 8746)

**Consulted:**

Michael Gosling – Cabinet Member for Public Health and Health & Wellbeing Board  
 Steve Cosser - Cabinet Associate for Adult Social Care  
 Dave Sargeant – Interim Strategic Director, Adult Social Care  
 Anne Butler – Assistant Director for Commissioning, Adult Social Care  
 Laura Langstaff - Head of Procurement & Commissioning  
 Christian George – Category Manager, Procurement & Commissioning  
 Rachael Dunn – Legal Services  
 Paul Carey-Kent – Strategic Finance Manager – Adult Social Care

**Annexes:**

Annex A – Equality Impact Assessment - Summary of Impact and Actions  
 Annex B - Case Studies  
 Item 5 – (Part 2) Commercial Details and Grant Award including Hub costings

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## 1. Topic of assessment

<b>EIA title:</b>	User Led Organisations Project – development of User Lead Organisations (ULO) Hubs across the County of Surrey
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<b>EIA author:</b>	Norah Lewis
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## 2. Approval

	Name	Date approved
<b>Approved by<sup>1</sup></b>	Directorate Equality Group	9/7/13

## 3. Quality control

<b>Version number</b>	1.0	<b>EIA completed</b>	June 2013
<b>Date saved</b>	June 2013	<b>EIA published</b>	<b>July 2013</b>

## 4. EIA team

Name	Job title (if applicable)	Organisation	Role
Mary Foster	Project Manager	SCC	Policy and Strategy
Norah Lewis	Assistant Senior Manager	SCC	Commissioning, Older People
Matthew Lamburn	Commissioning Manager	SCC	Commissioning, Older People

## 5. Explaining the matter being assessed

<p><b>What policy, function or service is being introduced or reviewed?</b></p>	<p>ULO Hubs are a key strand of Surrey's response to the Department of Health's Personalisation Agenda and support the strategic shift to work with partners to co-design and deliver services which are universal, local and preventative.</p> <p>Surrey has focussed on the development of first stop ULO hubs to act as gateways for information and advice, brokerage and other services. The Hubs offer a venue for other partner organisations to meet and advise individuals. The key objective of the Hubs is to provide</p> <ul style="list-style-type: none"> <li>• visible and accessible first stop hubs in each of the Districts and Boroughs in Surrey for the local community linked to Surrey's developments around universal services, self-directed support and promoting sustainable communities;</li> <li>• excellent customer service in a welcoming and supportive environment for customers who will feel respected and receive appropriate information and support;</li> <li>• information to all client groups, including self funders, about available care and support services which can help people to live independently and provide support to carers ;</li> <li>• an information and support service which is provided by volunteers supported by paid staff which provides a gateway to advice, advocacy and services;</li> <li>• an opportunity for disabled people to become volunteers in the hubs and to gain confidence and appropriate skills, knowledge and experience to become more active citizens through voluntary and paid work .</li> </ul>
<p><b>What proposals are you assessing?</b></p>	<p>The proposal is to establish an ULO Hub in each of the 11 Districts and Boroughs, where possible these will be in high street locations; accessible to all people. Each will have a staff member (Volunteer Development Worker) who will be supported by volunteers recruited through the Hub. The purpose is to provide information in an accessible format, which includes visibility to the general public, on support available for people with any form of disability or frailty. Advice will be available as staff and volunteers are able to offer their life experiences. The Hubs will be used as a venue for other services that are commissioned to provide advice e.g. the advocacy service.</p> <p>This is not the replacement of an existing service but the development of a new initiative.</p>



<b>Who is affected by the proposals outlined above?</b>	<p>The service will benefit:</p> <ul style="list-style-type: none"> <li>• Surrey Residents</li> <li>• Self funders</li> <li>• Service users</li> <li>• Carers</li> <li>• People with disabilities/older people</li> <li>• Partner Organisations</li> </ul>
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**6. Sources of information**

<b>Engagement carried out</b>
<p>Surrey Coalition of Disabled People, Surrey Disabled People’s Partnership (SDPP), Surrey Independent Living Council (SILC) as well as Action for Carers Surrey have been consulted and involved in the development and co-design of the Hubs from the start. All 4 User Led Organisations in Surrey were offered the opportunity to develop the Hubs when they were first established in September 2010. Two declined, the remaining two organisations (SDPP and SILC) are currently engaged in running and establishing the first three Hubs.</p> <p>In each of the Borough and District areas where new hubs are being set up engagement events have taken place with local user led organisations, voluntary organisations and the faith sector as well as local and county councillors.</p>
<b>Data used</b>
<p>Currently the Hubs are monitored on an individual basis where information is presented to the User Lead Organisation Project Board which meets monthly. The specification, which has been developed in line with the paper to Cabinet (end July 2013), details a more robust monitoring process. In future each Hub will be monitored in the same format measuring footfall, volunteers recruited, placed in paid employment, the kind of information provided, access to advice and open book accounting. Monitoring will provide data on who is using the Hubs and local trends.</p> <p>The establishment of the 3 existing Hubs (Epsom, Redhill and Woking) was not based on empirical evidence of the locality profiles but on practical and financial considerations i.e. availability of high street premises, willingness of the Ds and Bs to engage. As this is, we understand, a unique service in the country we do not have data from other counties to benchmark. This will be mitigated as the strategy is to have a Hub in every District and Borough and with 5 coming on stream in the next few months we are ensuring county wide cover.</p> <p>Feedback from the August 2012 report shows: 87% of people who used the Hub and completed the survey left the Hub with all the information that they required. 89% of respondents left the Hub with a better understanding of the services and benefits on offer to them. A quote from the August 2012 report: “They gave prompt and excellent information that I needed”.</p> <p>The following is an example of feedback received recently:  Completed on - 28.6.13 AM; Greeted in a timely manner – Yes; Did the volunteer listen and understand your enquiry – Yes; Do you feel you were given sufficient info/support – YES; How would you rate the service provided – 5/5 (High); Comments: Very helpful. Provided answers. Great.</p> <p>This is obtained by offering people making enquiries a card to complete and leave for the VDW to forward to our Business Intelligence team; this is a quick and simple way to receive feedback that is proportionate to the service.</p>

### 7a. Impact of the proposals on residents and service users with protected characteristics

Protected characteristic <sup>2</sup>	Potential positive impacts	Potential negative impacts	Evidence
<b>Age</b>	The services provided through the Hubs will have a positive impact on everyone in the community especially older people		The service provided through the Hubs will benefit everyone in the community especially older people who may be looking for services to help them to continue to live independently. Feedback obtained from customer survey August 2012: 47% of people surveyed were aged 65 – 84 and 3% were aged 85 and over.
<b>Disability</b>	The services provided through the Hubs will have a positive impact on everyone in the community especially people with disabilities as the service will offer opportunities for disabled people to volunteer and to be in paid employment.		The service provided through the Hubs will benefit everyone in the community especially people with disabilities as the Hubs encourage disabled people to become volunteers in the Hubs which can lead on to employment opportunities. Feedback obtained from customer survey August 2012: Almost half the individuals that responded to the survey accessed the Hub on behalf of themselves, while 29% of the respondents used the Hub to make an enquiry on behalf of someone they cared for.
<b>Gender reassignment</b>	No specific targeted services but no negative impact	No specific targeted services but no negative impact	
<b>Pregnancy and maternity</b>	No specific targeted services but no negative impact	No specific targeted services but no negative impact	
<b>Race</b>	No specific targeted services but no negative impact	No specific targeted services but no negative impact	No specific targeted services but no negative impact
<b>Religion and belief</b>	No specific targeted services but no negative impact	No specific targeted services but no negative impact	

<b>Sex</b>	No specific targeted services but no negative impact	No specific targeted services but no negative impact
<b>Sexual orientation</b>	No specific targeted services but no negative impact	No specific targeted services but no negative impact
<b>Marriage and civil partnerships</b>	No specific targeted services but no negative impact	No specific targeted services but no negative impact

**7b. Impact of the proposals on staff with protected characteristics – not applicable**

<b>Protected characteristic</b>	<b>Potential positive impacts</b>	<b>Potential negative impacts</b>	<b>Evidence</b>
Age			
Disability			
Gender reassignment			
Pregnancy and maternity			
Race			
Religion and belief			
Sex			

<b>Sexual orientation</b>				
<b>Marriage and civil partnerships</b>				

## 8. Amendments to the proposals

Change	Reason for change
The purpose of the Hubs is to establish a venue on the high street that will provide information, advice and volunteering opportunities, free of charge to all people in Surrey.	Ensure that there is this facility in every District and borough county wide.
Monitoring arrangements will be more comprehensive and standardised for each of the Hubs based on the outcomes and outputs detailed in the specification.	Better data, ability to change and adapt service to achieve optimum benefit.
Open book accounting in relation to revenue expenditure (monthly running costs). Reporting to Board on Capital expenditure (setting up costs for the new Hubs).	Better accountability

## 9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
No potential negative impact to the establishment of the Hubs in each District and Borough.	5 new Hubs will be established by Autumn 2013. Remaining areas without Hubs (Guildford, Spelthorne and Tandridge) are being addressed, issue is to find suitable premises.	Ongoing programme	John Woods
Monitoring forms have been developed by Business Intelligence.	Grant Award to be agreed by Cabinet with corresponding agreement and specification.	24/07/13	Caroline Kalmanovitch
Open book accounting.	Grant Award to be agreed by Cabinet with corresponding agreement and specification. Capital expenditure will be monitored at Board level.	24/07/13	Caroline Kalmanovitch

## 10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected
Not applicable	

## 11. Summary of key impacts and actions

<b>Information and engagement underpinning equalities analysis</b>	All county wide ULOs consulted, engagement events have been carried out through Districts and Boroughs in the areas where Hubs are to be established.
<b>Key impacts (positive and/or negative) on people with protected characteristics</b>	<p>Positive impact as people with disabilities and older people are encouraged to volunteer and will benefit from the information supplied by the Hub. Volunteer Development Workers with disability are encouraged to apply for the position.</p> <p>Quote from August 2012 survey: "After being diagnosed with Parkinsons at the age of 39 years old I did not know where to start but with the help of the Hub, who were very friendly and knowledgeable, I received information to help me now and in the future should I need it"</p>
<b>Changes you have made to the proposal as a result of the EIA</b>	Awareness of the importance of supporting and meeting needs of all people in Surrey who require assistance to remain living independently in the community. Embedded the characteristics of equality in specification for the service.
<b>Key mitigating actions planned to address any outstanding negative impacts</b>	N/A
<b>Potential negative impacts that cannot be mitigated</b>	None

**SURREY COUNTY COUNCIL**

**CABINET MEMBER FOR ADULT SOCIAL CARE**

**DATE: 9 JULY 2014**

**LEAD OFFICER: DAVE SARGEANT, INTERIM DIRECTOR, ADULT SOCIAL CARE**

**SUBJECT: GRANT AWARD - USER LED HUBS IN SURREY**



## **CASE STUDIES FROM EPSOM & REDHILL**

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### **Customer A**

D's brother N visited the Hub at the beginning of September to ask what we do? Volunteers gave him a brief outline and he then asked if he could bring his brother in on a Saturday, explaining that his brother lives in North London but comes to visit occasionally. N dropped D off at the Hub on Saturday. D explained that he feels life is passing him by and asked for help and information about housing, finding social activities near to where he lives, and courses to help him advance at work. Whilst he was talking with volunteers it became apparent that D also experiences discrimination at work from colleagues, and needs help with parts of the job that he does. Volunteers referred D to Access to Work, as well as finding information about housing associations near to where he lives (with his parents), and information about social clubs connected to Formula 1 and motorcycle racing for disabled people. D also asked for help finding a dating agency for disabled people and left the Hub with an envelope full of information and leaflets. Volunteers also assured D that he could phone or email the Hub for additional help if he needed it. It was obvious watching and listening to D talking to the volunteers that he felt supported and listened to. He grew in confidence and kept asking for more and more information. He was at the Hub for over an hour.

### **Customer B**

A gentleman in his eighties came into the Hub in the first week of it being open. He was asking about computer training and where this might be available. I told him about Age Concern who are shortly to begin running computer drop in courses. He said that he felt that that was not really what he wanted and began to tell me his issue. He said he had been an inventor and had fully protected his work by patents. However, recently his work had been copied and while he knows exactly how to challenge it, he lacks the IT skills to do it. He said that he felt that IT was acting as a barrier to effective communication for him. I spoke to him about Advocacy and explained that an Advocate could help to support him to say what he wants. We referred him to SDPP Advocacy. He was extremely grateful for the support The Hub had given him.

### **Customer C**

A gentleman came into The Hub to ask about finding work. We were able to signpost him to The Job Centre and told him about the Work Choice programme which is available for disabled people. We also gave him information on Access to Work for when he finds work. He also mentioned Benefits and we told him about Get Wise and how they could do a

Benefits Check for him to ensure he was receiving the right benefits. He asked for a referral to be made so that he could access their services

## **Volunteers**

### **Volunteer A**

D is in his sixties. Three years ago, before he had a stroke, he was a consultant accountant to a large City Council, who spoke very highly of him in his volunteer references. Prior to that he had worked for several internationally known companies.

D is determined to return to work as an accountant but recognises that he needs to rebuild some of his key skills. It takes him a little longer to read documents and he finds typing difficult. At the Hub he finds not only the support and understanding he needs but that his experiences and empathy help him connect with customers. D also has a strong work ethic which helps other volunteers focus on their tasks.

### **Volunteer B**

I will always remember my first experience of the Hub when I collected my volunteer pack, trying to appear confident and bright. I really should not have worried; I received a warm welcome which is something I've always tried my best to emulate when I was working there. I'm inclined to try and rescue and sort people's problems out, I learnt it is not my place and that my role was to sign post people and not to advise. This I hopefully have taken on board in my personal life.

The people who walk into the Hub are often in a distress state, their situations vary enormously. This initially I found overwhelming as my confidence was low. I soon realised my anxieties were unnecessary as the Volunteer Development Worker was always there to guide me and help me develop as a volunteer. I got a huge buzz from helping and seeing people return for appointments with various members of staff, knowing that I had in my role made a positive difference.

You are never alone at the Hub, you can never know all the answers even if you're a bit of a perfectionist like me. The experience gained, the friendships and the support I received has given me the confidence to pursue a career in counselling. I've just started a two year course and even though I am feeling anxious as I did when I first start at the Hub I know it will pass and I'll thoroughly enjoy the experience.

My experience was invaluable, it was fun being part of team and it helped me to build my confidence. I cannot recommend it more highly for such a positive experience.

### **Volunteer C**

T has attended the Hub for one to one Training with the Volunteer Development Worker, prior to starting his four week trial as a volunteer. The Work Placement Officer at The Grange where T lives told me what a high he had been on following his training. The Programme Manager at The Grange also told me that T had been extremely positive about his training here.

T has an extremely positive outlook on life and he felt energised that the ethos of The Hub matched this and he can see himself thriving here as he starts his initial 4 week trial period.

### **Volunteer D**

This is the 4<sup>th</sup> week of my trial period, and I feel I have been quite well involved in the setting up of the Hub. I think we have got a very good amount of information to help disabled people and their carers. I am learning to access this information on the computer. I am looking forward to meeting people who will drop in and use this very worthwhile service.



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