ANNEX 5: EQUALITY IMPACT ASSESSMENT SUMMARY

This Annex provides a summary of the equalities analysis for savings proposals that appear in the MTFP for 2014-19 set out by Directorate. Where there are new savings proposals which have been assessed as having potential equality implications, analysis has been completed and is included as part of this Annex. For savings which are ongoing and analysis was undertaken in 2012/13, copies are available on the Council's website[1].

1. DIRECTORATE SUMMARIES

a. Adult Social Care

The Adult Social Care Directorate has submitted 23 savings proposals, of which 18 have been assessed as having potential equalities implications. The majority of proposals are continuations from the 2013-18 MTFP and therefore have existing EIAs which are ongoing.

There are two new savings for Adult Social Care which have been assessed as requiring new Equality Impact Assessments:

- Family, Friends and Community Support – a thorough EIA has been completed for this proposals and has been made available as part of this annex;

- Savings from Traded Activity – this proposal relates to planned savings arising from restructuring of management and support from the creation of a Local Authority Trading Company. These proposals are at an early stage, and further assessment will be undertaken as part of the detailed project planning which will take place up to August 2014.

The savings plan for the current year has been checked against the savings schedule proposed at the point in time it was initiated. Where the plan is consistent, the original EIA has been refreshed with the current year's values, where the savings plan is new, or not consistent with the original schedule, a new EIA has been prepared. These actions are summarised within the following table.

The proposals focus on three broad areas - increasing personalisation of care services, including utilising an individual's personal support network; driving for greater value for money within adult social care services; and adopting a preventative approach to social care services.

Analysis has shown that the majority of the proposals will have a neutral or positive impact on people who use services and their carers as a result of the mitigating actions identified throughout the business planning process. These include:

- Embedding personalisation to empower people who require support and equipping staff to empower people who require support to shape their own lives within their own personal support networks and to shape the services they receive around their own lives and friends, families and community.

[1] See http://www.surreycc.gov.uk/your-council/equality-and-diversity/Ensuring-our-decisions-are-fair

6

- To equip social care staff to support people to feel empowered to shape their own care and support they receive from friends, family and community
- Working with partners to grow a more diverse range of services in Surrey, with more specialists and micro-providers, with whom people can use their personal budgets.
- An on-going commitment to prevention through partnership, including signposting, reablement, supported living and telecare.
- Securing better value for money from commissioned services etc.
- Continuing work with Children, Schools & Families (CS&F) to optimise the care pathway for young people in transition.
- Working to develop an integrated local area workforce strategy which will take a whole systems approach with partners to planning Surrey's social care workforce.

Seven of the proposals may potentially have a negative impact on people who use services and their carers across one or more of the nine protected characteristics[2]. A range of mitigating actions has therefore been developed. These include:

- Encouraging people to address their care and support needs by first looking towards their personal network of family and friends, together with their community
- Balancing telecare with other preventative services such as meals on wheels, volunteering, in-touch service etc to retain personal contact.
- Maintaining the statutory eligibility criteria with a continuing duty to meet assessed needs.
- Working closely with commissioned organisations to maximise value for money and maintain as wide a range of services as possible, despite significant cuts in funding eg optimising Supporting People services.
- On-going monitoring of the outputs from the Resource Allocation System to highlight the need for recalibration and practice improvement.
- Targeted recruitment in Personal Care & Support and Service Delivery.

Content

The table below explains the assessment associated with each savings proposal.

Description of Efficiency		**2014/15 £000**	**Impact**	**Rationale**
1	Strategic review of In-house services	0	+ impact Previous EIA with no material change	This efficiency is planned to be delivered from 2015/16 onwards
2	Preventative savings through whole life systems interventions & telecare	(250)	+/- impact Previous EIA with no material	Whole Life Systems interventions into areas such as integrated virtual wards, reablement and therapy intervention and the use of

[2] These include – Preventative savings through whole life systems interventions & telecare, Strategic shift from residential to community based provision, Recommission supporting people contracts, Apply Resource Allocation System more consistently, Strategic supplier review, Manage costs below budget, and Friends, Family and Community Support.

			change	telecare will avoid or delay incurring of costs. This is an ongoing efficiency for which an EIA was completed for the Medium Term Financial Plan 2012-2017
3	Optimisation of spot care rates	(4,005)	+ impact Previous EIA with no material change	This is the continuation of an ongoing efficiency, for which a new EIA was prepared as part of the Medium Term Financial Plan for 2013-2018
4	Maximising income through partnership arrangements	(2,500)	No impact Previous EIA with no material change	Individuals will be appropriately assessed in order that their care needs are funded from the correct source. This is an ongoing efficiency for which an EIA was completed for the Medium Term Financial Plan 2012-2017
5	Section 256 client group savings	(1,500)	No impact Previous EIA with no material change	The age profile of this client group will result in a gradual decline in numbers therefore reducing costs. This is an ongoing efficiency for which an EIA was completed for the Medium Term Financial Plan 2012-2017
6	Learning Disabilities Public Value Review	(1,000)	Previous EIA with no material change	This is the continuation of an ongoing efficiency programme for which EIAs have previously been prepared on each recommendation
7	Extract better value from block contracts	(433)	+ impact Previous EIA with no material change	This efficiency is delivered through working with block contract suppliers to obtain better value for money in terms of both price and volume to create savings. This is an ongoing efficiency for which an EIA was completed for the Medium Term Financial Plan 2012-2017
8	Strategic shift from residential to community based provision	(118)	+/- impact Previous EIA with no material change	The use of residential settings will decrease by providing personal accommodation options for individuals, increasing the numbers of people remaining at home or accessing other community

				based care. This is an ongoing efficiency for which an EIA was completed for the Medium Term Financial Plan 2012-2017
9	Optimisation of Transition pathways	(250)	+ impact Previous EIA with no material change	Optimising the way in which services are planned and delivered for young people will mean that services can be delivered more efficiently. This is an ongoing efficiency for which an EIA was completed for the Medium Term Financial Plan 2012-2017
10	Other commissioning strategies	(730)	+ impact Previous EIA with no material change	This efficiency will be delivered through reduced costs on retendered areas of work by introducing new commissioning arrangements and re-designing pathways. This is an ongoing efficiency for which an EIA was completed for the Medium Term Financial Plan 2012-2017
11	Recommission Supporting People contracts	(1,000)	- impact Previous EIA with no material change	The Supporting People service helps people to live in their own homes so that they can lead more independent lives. The budget proposal is to reduce costs through recommissioning and negotiating existing contracts. This is an ongoing efficiency for which an EIA was completed for the Medium Term Financial Plan 2012-2017
12	Efficiency savings through community budgets	(600)	+ impact Previous EIA with no material change	Community budgets take a holistic view of budgets deployed by different organisations in local communities. This will give local public service partners the freedom to work together to redesign services around the needs of individuals, improving outcomes, reducing duplication and waste and so saving money. This is an ongoing efficiency for which an EIA was completed for the Medium Term Financial Plan 2012-2017
13	Optimisation of other block contract rates	(396)	+ impact Previous EIA	Block contracts are contracts for a fixed volume of service over a specified period. This proposal

			with no material change	will ensure, through the procurement process, the optimisation of the rates paid for block contracted services such as residential and day care. This is an ongoing efficiency for which an EIA was completed for the Medium Term Financial Plan 2012-2017
14	Apply Resource Allocation System more consistently	(3,000)	+/- impact Previous EIA with no material change	See 'Action to offset increased demand' below
15	Strategic supplier review	(1,500)	+/- impact Previous EIA with no material change	Working with strategic suppliers through negotiation to achieve best value for money from the business placed with them. This is an ongoing efficiency for which an EIA was completed for the Medium Term Financial Plan 2012-2017
16	Additional efficiencies to be achieved in year	(3,000)	No impact	Proposals will be developed during the course of the year; it is not possible therefore to assess their impact on people and carers at the current time. The impacts of these efficiencies on people with protected characteristics will be considered as they are identified.
17	Manage costs below budget	(4,070)	+/- impact Previous EIA with no material change	Budgets will be managed to identify areas where expenditure can be contained below budgeted levels. This will include staffing costs, but there may be other aspects which will contribute towards this area of saving. This a new efficiency proposal for which therefore an EIA has been completed
18	Families, Friends and Community Support (see EIA p.22)	(10,000)	+/- impact New 2014/15 EIA	Adult Social Care will encourage people to address their care and support needs by first looking towards the care and support their family, friends and local community network may be able to offer, and to paid services where there are gaps.

				This is an on-going efficiency.
19	Temporary changes in care packages and overprovision in call off funding	(1,500)	No impact	This saving plan is an accounting adjustment arising from estimating existing care packages for the entire year. This represents estimated breaks in care provision arising from breaks in provision from, for instance, holidays.
20	Savings from Traded Activity	(700)	Potential impact – to be assessed as proposals are developed.	Planned saving arising from restructuring of management and support from the creation of an Local Authority Trading Company. This will be achieved without additional changes to front line services
21	Protection of Adult Social Care from Better Care Fund	(4,000)	No impact	This represents a funding adjustment from the implementation of the Better Care Fund. There will be no changes in provision of care services.
22	Strategic renegotiation of main block contracts	(1,400)	No impact	The saving is an accounting adjustment arising from changing the funding model within block contracts. Care provision will not be altered by this adjustment
23	Contribution from Reserves	(14,000)	No impact	A one off contribution from Reserves that will not alter care provision.
	Total	**(55,952)**		

b. Business Services

The savings within Business Services consist of 15 proposals, of which 12 relate to the 2014/15 financial year. There are a number of savings which are continuations of those begun in either 2012/13 or 2013/14 savings and as such have already had EIAs carried out.

In 2014/15 there is one budget proposal line that has been assessed as requiring an analysis of the equalities implications. This is the Managed Print Service project which will deliver a new print solution across the organisation. As this has such a wide ranging impact an EIA has been undertaken and an action plan has been integrated into the project objectives to mitigate negative impacts where identified.

The Managed Print Service project is profiled to deliver £110k of savings in 2014/15.

Potential positive impacts	Potential negative impacts
Disability – - Modern displays on the equipment may be more effective than current devices - There is likely to more flexibility and adaptability with the modern technology. - The engagement that will be undertaken as part of the rollout will provide an opportunity for individuals who may have additional needs to shape the new technology.	**Age –** - difficulty adapting to the new technology **Disability –** - usability issues with interface for those with physical and learning difficulties as well as the reduction in device numbers across the estate.

The assessments show possible negative impacts for the protected characteristics of age, and disability. The most significant possible negative implications were identified for disabled staff.

A range of mitigating actions have been developed alongside the savings proposals to reduce the potential negative impact. These include:

- Significant engagement with all staff as part of the contractually agreed process with the Contractor
- A training and communications drive alongside the rollout of the new equipment to support staff in using the new technology.

	Savings Line 2014/15	Amount	Decision	Rationale
1	Organisational design from Public Value Review	£150k	Ongoing, previous EIA and no material change	Savings identified from service redesign which took place in 2012/13 and already an EIA on the original proposals – savings fall between 2013/14 – 2015/16.
2	Making a Difference	+£415k	No impact	Due to the rent free period on Quadrant Court coming to an end an additional spend of £415k has been included so is an additional pressure rather than a saving in 2014/15
3	Responsive maintenance	£500k	No impact	Savings have been identified in the responsive maintenance budget by delivering more effect planned maintenance reducing the need for reactive delivery.
4		£175k	No Impact	This relates to income generated from revenue generated from the SCC

6

	Property Income			property portfolio
5	Public Sector Offer Income – Data Centre	£150k	No Impact	This relates to income generated from the provision of services through the Surrey Primary Data centre
6	Public Sector Offer – Other income	£100k	No Impact	This relates to income generated from the provision of Treasury Management and transactional services.
7	Partnerships & Collaboration	£300k	No Impact	More effective delivery of property services due to the implementation of the PAMS (Property Asset Management System) in partnership with Hampshire County Council.
8	Productivity – Staffing	£415k	No Impact	Savings on this line relate to either a reduction in staffing budget either via natural wastage, deletion of vacant posts or a reduction in FTE.
9	Productivity – Other	£200k	No Impact	This savings line relates to a reduction in the Audit Fee for SCC and a small reduction in the training budget.
10	Leases	£300k	No Impact	This saving is down to the expected demand on the lease budget not being realised for 2014/15 i.e. For example not as much space in District & Borough offices will be needed as was initially forecast in the budget and therefore a £300k reduction in budget is feasible for 2014/15.
11	Managed Print Service (see EIA p. 54)	£110k	New Proposal – EIA required	This project is to replace the existing printer/scanner/copier estate with a managed solution by an external supplier. As well as an overarching EIA, this project has also ensured that the solution procured is DDA compliant and the rollout will be managed on a site by site basis taking into account the needs of individuals.
12		£205k	No Impact	This is made up on income from our ESCC partnership, income from

	Income			payroll services, property fire and risk advice services and HR services.

c. Chief Executive's Office

Two savings within the Chief Executive's Office budget proposals for 2014-19 have been identified as requiring an Equality Impact Assessment.

The first of these is the Communications Review, which aims to reduce the amount of spending on printed communications through greater use of digital technology. This proposal could have a negative impact on those who are less able to access online information, a higher proportion of whom are older people, in particular older women, and people with physical and learning disabilities. There could also be negative impacts for staff who are less able to access to digital technology. However, these impacts will be minimal as the Council will continue to meet its statutory duties to provide accessible material and information will continue to be made available in paper format where appropriate. Translation and interpreting services are not in scope for the purposes of this Review.

The second proposal relates to disbanding the Council's Olympic Legacy Team. The impact of this on residents is expected to be minimal as the work of the legacy team is being transferred to other parts of the Council where it can be carried out as business as usual. There are ongoing discussions with partners as to where the work would be best located to ensure the best outcomes for residents and the community. The impact of the changes on staff have been mitigated through regular meetings and one to ones, support throughout from the Employee Assistance Programme, career coaching support, CV and interview skills and job matching services through the redeployment support team.

There is one new saving relating to Public Health which has been assessed as not requiring an EIA. This relates to savings made through joint functions following the transition of Public Health to the Council. These changes will continue to be monitored for any potential equalities impacts.

Content

Description of Efficiency	£000 2014-19	Impact	Rationale	Page
Disband Legacy Team (see EIA p.76)	400	+/- impact	An EIA has been completed.	xx
Legal advocacy	400	No impact	This will involve reducing the use of external contractors and bringing more staff in-house and is not expected to	N/A

Description of Efficiency	£000 2014-19	Impact	Rationale	Page
			have equalities implications.	
Publicity Budget Review and Communications Review[3] (see EIA p.64)	1100	+/- impact	An EIA has been completed.	xx
Staffing efficiencies	105	No impact	No impact is anticipated from this saving as reduction will be made through vacant posts.	N/A
Other savings	93	No impact	These savings are made up of number of small reductions which are not expected to have an equalities impact.	N/A
Synergies with inclusion of Public Health	3000	No impact	This relates to savings made as a result of the transition of Public Health to the Council and subsequent reduction of duplicate functions. No equality impact is anticipated however this will be monitored as decisions are taken in the future.	N/A

[3] The £1m savings relating to the Communications review will appear in the Central Income and Expenditure budget and has been included here for ease of reference. Savings made will be reallocated across the Directorates.

d. Children, Schools and Families

There are three new savings for the Children Schools and Families Directorate in the MTFP for 2014-19 which have been assessed for equalities implications.

Two new savings proposals for **Children, Schools and Families** have been assessed as not requiring the completion of an EIA, these relate to the funding transfer for DSG services and an adjustment to previously estimated demand pressure in safeguarding services. One further saving has been identified relating to service realignment, this will not be implemented until 2015/16 and relates to proposals being developed through the Public Value Programme which are at an early stage. An Equality Impact Assessment will be undertaken as the part of the programme's development.

Content

Description of Efficiency	£m 2014-19	Impact	Rationale
Funding Transfer for DSG Services	4.5	No impact	Transfer of funding to come from Dedicated Schools Grant. This will result in no overall reduction in existing budget or material impact on services delivered
Inflation funding for DSG Services	3.0	No impact	As above
Child Protection additional MTFP pressure - not to be funded	3.1	No impact	Adjustment to previously estimated demand pressure
Contain inflationary pressure	1.5	No impact	Ongoing Market Management EIA with assessment of no impact
Commission effectively (non-inflation)	8.5	No impact	Ongoing Market Management EIA with assessment of no impact
Service realignment	3.5	Equality Impact Assessment to be completed	This saving will not be implemented until 2015/16. It relates to proposals being developed through the Public Value Programme which are at an early stage, and a Equality Impact Assessment

Description of Efficiency	£m 2014-19	Impact	Rationale
			will be undertaken as the part of the programme's development

6

e. Customers and Communities

Twenty separate initiatives that will deliver budget savings over the period have been assessed. Fifteen of these will have an impact in 2014/15. Seven have been determined as requiring EIA assessment at this stage and these are attached as part of this annex. The table below provides more detail on the savings and the assessment undertaken for each saving stream, and these are numbered 1-20 for ease of reference in the paragraphs that follow.

Of the five EIAs, one – the reduction in the Member Local Allowance and the Community Improvement Fund (Savings 1 and 2, combined) – has been developed as part of the review and has been updated to reflect comments and advice received at the C&C DEG in late February.

There are a number of savings based on additional income generation where initiatives are still being defined and may need an EIA assessment at the appropriate stage (Savings 4 and 10).

A number of projects are known to require EIA assessment but are not at an appropriate developmental stage to merit this being done at this time (Savings 8, 11, 14, and 19).

No impacts have been identified for the remaining savings (3, 5, 6, 13, and 16), which relate primarily to planned and agreed staff budget reductions and the benefits of partnership activity. It has been determined that EIA assessments are not needed on these.

The potential impacts and mitigation that have been identified for the five EIA assessments attached can be summarised as:

Savings stream	Impacts identified	Mitigating actions
Savings streams 1 & 2 Reductions in Members Local Allocation and Community Improvement Fund	• Lack of awareness of the funds • Process complexity • Higher Impact on disadvantaged communities • Less funding reaching communities • Lack of service data on the specific benefits for protected characteristic groups and the additional funding awards attract	Much has been done to promote and raise the profile of the funds and simplify processes. Training and advocacy also provides communities with support in identifying other income sources. Members' role in promoting, especially to disadvantaged communities, has been enhanced and supported by officers. A specific action identified is to improve understanding of the positive impact of awards within more vulnerable communities, and to establish better information on

Savings stream	Impacts identified	Mitigating actions
		the gearing effect for attracting other funding that this creates
Savings stream 7 Woking Fire staff changes	The EIA relates to the building design and has addressed all identified accessibility and design considerations. The service changes planned as a result of the project will require a separate EIA at an appropriate stage.	Building designed to enable disable access and facilities and meet all DPA requirements
Savings stream 12 Heritage service restructure	The principle impact is a positive one – increasing the number of entry-level positions and permanent apprenticeship opportunities.	All job profiles and processes have been fully compliant with HR and legislative requirements
Savings stream 17 Spelthorne fire station reconfiguration	Impacts are mainly positive – Improved balance of service and average first response time across the county as a result of the full programme delivery. - More specifically improved first response time in Runnymede A small negative impact as a result of slightly decreased first response times within Elmbridge and Spelthorne, but remaining within the Surrey Response Standard of 10 minutes	None identified
Savings stream 18 Fire contingency arrangements	Impacts identified are positive. The contingency crewing arrangements - public vs private sector provision – are not expected to affect the service provided. The staffing agency arrangements will allow employees greater flexibility to do additional hours under a secondary contract.	Continuous review and updating of arrangements. Refreshed EIA to be undertaken at the end of the pilot period.

The overall assessment is that the initiatives are reducing the negative impacts identified through effective action and mitigation. In many case there is a positive impact expected or being realised. There is no appreciable compounded impact as a result of these savings on any of the protected characteristic groups.

Description of Efficiency	£m 2014-19	Impact	Rationale
GROUP 1: Savings impacting from 2014/15			
1. CPT - Reduction of Members Allocations - 20% reduction (see EIA p.81)	(-0.190)	- impact (Vulnerable communities)	This is a biddable sum that is not part of the main service offer. It does however have a positive impact on communities, often disadvantaged. Well established and well taken up.
2. CPT - Reduction of Community Improvement Fund (25% reduction on normal annual budget) (see EIA p.81)	(-0.500) (2014/15	- impact (Vulnerable communities)	As above (CIF is in its 3rd year but there are earlier precedents such as the Leader's Fund). The fund for 2013/14 was increased as a one-off by £250,000 to £1.25m. The 25% saving is based on a recurring £250,000 reduction from the £1m annual budget
3. Trading Standards: Reduce investigations undertaken by tightening criteria.	(-0.075)	No impact The saving arises from the deletion of a post which has been unfilled for a year. Prioritisation of vulnerable cases means that the reduced capacity has little or no impact on those consumers	Reducing the criteria for investigations and the number undertaken means that consumers will receive less direct support. Vulnerable people are more at risk from abusive trading practices. However the service actively prioritises those complainants who are designated as vulnerable and there is no expected reduction in the support available to those with protected characteristics as a result of this reduction
4. Trading Standards: Increase income from business incl Primary Authority Agreements	(-0.035)	No impact (NB: the enhanced income is likely to be a positive since it helps to maintain or extend the other aspects of the service which deliver more protective activity)	Income is generated primarily from the commercial sector.

Description of Efficiency	£m 2014-19	Impact	Rationale
5. Customer Services / Directorate Support: - Merge middle management function, - reduced posts, - improved productivity.	(-0.17)	No impact	Includes removal of some CS roles and greater productivity arising from greater efficiencies in the Blue Badge database. Assessed as No Impact since the reductions are being achieved through natural staff turnover
6. Directorate Support – planned reductions	(-.11)	No impact	Assessed as No Impact since the reductions are being achieved through natural staff turnover
7. Fire & Rescue: Changed appliance crewing systems at: Woking (see EIA p.96)	(-.90)	+ Impact (Building) Initial screening assessment completed on main new build project– Full EIA not assessed as needed. Potential negative impact (Staffing) EIA to be undertaken later in the project. Potential negative staff impact	Use of on-call staff to crew second appliances at Woking and Camberley. Projects are not at the stage where EIAs can be completed but these will be developed when appropriate.
8. Fire & Rescue: Changed appliance crewing systems at: Camberley		No negative impacts identified – relates to changing from wholetime to on-call provision. Options being developed in first half of 2014 for implementation Aug 2014. EIA to be developed as part of this process	EIA provided for the new Woking Station build
9. Fire & Rescue: Contractual value-for-money – contingency crewing	(-.70)	Impact unclear at this stage as the proposal is still at definition	Will require assessment once proposals are more fully developed

Description of Efficiency	£m 2014-19	Impact	Rationale
		stage	
10. Fire & Rescue: Additional Income / cost reductions	(-1.30)	No impact	MTFP target for the period increased to reflect current opportunities and Public Sector Transformation Network – Blue Light project. Target for 14/15 reduced. Future income generation initiatives will be assessed once defined for equalities impacts.
11. Cultural Services: Heritage Service: Heritage Enterprise Unit	(-.15)	Potential negative Impact (Staffing)	Removal of Heritage Enterprise Unit subsidy. The Unit will seek to enhance income to offset the reduction. Decision will be taken in 2014 on longer term options
12. Cultural Services: Heritage Service: Service restructure (see EIA p.99)		Positive Impact	Restructure of service arrangements has been managed in accordance with HR and legislative requirements but is creating more opportunities for younger / entrance level employment
13. Cultural Services: Unallocated funding	(-.10)	No impact	Remove unallocated funding for cultural activities,
14. Cultural Services: Libraries staffing efficiency savings		Potential negative impact (Staff) EIA not developed yet – project and EIA to be developed from Feb/Mar 2014	Efficiencies within Libraries (Arising from wider staffing restructure).
GROUP 2: Savings impacting after 2014/15			
16. Trading Standards: Shared service provision inside and outside Surrey	(-0.023)	No impact (potential for improved or extended service arising from efficiencies and shared activity)	Proposals build upon the Mole Valley model (shared database joint management etc.) Discussions for shared service model with another TS authority underway No staff impacts arising and

Description of Efficiency	£m 2014-19	Impact	Rationale
			public protection / service levels managed
17. Fire & Rescue: Reconfigure fire stations Spelthorne (15/16). Planning for Elmbridge (16/17) and Epsom / Burgh Heath (17/18) (see EIA p.110)	(-1.50)	Negative and Positive Impacts Other EIAs to be created as part of project development	EIA in place for Spelthorne. Over programme of station reconfiguration has a positive impact by improving the balance of first arrival response times across the county. Impacts within the Spelthorne station catchment area from the changes include improved and decreased response times depending on locality but assure that all remain within the agreed service response standard.
18. Fire & Rescue: Fire staffing agency agreements (see EIA p.180)	(-.50)	Positive Impact Pilot EIA will be reviewed and updated if the initiative is extended	Targeted for 15/16. Planning is still at an early stage and subject to agreement and proven success of the pilot currently being tested, the EIA for which is attached. However the Service will evaluate whether to extend or discontinue this initiative, on which the savings are based. The impacts create greater opportunities and flexibilities for staff and are therefore assessed as positive
19. Fire & Rescue: Reduce staffing level - Fewer FF's on Fire engines increasing productivity.	(-3.00)	Potential negative Impact (Staff) EIA will be created as proposals develop	This will be reflected in the refreshed Public Safety Plan (2015 – 2025) which is under development for adoption and implementation by April 2015. Aim is to achieve savings mainly through natural wastage but may need to consider some redundancies if necessary to meet targets.
20. Fire & Rescue: Management reductions		Impact to be determined Continued implementation of Middle management Review and detail of	This is the continuing roll out of PVR actions from 2011. Specific proposals for this phase of the review are still in development and an EIA will be undertaken once these are confirmed.

Description of Efficiency	£m 2014-19	Impact	Rationale
		this phase yet to be fully developed	

6

f. Environment and Infrastructure

Four new savings proposals for Environment and Infrastructure have been identified as requiring an EIA. Of these, only one proposal has been assessed as being at an advanced enough stage for an EIA to be undertaken, this is the proposed saving for the Network Management Information Centre for which a new EIA has been completed. Two further proposals relating to Central Support and Transport Policy are also expected to have potential equalities implications relating to staffing changes and an EIA will be completed once the proposals have reached an appropriate point of development.

The fourth new saving proposal relates to the Transport Review, which has potentially significant equality implications. Savings for the Review are not planned until 2015/16. This proposal will be the subject to consideration by Cabinet in June 2014, when a full EIA will be presented. Consultation with groups with protected characteristic will take place as these proposals develop further to ensure any potential negative impacts are identified and mitigating actions put in place.

Two further savings proposals are ongoing and have existing EIAs; including for Highways Maintenance and Highways street lighting. A range of mitigating actions have been developed alongside these savings proposals to reduce the potential negative impact. These include:

- Providing tailored service information for groups of service users negatively impacted by these proposals, with alternative methods of accessing services highlighted.
- Ensuring changes made to services do not exclude certain communities.
- Maintenance of services for high-need communities.
- Engagement with key community groups to gain their input on how services are delivered.

	Savings Line 2014/15	Amount	Decision	Rationale
	Refresh of MTFP – July 2013			
1	Transport Review	None 2014/15	New proposal	Savings will begin from 2015/16. Potential for significant impact on travelling public. Full EIA to be completed and presented to Cabinet in June 2014.
2	Countryside savings	£200k	No impact	This represents new income from offering various services

				to landowners regarding access and is not expected to have an impact on the public.
3	Economic development	£100k	No impact	Saving from deleting one vacant post plus reducing subscriptions.
4	Support services and other reviews, consisting of:	£500k total	Various	Various as below
4a	Central support	£100k	New proposal	Savings from staff changes. A new EIA will need to be completed as proposals are developed.
4b	Transport Development Planning	£100k	No impact	This represents increase of charges to developers for planning advice. No impact on the public.
4c	Network Mgmt Information Centre	£100k	New proposal	Savings from early staff changes. An EIA has been completed for this proposal however has not been published at this point due to sensitive information relating to staff.
4d	Transport Policy	£100k	New proposal	Savings from staff changes. A new EIA will need to be completed as proposals are further developed.
4e	Design Review	£100k	New proposal	This relates to charges to developers and is not expected to have equalities implications. There may be some staff reorganisation as a result of this proposal and this will continue to be monitored.
	Additional savings for 2014/15			
5	Highways maintenance	£400k	Ongoing, previous EIA with no material	EIA for 'Reactive Maintenance Review' 2013

			change	
6	Highways street lighting	£140k	Ongoing, previous EIA with no material change	Previous street light dimming was not undertaken in 2012/13. Previous EIA applies.
7	Transport Development Planning	£40k	No impact	This represents increase of charges to developers for planning advice. No impact on the public.
8	Sustainability	£20k	No impact	Small staff change, to be covered in 2014 staff change EIA.
9	Road safety	£145k	No impact	Savings are from increased recharge to the police and from income/sponsorship.
10	Additional savings as required	£155k	No impact	This is a balancing figure. If further savings are required, they will be determined in-year.

2. NEW EQUALITY ANALYSIS FOR 2013/14

This section provides the equality analysis for new savings proposals in 2013/14. The table below provides a summary of these by directorate:

Directorate	Equality Impact Assessment	Page
Adult Social Care	Friends, Family and Community Support	22
Business Services	Managed Print Service	54
Chief Executive's Office	Communications Review	64
	Disbanding the Olympic Legacy Team	76
Customers and Communities	Reductions in Members' Local Allowance and Community Improvement Fund	81
	Fire & Rescue – Changed appliance crewing at Woking	96
	Heritage Service – Staffing restructure	99
	FRS changes to emergency response cover for Spelthorne	110
	Fire staffing agency agreements	180

EQUALITY IMPACT ASSESSMENT

6

1. Topic of assessment

EIA title:	Medium Term Financial Plan (MTFP) 2014-19 efficiency saving **Family, Friends and Community Support**

MTFP efficiency saving (£000s)	14/15	15/16	16/17	17/18	18/19
	10,000	10,000	10,000	5,000	-

EIA author:	Kathryn Pyper, Neill Moore and Rebecca Brooker

2. Approval

	Name	Date approved
Approved by	Dave Sargeant, Interim Strategic Director, Adult Social Care	4 March 2014
Approved by	Anne Butler, Assistant Director Commissioning, Adult Social Care	4 March 2014
Approved by	Paul Carey-Kent, Strategic Finance Manager - Adult Social Care	4 March 2014
Approved by	Adult Social Care, Directorate Equality Group (DEG)	4 March 2014

3. Quality control

Version number	8	**EIA completed**	4 March 2014
Date saved	4 March 2014	**EIA published**	

4. EIA team

Name	Job title (if applicable)	Organisation	Role
Kathryn Pyper	Lead Project Manager	Surrey County Council	Business Planning
Rebecca Brooker	Project Manager	Surrey County Council	Family, Friends and Community Support Project Manager
Neill Moore	Senior Principal Accountant	Surrey County Council	Finance
Allan Wells	Lead Manager Legal Services	Surrey County Council	Legal advice

EQUALITY IMPACT ASSESSMENT

5. Explaining the matter being assessed

What policy, function or service is being introduced or reviewed?	Through 'Family, Friends and Community Support', Adult Social Care is making a shift to an asset based approach. This values the capacity, skills, knowledge, connections and potential – the social capital - in a community. It recognises the positive contribution people in local communities can make towards the provision of social care and support and how it can bring about positive outcomes for the individual and their community. 'Family, Friends and Community Support' is a development of our on-going commitment to personalisation which gives people choice and control over their lives. The £10m efficiency saving in 2014/15 has been identified as part of the Medium Term Financial Planning process as an achievable target for Adult Social Care. Further efficient savings of £10m are planned for 2015/16 and for 2016/17, followed by a further £5m saving in 2017/18. This brings the total efficiency saving to £35m over a four-year period.
What proposals are you assessing?	The demand for adult social care, without offsetting action, is estimated to exceed the available budget provision. In order to offset these potential pressures, Adult Social Care will encourage people to address their care and support needs by first looking towards the care and support their family, friends and local community network may be able to offer, and to paid services where there are gaps. It is thus hoped to reduce the cost of care packages whilst continuing to meet assessed need. It is hoped this will deliver efficiency savings, whilst ensuring better outcomes for individuals and improved value for money. The four main areas of work are: 1. Improving Access • Empowering communities and individuals to help themselves. This is being addressed through the Sourcing and Admin review, the Referral and Assessment review, Surrey Information Point (SIP) and the introduction an online self-assessment tool. • Ensuring access to information and advice. 2. Empowering Staff • Reducing assessment time, which frees up staff time, so they can spend more time 'face to face', talking with the individual and how their needs can best be met. • Having asset-based conversations encouraging practitioners and individuals to look at existing positive assets in an individual's life- and how they could build on these, rather than replace them with local authority services. These conversations provide the opportunity for the individual to take control of their care support plan and implement choice and personalisation in the provision of their care support – an approach which user representatives have asked us to promote in our practice. Staff training in this approach is underway. 3. Developing Providers • Understanding and stimulating the wider marketplace, particularly the community support services available to people. • Developing local networks, including district and borough, locality team and commissioning staff to better understand the local context and community assets.

6

	• Revising the Joint Strategic Needs Assessment (JSNA) to take an asset based approach. • Taking an asset based approached to commissioning, increasing the co-production of services and development of existing assets. 4. Monitoring and Evaluating • Developing a monitoring framework to measure the impact and value of family, friends and community support in Surrey. This will include financial savings, added value for residents and the impact on communities as a whole. It is recognised that delivery of this will require the wide involvement of a range of teams and projects, including Members, to enable the development of a vibrant market and sustainable networks and services. It is dependent upon the whole health and social care system working seamlessly and the growing availability and effective use of social capital within communities. A key component of the project will be securing culture change across the public, voluntary, community and faith sector and within Surrey County Council itself. It is part of moving towards a sustainable future model.
Who is affected by the proposals outlined above?	The proposals will affect: • People who use services and their carers • Surrey County Council staff, particularly those involved in care planning • External organisations we commission to deliver services on behalf of the Council or in partnership

6. Sources of information

Engagement carried out
The following engagement has been undertaken: Staff: • Staff events - May 2013 • Senior manager's workshop - Sept 2013 • Visits to all locality teams including HR training rep - Jan/Feb 2014 • Seminar for lead staff with Professor Jon Glasby - Jan 2014 • Ongoing weekly articles in e-brief. Members: • Select Committee - Nov 2013 • Overview and Scrutiny Committee - Dec 2013 • Member Briefing - Jan 2014 • Local Committees - Jan/Feb 2014 • Two representatives from Select Committee sit on the Project Board Providers: • Provider Network - Nov 2013 • Information Summit - Jan 2014 Other Stakeholders: • Surrey Officers' Group (borough and district representatives) - Jan 2014 The Project Board includes representatives from corporate partnerships teams, Chief Executive's Office, Children, Schools & Families (CSF) and Surrey Community Action (voluntary sector

representative).

Adult Social Care Directorate Strategy makes a commitment to "...work with partners to co-design and deliver services which are local, universal and preventative ...". Co-design is at the heart of all we do in Adult Social Care and is part of the approach we have taken to shaping the Medium Term Financial Plan (MTFP) savings proposals.

The Adult Social Care Implementation Programme Board is a co-design Board, which oversees our change programme. The Board is attended by our strategic partners and chaired by the Cabinet Member for Adult Social Care and the Chair of the Surrey Coalition of Disabled People. As part of the budget setting process we asked the Board to help us undertake an equality assessment on our Medium Term Financial Plan (MTFP). The Board reviewed the Family, Friends and Community Support proposed savings on 27 January 2014 and assessed its impact on the protected characteristics of residents, people who use services and their carers and our staff.

The 2012-13 budget public survey using SIMALTO has enabled residents to engage in the budget setting process by providing their views on different investment scenarios. The four key headline findings have particular relevance to Adult Social Care:

- Our current spending closely reflects the spending priorities of Surrey's residents.
- We understand our residents with a notable similarity between our current spending and residents' preferences.
- A majority of residents (58%) would be willing to see a slight increase in council spending and their council tax in return for current service levels being maintained and specific investments and improvements being made in supporting more older people to live independently.
- Residents attach value to our services and reductions will cause dissatisfaction – 'residential care for dementia sufferers' and 'independent living for older people' were two of the four areas that should be protected even if savings have to be made.

Data used

- This assessment draws upon local data from engagement with people who use services, carers, representatives from user-led organisations and adult social care staff from 2012/13 undertaken as part of the Surrey Referral and Assessment Rapid Improvement Event (RIE)
- Data from Surreyi (www.surreyi.gov.uk), including the Surrey Joint Strategic Needs Assessment (2013)
- Surrey County Council Adult Social Care Directorate Data Pack – Progressing the Workforce Priority in the Fairness and Respect Strategy 2013-2018
- Mini Employee Survey, September 2012, Directorate Results – Adult Social Care
- Summary of staff feedback from the Staff Briefing Events on Social Capital led by the Strategic Director Adult Social Care in May 2013
- Research by CIRCLE, University of Leads 2013 to evaluate Carer Demonstration Projects funded through the National Carers Strategy
- Gender Variance In the UK: Prevalence, Incidence, Growth and Geographic Distribution - June 2009
- As We Grow Older – A Study of the Housing and Support Needs of Older Lesbians and Gay Men - Polari – 2005
- Gender Identity Research and Education Society (GIRES) literature
- Surrey County Council RIE Project Team (June 2013) Engagement findings from ASC staff and user-led organisations

- Carers UK's analysis of the 2001 Census findings, 'In Poor Health'
- Healthy Lives Healthy People 2010 report
- Surrey Carers' Health Survey, 2011

EQUALITY IMPACT ASSESSMENT

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

** Please note: Potential positive and negative impacts which relate to all protected characteristics are listed under age, those which then relate to each specific protected characteristic are then listed against that characteristic

<table>
<tr><th>Protected characteristic</th><th>Potential positive impacts</th><th>Potential negative impacts</th><th>Evidence</th></tr>
<tr>
<td>Age**</td>
<td>1. People will be encouraged to have a more detailed discussion, exploring what care and support options their family, friends and local community might be able to provide. It will encourage creativity and a more varied and interesting support package including a mix of formal and informal support options.
2. It will enable and encourage people to continue to play an active part in their community and to sustain their social networks, thus avoiding the risk of social isolation.
3. People will be empowered to shape</td>
<td>1. Adult Social Care has a continuing duty of care to meet eligible assessed need, against an exceptionally challenging demographic, policy and financial environment. The efficiency saving of £10m means there is a potential for a lower level of funding to be available to meet people's assessed needs.
2. The shift towards more creative and informal care packages utilising family, friends and community networks will mean a move away from traditional services. This may generate some initial anxiety for people who use services and their carers.
3. Care packages utilising family, friends and community support</td>
<td>• The following shows a breakdown of adults known to Adult Social Care in Surrey by age group.
<table>
<tr><th>Open Cases by Age February 2013[1]</th><th></th></tr>
<tr><td>Under 18</td><td>25</td></tr>
<tr><td>Not Known</td><td>55</td></tr>
<tr><td>85 to 99</td><td>6729</td></tr>
<tr><td>75 to 84</td><td>4869</td></tr>
<tr><td>65 to 74</td><td>2527</td></tr>
<tr><td>55 to 64</td><td>1933</td></tr>
<tr><td>18 to 54</td><td>5910</td></tr>
<tr><td>100+</td><td>173</td></tr>
<tr><td>Total</td><td>22,221</td></tr>
</table>
• In 2013, there were 208,200 people over 65 living in Surrey – approximately 17% of the county's population. Of these 14,125 were receiving support from Adult Social Care.
• By 2020 the number of older people living in Surrey will rise to 235,800[2] - a project rise of 23%. The population of over 85s will double within the next 20 years.
• The ageing process brings increased risks to independence and wellbeing through disease, frailty, sensory impairments and other long term conditions, especially in the "oldest old" (ie people over the age of 85). This ageing population therefore raises specific challenges for the future of social</td>
</tr>
</table>

1 Surreyi (2013) Number of Adult Social Care Open Cases split by age and ethnicity
2 Surrey Joint Strategic Needs Assessment (2013) Older People Chapter

EQUALITY IMPACT ASSESSMENT

	their own lives and the services they receive. The approach will enable people who wish to do so, to access services in their local community, which reflect their protected characteristics. 4. Having a network of friends, family and community support around an individual may enable them to identify any issues at an early stage, so appropriate early interventions can be put in place. 5. An increasing reliance upon family, friends and community networks will enable Adult Social Care to support more people whilst delivering efficiency savings.	networks may be perceived as lower cost and thus providing a lower quality of care. 4. There is a potential quality assurance issue around the quality and consistency of care provided by family, friends and community networks, how quality is assured and to whom an individual should raise any concerns. This may present a risk of challenge from people who feel disadvantaged by the 'Family, Friends and Community Support approach. 5. People will have access to varying levels of support from their family, friends and local community networks, creating a disparity, perceived inequality and lack of choice. Adult Social Care has a continuing duty of care to meet eligible assessed need. 6. It may be quite difficult for people with established packages of care who are accustomed to particular services being funded, to	care services; resources will need to be allocated to support more people (JSNA, 2013)[3]. • 22% of Surrey households consisted of only people over 65 years old. 13% were single person households over the age of 65. • 84,143 people aged over 85 live alone.

[3] Surreyi (February 2013) 'JSNA Chapter: Older People'

		instead have to look towards their family, friends and community networks to provide these services in the future. 7. There may be a cumulative impact of change with a move towards 'Family, Friends and Community Support' in both Adult Social Care and Children's Services, welfare benefit reform and pressure upon public services. This may have a negative impact upon people who use services and their carers who are may have to cope with changes at the same time and pressure upon their finances. 8. Some people who were previously using their personal budget to pay family or friends to provide care and support, may feel they can no longer do so and now have to ask their family and friends to continue to do so at no or low cost. This may have a knock on effect on the willingness or ability of those family members and friends to provide care, for example, they may not be	

EQUALITY IMPACT ASSESSMENT

		able to afford it. 9. Safeguarding concerns arising from the breakdown of care and support provided by friends, family and community support, that may mean people do not get the care they need. 10. Family, friends and community support may place additional pressure on older people, who already provide most care and support to their family, friends and local community	
Disability**	6. People with particular disabilities may be well placed to access friends, family and community support. There may for example, be more opportunities for people with a learning disability who are readily accepted within society and who are encouraged to get involved in delivering local community support eg helping at lunch club, gardening etc	11. It will be more difficult for people with some particular disabilities to access community networks as their disabilities are less well understood and are more challenging to support eg mental health 12. Safeguarding issues need to be considered, particularly perhaps for people with learning disabilities or mental health needs, who may be	• 6% of Surrey residents said their day to day activities were "limited a lot by long term illness or disability."[4] • A further 8% said their day to day activities were limited to some extent by long term illness or disability.[5] • It is estimated that in 2010 there was 33,000 people with moderate or severe personal care disabilities in Surrey. This is 4.8% of its population[6]. • In November 2007, the county had 15,430 people claiming disability living allowance; this was approximately 2.3% of the 18-64 population. • In 2012/13, Surrey ASC supported 6,781 older people, 1,880 people with physical and sensory disabilities, 3,405 people with learning disabilities and 331 people with mental

4 Surreyi (June 2011) JSNA Chapter: Physical Disabilities
5 Surreyi (June 2011) JSNA Chapter: Physical Disabilities
6 Surreyi (June 2011) JSNA Chapter: Physical Disabilities

		more vulnerable in some community situations	health needs.
Gender reassignment**	7. People will be empowered to shape their own lives and the services they receive. This approach will enable people who wish to do so, to access support from their friends, family and community which reflect their gender reassignment choice.	13. There is limited specialist community provision for gender reassignment. Individuals may be isolated or estranged from their families, limiting their opportunity to ask family to help with their care and support needs.	• The report "Gender Variance In the UK: Prevalence, Incidence, Growth and Geographic Distribution (June 2009)" includes information on the geographical distribution of the transsexual community. This distribution is based on an estimation of the implied prevalence of people who have presented with gender dysphoria (a condition where a person feels that they are trapped within a body of the wrong sex) in individual police authorities. For Surrey, the estimation is 37 per 100,000 persons 16 and over. If this figure is applied to the current estimate of Surrey's 16+ population then the estimated number is 337. • On the matter of issues faced by trans people Gender Identity Research and Education Society (GIRES) state in their literature[7] that: • Many find that their families reject them. • Sometimes, despite being protected by employment law, they are made to feel very uncomfortable at work, as well as elsewhere. • It takes great courage for trans people to reveal their true gender identities.
Pregnancy and maternity**	8. People will be encouraged to explore care and support options from amongst their family, friends and local community which help build an ongoing support network and to meet others experiencing	-	• In Surrey, based on national data, we can expect between 900 and 2,000 mothers to experience postnatal mental health problems (PNMH) problems. In south east Surrey in 2007-8, health visitors identified 270 (15%) mothers with postnatal mental health problems and offered them support. Of these mothers, 150 accepted the offer. • Surrey has a large proportion of women that give birth later in life. A few studies on the outcomes in pregnancy of healthy, older mothers suggest some health problems that increase with age. For instance, diabetes mellitus may

[7] http://www.gires.org.uk/assets/supporting-families.pdf

EQUALITY IMPACT ASSESSMENT

<table>
<tr>
<td></td>
<td>pregnancy and maternity</td>
<td></td>
<td>increase the chances of complications in pregnancy. In addition, older women have a greater risk of endometriosis, pelvic infections, leiomyomas (fibroids), all of which may lead to decreased fertility. Therefore more women may be reliant on In Vitro Fertilisation (IVF).
• Teenage parents come from all social classes, religious backgrounds and ethnic groups. However, rates of teenage pregnancy are highest among deprived communities, so the negative consequences of teenage pregnancy are disproportionately concentrated among those who are already disadvantaged.</td>
</tr>
<tr>
<td>Race**</td>
<td>9. People will be empowered to shape their own lives and the services they receive. The approach will enable people who wish to do so, to access services in their local community, which reflect their race and culture.</td>
<td>14. There are relatively small concentrations of people of particular races in Surrey. This makes it more difficult to reach the critical mass needed to provide a range of community support networks.</td>
<td>• In 2009, the estimated proportion of the Surrey population who do not describe themselves as white was 10.4%. This proportion is currently concentrated amongst those below the age of 65. 97.5% of the population in Surrey 65 years or over are classified as white - though this will inevitably change as the population ages.

<u>Open Cases by Ethnicity February 2013</u>[8]
<table>
<tr><td>Asian / Asian British</td><td>447</td></tr>
<tr><td>Black / Black British</td><td>182</td></tr>
<tr><td>Chinese</td><td>40</td></tr>
<tr><td>Mixed</td><td>125</td></tr>
<tr><td>Other</td><td>185</td></tr>
<tr><td>White British</td><td>19895</td></tr>
<tr><td>White Other</td><td>905</td></tr>
<tr><td>Unknown / Not Recorded / Information Refused</td><td>421</td></tr>
<tr><td>Total</td><td>22,200</td></tr>
</table>
• There are significant pockets of black and minority ethnic groups, for example in Elmbridge and Woking. Access to services for black and minority ethnic older people and their carers may be challenging. Barriers might include language, knowledge of what services are available, attitudes and</td>
</tr>
</table>

[8] Surreyi (2013) Number of Adult Social Care Open Cases split by age and ethnicity

			practices of service providers and cultural factors in perceiving and understanding mental illness. • Gypsies Roma and Travellers (GRT) are some of the most disadvantaged and excluded communities in our society. Historically, GRT needs have often not been fully considered when developing the services intended to support them. This has the effect of making universal services 'hard to reach' for the GRT community, compounding poor outcomes and perpetuating inter-generational patterns of exclusion and deprivation. • A number of barriers exist for the GRT community in accessing universal health provision. These include a lack of cultural sensitivity by service providers, for example use of inappropriate written communication. For some sectors of the GRT population difficulties in maintaining contact with health services are compounded due to their transient lifestyles. If someone is labelled as No Fixed Abode, they are often denied services. • A number of BME outreach groups exist in Surrey to bring support services to minority groups, such as Friends of the Elderly BME outreach and BME Carers' Support.
Religion and belief**	10. People who share a religion or belief system will be encouraged to access support from within their local faith community	15. People who don't share a religion or belief system may feel excluded or unwilling to ask for help and support from that community.	• The religion and belief of people who use services and carers should be recorded as part of the referral and assessment process, as this creates a fuller understanding of the person. A person's support needs could be informed by their religion or belief, therefore capturing this makes an assessment more personalised and responsive to individual need[9]. This information is already being captured in the new Surrey referral and assessment process. • Over the last decade the proportion of Christians in Surrey has decreased from 74.6% in 2001 to 62.8% in 2011. The proportion of people reporting "No religion" increased from 15.2% to 24.8%. There was an increase in all other main

[9] Surrey County Council RIE Project Team (June 2013) Engagement findings from ASC staff and user-led organisations

EQUALITY IMPACT ASSESSMENT

			religions. The number of Muslims increased the most from 1.3% in 2001 to 2.2% in 2011[10].
Sex**	11. Community networks tend to be well established to involve and support women eg WI, WRVS, Mothers Union etc. 12. Women may feel more comfortable asking for help and support and taking part in community based activities.	16. Men may feel uncomfortable asking for help and support, as they have traditionally been the 'provider' and may have fewer community networks upon which to draw. 17. Caring responsibilities may fall disproportionately on women who are traditionally perceived as taking on a caring role within the family or community	• 49% of Surrey residents are male, while 51% are female. This is aligned with the UK as a whole. • 80% of Surrey males are economically active compared to 68% of women. • 70% of carers are women and 30% men.[11] • Support planning must take account of the autonomy, privacy and dignity of the person. Where a person has a preference for a male or female care worker, based upon their religion, belief, gender, or any other equality characteristic, then the assessment must consider the implications on their own merit
Sexual orientation**	13. The approach will enable people who wish to do so, to access services in their local community, reflecting their sexual orientation. 14. They will have an opportunity to explore the support a family member or friend who is supportive of their sexual orientation, may be able to offer.	18. There is an ageing lesbian, gay and bi-sexual community in Surrey for whom there is limited community provision. 19. Lesbian, gay and bi-sexuals may be isolated or estranged from their families, thus limiting their opportunities to ask family, for help with their care and support	• The UK Government estimates that 7% of the population are lesbian, gay, bisexual, transgender or questioning (LGBTQ). It is likely this is a conservative estimate as the true number of people identifying themselves as lesbian, gay or bisexual, is more realistically estimated as being 9-10% of the population. • 0.7% of Surrey residents identified themselves as same sex couples. • LGBTQ face barriers to accessing health care – many young people feel that health care professionals treated LGBTQ people differently which has prevented them from visiting regularly. Specific services for transgender young people are particularly oversubscribed. • LBGTQ experience poorer health outcomes than their peers – through the effects of bullying and social stigma

10 Surreyi (June 2013) Religion (Summary analysis) based on 2011 census data
11 Surrey Carers' Health Survey, 2011

			associated with their sexuality, and through adoption of risky behaviours that are often used as a coping strategy[12].
			• The lesbian, gay and bisexual organisation Polari, published a report[13] showing that many of the issues and concerns of older lesbian, gay and bisexual people are broadly similar to older heterosexual people:
			  • There is a desire to stay in one's own home as long as possible, with support provided in a 'home help' format.
			  • There is a recognition that help and support will be needed and should be available, as an individual ages.
			  • There is recognition that suitable accommodation and support is important to an individual's health and well-being.
			However, more lesbian, gay and bisexual-specific concerns were identified:
			  • Concerns about to having to 'come out' again or 'returning to the closet' in a care/ residential setting.
			  • Concerns about accessing the lesbian, gay and bisexual community and maintaining lifestyles and friendships.
			  • Fears about being isolated in a 'heterosexual environment'.

Marriage and civil partnerships**			• According to census data from 2011 there are 482,207 people in Surrey who are married or in a civil partnership[14]
Carers[15]**	15. Carers needs will be	20. Carers may feel an	• In Surrey, 10% of Surrey residents were providing unpaid

[12] JSNA Chapter: Lesbian, gay, bisexual and transgender, 2001
[13] 'As We Grow Older' – A Study of the Housing and Support Needs of Older Lesbians and Gay Men (source Polari – 2005)
[14] Surreyi (2011) Marital and civil partnership status based on 2011 census data
[15] Carers are not a protected characteristic under the Public Sector Equality Duty, however we need to consider the potential impact on this group to ensure that there is no associative discrimination (ie discrimination against them because they are associated with people with protected characteristics). The definition of carers

EQUALITY IMPACT ASSESSMENT

	considered as part of the assessment process and their input valued to ensure the friends, family and community support elements of a package are realistic and sustainable	obligation to provide more care and support than they feel able to cope with, as the focus will be to look first towards what their family, friends and local community networks may be able to provide and only to paid services where there are gaps.	care. Of these, 2 % provided more than 50 hours unpaid care per week[16]. • There are over 108,000 carers in Surrey who look after family, partners or friends in need of help because they are ill, frail or disabled - the care they provide is unpaid. • There are believed to be about 12,000 young carers living in Surrey. • Adult Social Care provides support to 3,000 adult carers through a range of carer-led services and carers personal budgets[17]. • The provision of support by Adult Social Care should ensure a proportionate, robust and legal process is developed and applied for people who are carers[18]. • Those caring for 50 hours a week or more are twice as likely to be in poor health as those not caring (21% against 11%). This can be due to a range of factors including stress related illness and physical injury[19] • Carers who care for 50 hours or more per week are 80% more likely to have health impacts[20]. • Over half of carers proving more than 20 hours a week are likely to sustain a physical injury such as back strain. • 70% of carers are women and 30% men[21]. • Almost 100% of carers identified a health condition they suffered from[22] and 35% said they thought their condition had worsened due to their caring role.

developed by Carers UK is that 'carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid. This includes adults looking after other adults, parent carers looking after disabled children and young carers under 18 years of age.'

16 Surreyi (Jan 2014) Census 2011

17 Surreyi (March 2011) JSNA Carers Chapter based on 2011 Census

18 Surrey County Council RIE Project Team (June 2013) Engagement findings from ASC staff and user-led organisations.

19 Carers UK's analysis of the 2001 Census findings, 'In Poor Health',

20 The "Healthy Lives Healthy People 2010" report

21 Surrey Carers' Health Survey, 2011

			• 45% of Surrey Carers have not registered with their GP as a carer although over 65% had told their GP they were caring[23] • Over 30% of carers had not had a carer's assessment and a further 20% were not sure[24]. • Nearly 62,000 Surrey carers are estimated to be struggling to balance work and caring - 57% of the total number of carers.[25] • The Department of Health commissioned research by CIRCLE, University of Leads 2013 to evaluate Carer Demonstration Projects funded through the National Carers Strategy. This found that each £1 invested in carers support/breaks saved £2.23 care costs and benefitted the wider community by £7.66.

22 Surrey Carers' Health Survey, 2011
23 Surrey Carers' Health Survey, 2011
24 Surrey Carers' Health Survey, 2011
25 JSNA Chapter: Carers 2011

EQUALITY IMPACT ASSESSMENT

7b. Impact of the proposals on staff with protected characteristics

**Please note: Potential positive and negative impacts which relate to all protected characteristics are listed under age, those which then relate to each specific protected characteristic are then listed against that characteristic

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Age**	1. Staff will have the opportunity to spend more time understanding people's situations and the options available to them. They will be able to support people in generating a more varied support package, combining both information and formal care and support. 2. Staff will be encouraged to find out more about the community support options available within their locality and to help develop these, all of which will enrich their job and be more rewarding. 3. There may be more opportunities for people to volunteer to provide community support services.	1. The shift towards family, friends and community networks providing care and support will continue to drive significant changes in operational processes, systems and the organisation structure. Some staff may struggle to adapt to the pace and scale of change. 2. Some staff may find it challenging to work in a culture which encourages people to look to their family, friends and local community to provider services. They may for example, have concerns about reliability, quality, safeguarding etc. 3. It may be quite challenging for staff to have conversations with people with established packages of care who have been used to particular services being funded and who are now being encouraged to look towards their family, friends and community networks to provide these services.	• The average age of a Surrey County Council employee is 45-years. • 4.6% of the Surrey County Council workforce is aged 15 to 24-years, compared to 3.83% in Adult Social Care and 10.2% in the wider Surrey population. • Adult Social Care has a higher profile of mature workers than the Surrey wide population, with 29.75% 45-54-years (compared to 14.69%) and 20.52% 55-64-years (compared to 11.92%). • 48% of employees in Adult Social Care are part time compared with fewer than 30% of the population of Surrey. • 55.14% of the Adult Social Care workforce are women working part-time • 57% of part time workers in Adult Social Care are front line staff with 10.17% at a senior level • 97.3% of the 880 Adult Social Care staff who attended briefings by the Strategic Director on family, friends and community support in May 2013, agreed with the statement "Do you understand what social capital is". 81.8% of staff attending agreed with the statement "Do you feel equipped and confident to have those brave conversations to enable people to use social capital to meet their needs and those of their family?" • In the 2012 staff survey, 74% of staff agreed with the statement that "My immediate line manager/supervisor creates an environment where I

		4. There may be increasing demands placed upon staff working in the community and voluntary sectors.	feel supported". 74% of staff also agreed that "My immediate line manager/ supervisor encourages us to share good ideas and create innovative solutions". These responses indicated how staff will be supported to implement new approaches such as family, friends and community support.
Disability**	As above	As above	• The disability workforce profile in Adult Social Care compares poorly with the local population – 3.45% compared with 8.5%. • There is a slightly better representation at Surrey County Council senior level with a rise to 3.74%,m although this is only 1.69% in Adult Social Care. • There are possible issues with declaration.
Gender reassignment**	As above	As above	-
Pregnancy and maternity**	As above	5. Women away on maternity leave may return to work untrained and unprepared for the new way of working	-
Race**	As above	As above	• The Black, Minority, Ethnic (BME) profile of the Adult Social Care workforce (8.04%) closely reflects the Surrey population (9.60%). However, there is a significant drop from team leader (14%) to middle (7.11%) and senior (5.08%) managers. • The BME female profile in Adult Social Care (9.05%) is significantly greater than that of the male representation (3.02%)
Religion and belief**	As above	As above	• Nearly 45% of Surrey County Council staff did not state their religion and belief. • In Adult Social Care 31.55% of staff stating they were Christian

EQUALITY IMPACT ASSESSMENT

Sex**	As above	As above	• Nearly 83% of the Adult Social Care workforce is female against 51% of the Surrey population • 17% of the Adult Social Care workforce is male against 48.9% in the Surrey population • 76.3% of middle managers in Adult Social Care are women and 69.5% at senior level
Sexual orientation**	As above	As above	• Nearly 54% of staff undeclared
Marriage and civil partnerships**	As above	As above	-
Carers[26]**	As above	As above	-

[26] Carers are not a protected characteristic under the Public Sector Equality Duty, however we need to consider the potential impact on this group to ensure that there is no associative discrimination (i.e. discrimination against them because they are associated with people with protected characteristics). The definition of carers developed by Carers UK is that 'carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid. This includes adults looking after other adults, parent carers looking after disabled children and young carers under 18 years of age.'

EQUALITY IMPACT ASSESSMENT

8. Amendments to the proposals

Change	Reason for change
No amendments to the efficiency saving are proposed as a result of the Equality Impact Assessment	-

9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
Potential negative impacts on residents, service users and carers			
1. The efficiency saving of £10m means there is a potential for a lower level of funding to be available to meet people's assessed needs.	Where care and support options involving family, friends and the local community do not prove possible, the local authority has a continuing duty to meet those eligible assessed needs and will continue to do so.	2014/15	Personal, Care & Support
2. The shift towards more creative and informal care packages utilising family, friends and community networks will mean a move away from traditional services. This may generate some initial anxiety for people who use services and their carers.	Culture change will be addressed through one to one conversations with their practitioner as part of the natural review process. Training staff to approach these conversations in a positive and empowering way has begun. Continue to support services already in place to support particular groups in accessing information including translations, Easy Read documents and multiple media forms.	2014/15	Personal, Care & Support
3. Care packages utilising family, friends and community support networks may be perceived as lower cost and thus providing a lower quality of care.	Continue to ensure that practice is focused on the outcomes for the individual and that any conversation that leads to the inclusion of family, friends or community support services within a support plan will ensure that this service meets the needs of the individual. Under the monitoring of outcomes, quality and equity we will continue to ensure this is happening.	2014/15 2014/15	Personal, Care & Support Friends, Family & Community Support Project

6

4. There is a potential quality assurance issues around the quality and consistency of care provided by family, friends and community networks, how quality is assured and to whom an individual should raise any concerns.	Put in place a robust monitoring framework to assess outcomes and equity. Continue to monitor outcomes on an individual basis via established social work practice. Continue to monitor complaints in line with existing practice. Surrey's programme of grants and contracts will continue to support the wide range of existing training options are already provided by organisations across Surrey .	2014/15 2014/15 2014/15	Friends, Family & Community Support Project Personal, Care & Support
5. People will have access to varying levels of support from their family, friends and local community networks, creating a disparity and perceived inequality.	Review local profiles and begin work to ensure the JSNA looks at the 'assets' available. Continue strategic commissioning to provide services that meet the needs of residents. Continue to invest in preventative services through, for example: • Borough and district investment in preventative services through the PPP • Joint health and social care investment in community preventative services through Better Care Fund • Investment in housing support • Public Health investment in early preventative services	2014/15	Commissioning
6. It may be quite difficult for people with established packages of care who are used to particular services being funded, to instead have to look towards their family, friends and community networks to provide these services in the future.	Continue to take a personalised approach, reflecting people's access to and preferences for using their family, friends and community networks for the provision of social care and support. Continue working with staff to review support plans with the individual and focus on the outcomes desired, not the services desired.	2014/15 2014/15	Personal Care & Support Personal Care & Support
7. The cumulative impact of changes may have a negative impact upon people who use services and their carer,	Continue to plan a phased roll out of the use of family, friends and community support services, as individuals are assessed and then reviewed, remembering it is	2014/15	Personal Care & Support

with changes in social care impacting people's lives at the same time as welfare benefit reform and pressure upon public services. This may have a more significant impact upon people with particular protected characteristics such as gender reassignment, sexual orientation, disability etc	an option and Surrey County Council still has a statutory duty of care. Continue review of areas for targeted effort and development, considering protected characteristic groups within that. This will also provide opportunities for inclusion of a protected community.	2014/15	Family, Friends and Community Support Project
8. Some people who were previously using their personal budget to pay family or friends to provide care and support, may feel they can no longer do so and now have to ask their family and friends to continue to do so at no or low cost.	Continue promoting carers assessments to ensure they have adequate support. Continue duty to meet eligible assessed need. Continue to promote 'Family, Friends and Community Support as optional. Adult Social Care has a duty to provide care to those meeting our eligibility criteria. The use of family, friends and community support services is promoted, but optional.	2014/15 2014/15 2014/15	Personal Care & Support Personal Care & Support Personal Care & Support
9. Safeguarding concerns arising from the breakdown of care and support provided by friends, family and community support.	Continue to ensure robust back-up arrangements for people are in place for situations where there is a breakdown of care and support provided by their friends, family and community network. For example through the duty teams, Emergency Duty Team, provider failure protocol. Continue with established safeguarding and crisis response services in line with our duty of care.	2014/15 2014/15	Personal Care & Support Personal Care & Support
10. Family, friends and community support may place additional pressure on older people, who already provide most care and support to their family, friends and local community	Family, friends and community support is an additional option for individuals to consider in meeting their care needs. The suitability of the support service will continue to be assessed as part of the social care practice. Continue promoting carers assessments to ensure they have adequate support.	2014/15 2014/15	Personal Care & Support Personal Care & Support

	Family, friends and community support will develop further preventative services, and access to these services by older people will be improved.	2014/15	Commissioning
11. It will be more difficult for people with some particular disabilities to access community networks as their disabilities are less well understood and are more challenging to support eg mental health	Continue to include family, friends and community support in support plans as it meets the needs of the individual. Continue duty of care for those with eligible needs.	2014/15 2014/15	Personal Care & Support Personal Care & Support
12. Safeguarding issues need to be considered, particularly perhaps for people with learning disabilities or mental health needs, who may be more vulnerable in some community situations	Safeguarding is a legal duty and safeguarding mechanisms for individuals will continue.	2014/15	Personal Care & Support
13. There is limited specialist community provision for gender reassignment. Individuals may be isolated or estranged from their families, limiting their opportunity to ask family to help with their care and support needs.	Explore ways to stimulate community support networks for Surrey's gender reassignment community, which will also provide opportunities for inclusion of a protected communities	2014/15	Commissioning
14. There are relatively small concentrations of people of particular races in Surrey. This makes it more difficult to reach the critical mass needed to provide a range of community support networks.	Continue review of areas for targeted effort and development, considering protected characteristic groups within that. This will also provide opportunities for inclusion of a protected community.	2014/15	Commissioning
15. People who don't share a religion or belief system may feel excluded or unwilling to ask for help and support from that community.	Continue to ensure that practice is focused on the outcomes for the individual and that any conversation that leads to the inclusion of family, friends or community support services within a support plan will ensure that this service meets the needs	2014/15	Personal Care & Support

	of the individual. Under the monitoring of outcomes, quality and equity we will continue to ensure this is happening.	2014/15	Personal Care & Support
16. Men may feel uncomfortable asking for help and support, as they have traditionally been the 'provider' and may have fewer community networks upon which to draw.	Engage with men in a different way and look for the right mechanism to enable them to benefit from friends, family and community support. These routes might include encouraging them to volunteer, 'men in sheds' initiative, tackling isolation amongst men who are single and without housing.	2014/15	Personal Care & Support
17. Caring responsibilities may fall disproportionately on women who are traditionally perceived as taking on a caring role within the family or community	Family, friends and community support is an option for individuals to consider in meeting their care needs. The suitability of the support service will continue to be assessed as part of the social care practice. Continue promoting carers assessments to ensure they have adequate support.	2014/15	Personal Care & Support
18. There is an ageing lesbian, gay and bi-sexual community in Surrey for whom there is limited community provision.	Continue review of areas for targeted effort and development, considering protected characteristic groups within that. This will also provide opportunities for inclusion of a protected community.	2014/15	Commissioning
19. Lesbian, gay and bi-sexual may be isolated or estranged from their families, thus limiting their opportunities to ask family, for help with their care and support	Continue review of areas for targeted effort and development, considering protected characteristic groups within that. This will also provide opportunities for inclusion of a protected community.	2014/15	Commissioning
20. Carers may feel an obligation to provide more care and support than they feel able to cope with, as the focus will be to look first towards what their family, friends and local community networks may be able to provide and only to paid services where there	The Care Bill creates new duties for local authorities to support carers including new statutory eligibility criteria. It will therefore be important for assessors to identify where carers can benefit from community based support available within their area. There will also be circumstances where smaller scale support for carers can provide more family friendly, cost effective solutions than more	2014/15	Personal Care & Support

are gaps.	intrusive care packages for the individuals. Family, friends and community support is an option for individuals to consider in meeting their care needs. The suitability of the support service will continue to be assessed as part of the social care practice. Continue promoting carers assessments to ensure they have adequate support. The Care Bill project will explore the projected increase in demand for carers services and assessment and how we need to respond. The Care Bill project will build carers assessments into proposals for on-line assessment and trusted assessors	2014/15 2014/15 2014/15	Personal Care & Support Personal Care & Support Care Bill project
Potential negative impacts on staff			
1. The shift towards family, friends and community networks providing care and support will continue to drive significant changes in operational processes, systems and the organisation structure. Some staff may struggle to adapt to the pace and scale of change.	A cultural change programme for staff to equip them to have those challenging conversations ASC HR training representative has been included in work with front line teams.	2014/15	Family, Friends and Community Support Project
2. Some staff may find it challenging to work in a culture which encourages people to look to their family, friends and local community to provider services. They may for example, have concerns about reliability, quality, safeguarding etc.	Continue staff training in asset based approach and the use of the family, friends and community support and the associated risks and safeguarding concerns.	2014/15	Family, Friends and Community Support Project
3. It may be quite challenging for staff to have conversations with people with established packages of care who	Continue staff training in asset based approached and the use of the family, friends and community support, to provide a personalised approach, reflecting	2014/15	Family, Friends and Community Support Project

	have been used to particular services being funded and who are now being encouraged to look towards their family, friends and community networks to provide these services.	people's access to and preferences for using their family, friends and community networks for the provision of social care and support. Continue promoting carers assessments to ensure they have adequate support. Continue working with staff to review support plans with the individual and focus on the outcomes desired, not the services desired.	2014/15 2014/15	Personal Care & Support Personal Care & Support
4.	There may be increasing demands placed upon staff working in the community and voluntary sectors.	Develop a Surrey-wide workforce development strategy	2014/15	Workforce Strategy project
5.	Women away on maternity leave may return to work untrained and unprepared for the new way of working	Continue staff training in asset based approached and the use of the family, friends and community support, to provide a personalised approach, reflecting people's access to and preferences for using their family, friends and community networks for the provision of social care and support.	2014/15	Family, Friends and Community Support Project

10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected
There are no potential negative impacts that cannot be mitigated	-

11. Summary of key impacts and actions

Information and engagement underpinning equalities analysis	• The Adult Social Care Implementation Programme Board, which is attended by our strategic partners, reviewed the 'Family, Friends and Community Support' proposed saving and assessed its impact on the protected characteristics of residents, people who use services and their carers and our staff. • The budget public survey using SIMALTO has enabled residents to engage in the budget setting process by providing their views on different investment scenarios.

6

	• A range of engagement has been undertaken with staff, Members, providers and other stakeholders. • A range of data was used to support the equalities analysis, including Surreyi, Workforce Fairness and Respect Data Pack, Employee Survey, independent research and literature, Surrey Carers' Health Survey etc
Key impacts (positive and/or negative) on people with protected characteristics	**Potential positive impacts for residents, people who use services and carers with protected characteristics:** 1. People will be encouraged to have a more detailed discussion, exploring what care and support options their family, friends and local community might be able to provide. It will encourage creativity and a more varied and interesting support package including a mix of formal and informal support options. 2. It will enable and encourage people to continue to play an active part in their community and to sustain their social networks, thus avoiding the risk of social isolation. 3. People will be empowered to shape their own lives and the services they receive. The approach will enable people who wish to do so, to access services in their local community, which reflect their protected characteristics. 4. Having a network of friends, family and community support around an individual may enable them to identify any issues at an early stage, so appropriate early interventions can be put in place. 5. An increasing reliance upon family, friends and community networks will enable Adult Social Care to support more people whilst delivering efficiency savings. 6. People with particular disabilities may be well placed to access friends, family and community support. There may for example, be more opportunities for people with a learning disability who are readily accepted within society and who are encouraged to get involved in delivering local community support eg helping at lunch club, gardening etc 7. People will be empowered to shape their own lives and the services they receive. This approach will enable people who wish to do so, to access support from their friends, family and community which reflect their gender reassignment choice. 8. People will be encouraged to explore care and support options from amongst their family, friends and local community which help build an ongoing support network and to meet others experiencing pregnancy and maternity 9. People will be empowered to shape their own lives and the services they receive. The approach will enable people who wish to do so, to access services in their local community, which reflect their race and culture. 10. People who share a religion or belief system will be encouraged to access support from within their local faith

	community 11. Community networks tend to be well established to involve and support women eg WI, WRVS, Mothers Union etc. 12. Women may feel more comfortable asking for help and support and taking part in community based activities. 13. The approach will enable people who wish to do so, to access services in their local community, reflecting their sexual orientation. 14. They will have an opportunity to explore the support a family member or friend who is supportive of their sexual orientation, may be able to offer. 15. Carers needs will be considered as part of the assessment process and their input valued to ensure the friends, family and community support elements of a package are realistic and sustainable **Potential negative impacts for residents, people who use services with protected characteristics:** 1. Adult Social Care has a continuing duty of care to meet eligible assessed need, against an exceptionally challenging demographic, policy and financial environment. The efficiency saving of £10m means there is a potential for a lower level of funding to be available to meet people's assessed needs. 2. The shift towards more creative and informal care packages utilising family, friends and community networks will mean a move away from traditional services. This may generate some initial anxiety for people who use services and their carers. 3. Care packages utilising family, friends and community support networks may be perceived as lower cost and thus providing a lower quality of care. 4. There is a potential quality assurance issue around the quality and consistency of care provided by family, friends and community networks, how quality is assured and to whom an individual should raise any concerns. This may present a risk of challenge from people who feel disadvantaged by the 'Family, Friends and Community Support approach. 5. People will have access to varying levels of support from their family, friends and local community networks, creating a disparity, perceived inequality and lack of choice. Adult Social Care has a continuing duty of care to meet eligible assessed need. 6. It may be quite difficult for people with established packages of care who are accustomed to particular services being funded, to instead have to look towards their family, friends and community networks to provide these services in the future. 7. There may be a cumulative impact of change with a move towards 'Family, Friends and Community Support' in both Adult Social Care and Children's Services, welfare benefit

	reform and pressure upon public services. This may have a negative impact upon people who use services and their carers who are may have to cope with changes at the same time and pressure upon their finances. 8. Some people who were previously using their personal budget to pay family or friends to provide care and support, may feel they can no longer do so and now have to ask their family and friends to continue to do so at no or low cost. This may have a knock on effect on the willingness or ability of those family members and friends to provide care, for example, they may not be able to afford it. 9. Safeguarding concerns arising from the breakdown of care and support provided by friends, family and community support, that may mean people do not get the care they need. 10. Family, friends and community support may place additional pressure on older people, who already provide most care and support to their family, friends and local community 11. It will be more difficult for people with some particular disabilities to access community networks as their disabilities are less well understood and are more challenging to support eg mental health 12. Safeguarding issues need to be considered, particularly perhaps for people with learning disabilities or mental health needs, who may be more vulnerable in some community situations 13. There is limited specialist community provision for gender reassignment. Individuals may be isolated or estranged from their families, limiting their opportunity to ask family to help with their care and support needs. 14. There are relatively small concentrations of people of particular races in Surrey. This makes it more difficult to reach the critical mass needed to provide a range of community support networks. 15. People who don't share a religion or belief system may feel excluded or unwilling to ask for help and support from that community. 16. Men may feel uncomfortable asking for help and support, as they have traditionally been the 'provider' and may have fewer community networks upon which to draw. 17. Caring responsibilities may fall disproportionately on women who are traditionally perceived as taking on a caring role within the family or community 18. There is an ageing lesbian, gay and bi-sexual community in Surrey for whom there is limited community provision. 19. Lesbian, gay and bi-sexuals may be isolated or estranged from their families, thus limiting their opportunities to ask family, for help with their care and support 20. Carers may feel an obligation to provide more care and support than they feel able to cope with, as the focus will be to look first towards what their family, friends and local

	community networks may be able to provide and only to paid services where there are gaps. **Potential positive impacts for staff with protected characteristics:** 1. Staff will have the opportunity to spend more time understanding people's situations and the options available to them. They will be able to support people in generating a more varied support package, combining both information and formal care and support. 2. Staff will be encouraged to find out more about the community support options available within their locality and to help develop these, all of which will enrich their job and be more rewarding. 3. There may be more opportunities for people to volunteer to provide community support services **Potential negative impacts for staff with protected characteristics:** 1. The shift towards family, friends and community networks providing care and support will continue to drive significant changes in operational processes, systems and the organisation structure. Some staff may struggle to adapt to the pace and scale of change. 2. Some staff may find it challenging to work in a culture which encourages people to look to their family, friends and local community to provider services. They may for example, have concerns about reliability, quality, safeguarding etc. 3. It may be quite challenging for staff to have conversations with people with established packages of care who have been used to particular services being funded and who are now being encouraged to look towards their family, friends and community networks to provide these services. 4. There may be increasing demands placed upon staff working in the community and voluntary sectors. 5. Women away on maternity leave may return to work untrained and unprepared for the new way of working.
Changes you have made to the proposal as a result of the EIA	No amendments to the efficiency saving are proposed as a result of the Equality Impact Assessment
Key mitigating actions planned to address any outstanding negative impacts	**For residents, people who uses services and their carers with protected characteristics:** • Where care and support options involving family, friends and the local community do not prove possible, the local authority has a continuing duty to meet those eligible assessed needs and will continue to do so. • Culture change will be addressed through one to one conversations with their practitioner as part of the natural review process. • Continue to ensure that practice is focused on the outcomes for the individual and that any conversation that leads to the

6

	inclusion of family, friends or community support services within a support plan will ensure that this service meets the needs of the individual. • Put in place a robust monitoring framework to assess outcomes and equity. • Continue to monitor complaints via established practice. • Review local profiles and begin work to ensure the JSNA looks at the 'assets' available. • Continue strategic commissioning to provide services that meet the needs of residents. • Continue to invest in preventative services • Continue to take a personalised approach, reflecting people's access to and preferences for using their family, friends and community networks for the provision of social care and support. • Continue to plan a phased roll out of the use of family, friends and community support services, as individuals are assessed and then reviewed, remembering it is an option and Surrey County Council still has a statutory duty of care. • Continue review of areas for targeted effort and development, considering protected characteristic groups within that. This will also provide opportunities for inclusion of a protected community. • Continue promoting carers assessments to ensure they have adequate support. • Continue to ensure robust back-up arrangements for people are in place for situations where there is a breakdown of care and support provided by their friends, family and community network. For example through the duty teams, Emergency Duty Team, provider failure protocol. • Continue with established safeguarding and crisis response services in line with our duty of care. • Family, friends and community support is an additional option for individuals to consider in meeting their care needs. The suitability of the support service will continue to be assessed as part of the social care practice. • Continue to include family, friends and community support in support plans as it meets the needs of the individual. • Safeguarding is a legal duty and safeguarding mechanisms for individuals will continue. • Explore ways to stimulate community support networks for Surrey's gender reassignment community, which will also provide opportunities for inclusion of a protected communities • Engage with men in a different way and look for the right mechanism to enable them to benefit from friends, family and community support. These routes might include encouraging them to volunteer, 'men in sheds' initiative, tackling isolation amongst men who are single and without housing.

	• The Care Bill creates new duties for local authorities to support carers including new statutory eligibility criteria. It will therefore be important for assessors to identify where carers can benefit from community based support available within their area. • The Care Bill project will explore the projected increase in demand for carers services and assessment and how we need to respond. The Care Bill project will build carers assessments into proposals for on-line assessment and trusted assessors **For staff with protected characteristics**: • A cultural change programme for staff to equip them to have those challenging conversations • ASC HR training representative has been included in work with front line teams. • Continue staff training in asset based approach and the use of the family, friends and community support and the associated risks and safeguarding concerns. • Continue staff training in asset based approached and the use of the family, friends and community support, to provide a personalised approach, reflecting people's access to and preferences for using their family, friends and community networks for the provision of social care and support. • Continue promoting carers assessments to ensure they have adequate support. • Continue working with staff to review support plans with the individual and focus on the outcomes desired, not the services desired. • Develop a Surrey-wide workforce development strategy
Potential negative impacts that cannot be mitigated	There are no potential negative impacts that cannot be mitigated

6

1. Topic of assessment

EIA title:	Implementation of a Managed Print Service at Surrey County Council

EIA author:	Andy Moynihan - Assistant Project Manager Business Improvement Service Business Services Directorate

2. Approval

	Name	Date approved
Approved by[1]	Alison Braithwaite	04.02.2014

3. Quality control

Version number	V1.0	**EIA completed**	
Date saved	04.02.2014	**EIA published**	

4. EIA team

Name	Job title (if applicable)	Organisation	Role

[1] Refer to earlier guidance for details on getting approval for your EIA.

5. Explaining the matter being assessed

What policy, function or service is being introduced or reviewed?	A Managed Print Service (MPS) is being implemented across Surrey County Council. The aim of the project is to remove all existing print, copy and scan devices and replace them with a fleet of modern, multi-functional devices (MFDs), reducing costs and improving the working environment. MFDs offer the ability to scan, fax, photocopy and print from a single machine. The devices also offer increased security through secure 'Follow you' printing. – This means that an individual's printing will not print out until they are present at the printer with their Identification card. The project will introduce new ways of working to support more flexible working practices. There is also an opportunity to reduce the Council's carbon emissions by reducing unnecessary and wasteful printing, and ensuring that new devices are as energy efficient as possible, in terms of manufacture, delivery and operation.
What proposals are you assessing?	In 2014 MPS is being implemented across approximately 240 SCC sites. 12 SCC sites have been audited in preparation for MPS. By analysing the data from these 12 sites we estimate that up to 3,000 devices are currently located in the 240 sites. These existing devices are to be removed and replaced with 400 new devices. Each site will be audited to determine how many devices are required for that site and to specify their locations within the building/s. The Audits will consist of a thorough count of existing devices, analysis of usage history and consultation with key stakeholders and users of the devices. The majority of staff and Members regularly use printers, photocopiers and/or scanners in order to effectively carry out their work. The implementation of a MPS will impact on most if not all SCC staff and Members. Visitors to SCC sites and residents who use library services may also be impacted. The introduction of 'Follow you' printing means the user will spend more time selecting options and preferences at the device from which they wish to print/copy/scan as opposed to choosing from a menu on their desktop/laptop and then sending the print to a particular device.

Who is affected by the proposals outlined above?	**Staff** All our employed work force including bank and contract staff, management trainees and apprentices will be affected by the introduction of MPS. Information on staff is collected through our workforce data activities and summary equality monitoring information is published quarterly on the SCC website – this can be found here **Members** All Members will be affected when carrying out County Councillor duties at SCC buildings. A large number of Members currently have home printers supplied and managed by SCC. Home printing is not in scope of this project and therefore the home printing facility will not be affected by the MPS project. **Volunteers** People who directly volunteer with SCC will be potentially affected by the introduction of a MPS. Volunteers are required to adhere to organisational policy and procedures around, security, confidentiality, harassment and bullying, behaviours, safeguarding, whistle blowing and health and safety. Some volunteer agreements include induction, training and development arrangements, supervision arrangements and complaints procedures. It is not clear if there is an organisational policy that covers all volunteers, however services such as cultural services have their own volunteer policies, procedures and volunteer agreements. **Residents and service users** Some residents and service users will potentially be impacted. Users of library facilities will need to use the Managed Print Service if they wish to print/copy/scan in a Surrey Library.

6. Sources of information

Engagement carried out
The MPS Project Governance has been structured to ensure thorough and effective communication and engagement will be carried out with all users impacted by the implementation of MPS. The contract which the suppliers have signed stipulates that they will comply with the relevant equality and diversity legislation (including the Equality Act 2010) whilst performing the services. The contract also requires the supplier to adopt SCC's equal opportunities policy when recruiting and dealing with their personnel. Prior to the implementation at each site a number of contacts for that site will be identified. These include; • Facilities Manager • General site contact • Site sign-off contact We will be able to effectively communicate with all employees, library users, Members and volunteers through these contacts and an ongoing dialogue throughout implementation will help to ensure that MPS does not disadvantage or discriminate against any user. We have engaged with the following stakeholders through meetings, workshops and email: Strategic Directors Project Board consisting on Heads of Service and Senior stakeholders Facilities managers Building User Groups Senior management team meetings (including Legal and Democratic Services and Surrey Fire & Rescue) Registrars As part of the Communications and Engagement workstream further engagement will be identified and carried out with potentially affected equality groups.
Data used
• Surrey Workforce profile. • Surrey-i, our local data and information portal, which can be searched by protected characteristic.

7. Impact of the new/amended policy, service of function
7a. Impact of the proposals on residents and service users with protected characteristics

<table>
<tr><th>Protected characteristic[2]</th><th>Potential positive impacts</th><th>Potential negative impacts</th><th>Evidence</th></tr>
<tr><td>Age</td><td></td><td>Older people may find it more difficult to adapt to the new technology. There will be new processes to learn in order to use the Managed Print Service including the use of Follow me printing. A range of training materials will be available as well as floorwalker trainers and demonstrations provided.</td><td>There is a higher percentage of older people in Surrey compared to the national average and a higher proportion of our library members are likely to be over 65.

<table><tr><th></th><th>Persons - % aged 0-15</th><th>Persons - % aged 16-64</th><th>Persons - % aged 65+</th></tr><tr><td>England</td><td>18.94</td><td>64.13</td><td>16.93</td></tr><tr><td>Surrey</td><td>19.41</td><td>62.81</td><td>17.78</td></tr></table>
The percentage increase in older people is higher in Surrey than England as a whole where the number of over 65s has increased by 10.9% and the number of over 85s by 23.7% between 2001 and 2011. This percentage increase in older people is expected to continue.</td></tr>
<tr><td>Disability</td><td>1. The new fleet of modern devices will have enhanced visual displays which may improve the user experience for people with visual impairments.

2. A comprehensive audit and of existing devices and thorough engagement with services on where best to place new devices gives SCC an excellent opportunity to improve</td><td>1. Potential usability issues for residents/volunteers with visual disability. Mitigations are various and will depend on the eventual solution selected. Solutions could include adapting displays on devices (adjustable display size).

2. Potential usability issues for volunteers with physical disability. and/or ensuring staff impacted</td><td>The day to day activities of 13.5% of Surrey’s population are limited by a long term health problem or disability.</td></tr>
</table>

[2] More information on the definitions of these groups can be found here.

	on existing layout, adapting to the needs of users with physical disabilities, therefore improving accessibility.	have access to an appropriate desktop device. People with disabilities may need a range of reasonable adjustments for both physical and IT access.	
Gender reassignment	No impact	No impact	The strategy does not contain any specific proposal about Gender. Hence, this assessment cannot determine a foreseeable impact on this. However, providers will be directly accountable to Surrey CC for compliance with Surrey's equality and diversity policy.
Pregnancy and maternity	No impact	No impact	
Race	No impact	No impact	The strategy does not contain any specific proposal about race. Hence, this assessment cannot determine a foreseeable impact on this. However, providers will be directly accountable to Surrey CC for compliance with Surrey's equality and diversity policy.
Religion and belief	No impact	No impact	The implementation of the managed print service does not contain any specific proposal about faith/belief. Hence, this assessment cannot determine a foreseeable impact on this. However, providers will be directly accountable to Surrey CC for compliance with Surrey's equality and diversity policy.
Sex	No impact	No impact	
Sexual orientation	No impact	No impact	The strategy does not contain any specific proposal about sexual orientation. Hence, this assessment cannot determine a foreseeable impact on this. However, providers will be directly

			accountable to Surrey CC for compliance with Surrey's equality and diversity policy.
Marriage and civil partnerships	No impact	No impact	

7b. Impact of the proposals on staff with protected characteristics

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Age		Older people may find it more difficult to adapt to the new technology. There will be new processes to learn in order to use the Managed Print Service including the use of Follow me printing. A range of training materials will be available as well as floorwalker trainers and demonstrations provided.	The average age of employee in May 2013 was 44.84 years old. Just under 20% of employees are aged between 55 and 64. Just over 3% of employees are aged 65 or over, much lower than the population of Surrey as a whole.
Disability	1. The new fleet of modern devices will have enhanced visual displays which may improve the user experience for people with visual impairments. 2. A comprehensive audit and of existing devices and thorough engagement with services on where best to place new devices gives SCC an excellent opportunity to improve on existing layout, adapting to the needs of users with physical	1. Potential usability issues for staff with visual disability. Mitigations are various and will depend on the eventual solution selected. Solutions could include adapting displays on devices (adjustable display size). 2. Potential usability issues for staff with physical disability. and/or ensuring staff impacted have access to an appropriate desktop device. People with disabilities may need a range of reasonable adjustments for	SCC workforce information from May 2013 shows that 3.08% of SCC employees have a declared disability.

	disabilities, therefore improving accessibility.	both physical and IT access.	
Gender reassignment	No impact	No impact	
Pregnancy and maternity	No impact	No impact	
Race	No impact	No impact	
Religion and belief	No impact	No impact	
Sex	No impact	No impact	
Sexual orientation	No impact	No impact	
Marriage and civil partnerships	No impact	No impact	

8. Amendments to the proposals

Change	Reason for change

9. Action plan

This EIA will be used alongside the implementation project as a "living document" to ensure that any impacts identified during implementation are captured and mitigated. The below section will be completed as and when changes are identified.

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner

10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected

11. Summary of key impacts and actions

Information and engagement underpinning equalities analysis	Information was used from a variety of sources including the Surrey Workforce profile, Surrey-i and engagement with key stakeholders. There was also a key inclusion within the Contract that was let to ensure that significant engagement was undertaken with the end users of the Managed Print Service to support the shape of the rollout. At each site, to ensure there is a conduit into the project, there are key contacts at each site including Facilities Managers and a general site contact .
Key impacts (positive and/or negative) on people with protected	There were two main characteristics that were identified as being potentially impacted by this project – Age and Disability. This was potentially across residents, service users and staff (dependent on their interaction with the devices and nature of services

characteristics	accessed). **Age – potential negative impacts:** - difficulty adapting to the new technology **Disability – potential negative impacts:** - usability issues with interface for those with physical and learning difficulties as well as the reduction in device numbers across the estate. **Disability – potential positive impacts:** - Modern displays on the equipment may be more effective than current devices - There is likely to more flexibility and adaptability with the modern technology. - The engagement that will be undertaken as part of the rollout will provide an opportunity for individuals who may have additional needs to shape the new technology.
Changes you have made to the proposal as a result of the EIA	No specific changes have been made to the proposal itself as a result of the EIA – there has and will continue to be improvements made to the way in which the proposal is implemented throughout the project.
Key mitigating actions planned to address any outstanding negative impacts	There has been an increased focus on engagement as a result of this EIA as well as training for individuals who will need to use the devices.. This EIA will act as a living document, being adapted and added to as the project progresses.
Potential negative impacts that cannot be mitigated	

1. Topic of assessment

EIA title:	One Team Communications Review – realising savings on communications spending across the council

EIA author:	Tim Edwards, Corporate Communications Manager

2. Approval

	Name	Date approved
Approved by[1]	Louise Footner	

3. Quality control

Version number	Version 4	**EIA completed**	
Date saved	23 January 2014	**EIA published**	

4. EIA team

Name	Job title (if applicable)	Organisation	Role
Siobhan Abernethy	Adult Social Care Communications and Stakeholder Engagement Manager	SCC	Information and Advice Forum
Ben Skipp	Superfast Broadband Project Manager	SCC	SFBB data
Rosalind Louth	Policy Manager	SCC	Corporate equalities

5. Explaining the matter being assessed

What policy, function or service is being introduced or reviewed?	A One Team Review of the communications function within the council was launched in 2012 with the aim of improving working arrangements, effectiveness and efficiency through avoiding duplication and achieving greater consistency. The review has largely focused on promoting one team working through joint planning and prioritisation, shared learning and expertise and how to make best use of resources. The communications function is split between a central Communications Service and communications posts in different directorates: • The **Communications (Comms) Service** is responsible for communicating with the council's key audiences (including Surrey residents, elected Members, staff and partners) around the council's

	priorities for improving services, providing value for money and standing up for the interests of the county. In 2006 all external publicity spending was centralised in one budget managed by the Comms Service. This central budget was reduced by £100,000 in 2009 following the election of the new council, and by a similar amount in 2011 as part of the Public Value Review of the Chief Executive's Office. A further £100,000 reduction is planned for 2014-15 under the council's Medium Term Financial Plan (MTFP). • At the same time, following a number of other structural changes, additional **communications services with dedicated staff have been developed within individual directorates**. These directorate teams have tended to operate independently, according to their service-specific needs, and have had access to local funding from a variety of service budgets and externally-sourced grants to procure communications services separately from the central budget. The central communications budget now only accounts for about 35% of the overall communications spend.
What proposals are you assessing?	The review has been tasked with making £1m savings from an identified budget of £1.5m, comprised of the central external publicity budget as well as directorate-funded communications spending. The key proposals involve reducing spending on printed materials and traditional advertising (such as newspapers, radio, outdoor advertising) in favour of social media and other online solutions that enable more effective targeting, access 24/7 and instant updating of material. The savings will be achieved through: • adopting a digital-by-default approach to communications (so that printed publicity and traditional advertising are only considered if digital solutions are not appropriate) • working as one team • pooling budgets • promoting wider behaviour change across the council to reduce the demand for print and advertising spend. The proposals recognise that although the proportion of people using the internet continues to increase (Office of National Statistics), printed publicity will continue to be the most effective way of reaching some audiences for some years. Because of this, information will continue to be made available in paper or other format as appropriate, reducing the impact on groups who may be less able to access online resources. Although the Council intends to reduce the volume of printed material this does not mean that it will cease to print all material. Print will continue to be considered when it provides the most appropriate way of reaching target audiences. The Council will continue to meet its statutory duties to provide accessible material including those expected to be introduced by the Care Bill. However, the proposals will require any printing and advertising to be justified by a business case based on evidence, value for money and compliance with council financial regulations. Translation and interpreting services are not in scope for the purposes of this Communications Review. They have historically been, and will remain the responsibility of services to provide as necessary.

	A key part of the shift to more digital communications will be to integrate with the council's digital inclusion programme. This is currently developing plans to support the estimated 9% of Surrey residents who have not been online to help overcome their barriers to access (these include inadequate broadband infrastructure, and issues of affordability, skills and motivation/preference).
Who is affected by the proposals outlined above?	The proposals have the potential to affect how all Surrey residents and Surrey County Council staff receive and provide information and publicity. In particular, service users who are most likely to require information will be affected. Unemployed or other disadvantaged groups are also likely to be affected. Staff involved in the provision of communications and those who are less able to access online resources may be affected. As a County Surrey has the lowest number of non-Internet users (6%) compared to a national average of 14%. [2]

[2] ONS Internet Quarterly Update 2013 Q3 http://www.ons.gov.uk/ons/rel/rdit2/internet-access-quarterly-update/q3-2013/stb-ia-q3-2013.html

6. Sources of information

Engagement carried out
Adult Social Care Information and Advice Forum Feedback was sought from this group and has been incorporated in this assessment. **One Team approach** The central Comms Service and directorate teams have undertaken the review of spending together, as part of a collaborative approach to understanding and tackling the issues, identifying key risks and possible mitigating actions. **Strategic Director briefings** The Head of Communications has met with all Strategic Directors to explain the review and get their feedback. In addition she has secured the approval of the Corporate Leadership Team to come back with recommendations. **Superfast Broadband digital inclusion project** The Comms Service will use the evidence from a needs analysis carried out by the council's Superfast Broadband Programme, focused on digitally excluded groups – including 12,000 carers, 9,000 jobseekers and more than 2,000 households on social housing tenancies. The results are being used to develop an action plan to help people get access to the benefits of digital platforms and identify solutions to address gaps. **Parish and town council partners** Feedback suggests online publicity material is the preferred method for a number of parish and town councils when distributing county council information to their communities. The Comms Review is following this up to canvass the views of parish councils, residents' associations and other community groups across the county.

Data used
• Social Media Revolution by Erik Qualman – quantifies growth in social media • Surrey social network footprint data and JSNA data on Surreyi • Superfast Surrey broadband data on Surrey post codes identifying gaps in provision of high-speed broadband infrastructure by the commercial market • Bespoke evaluation of key publicity campaigns to test the effectiveness of advertising, printed material and other communications activity • Feedback from Adult Social Care Information and Advice Forum (attached) • 2011 Census • User feedback and/or complaints data

7. Impact of the new/amended policy, service or function

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

Protected characteristic[3]	Potential positive impacts	Potential negative impacts	Evidence
Age	All groups may benefit from: • Access to information 24/7 • Reduce need for travel • Easier to search and link to additional information • More effective signposting to information • Easier to keep information current • Increasingly in line with lifestyle trends and expectations	Older people may be less able or willing to access online information, meaning that they could be impacted by any increase in use of digital communications by the Council. There is therefore the potential for digital exclusion of older age groups: • without access to reliable broadband connections • without computers and mobile devices • without digital skills or experience	The ONS have found that age is a key factor as to whether an individual has used the internet. Almost all adults aged 16 to 24 years (99%) had ever used the internet (7.1 million people). In contrast, only 33% of adults aged 75 years and over had ever used the internet, representing 1.6 million people. Of the 7.0 million adults who had never used the internet at Q3 2013, 46% (3.2 million) were aged 75 years and over.[4] In Surrey, there are nearly 97,000 people aged 75 years and over representing 8.5% of the population[5]. Because of the older age profile of the 22,000 Surrey people receiving Adult Social Care support (nearly two-thirds are over 65, half are over 75 and a third over 85), the council is likely to invest more in face-to-face support. Anecdotal feedback from the Council's Contact Centre suggests that older people are more likely to request information in printed format. This was particularly the case for enquiries about Telecare or Care Homes. Concerns were also raised during consultation about the availability of internet access in the Council's care homes which may affect some residents. Evaluation of the council's "dementia-friendly" public information campaign found that there is greater awareness among the public through traditional advertising media rather than online.
Disability	All groups may benefit from: • Access to information	There are a greater proportion of disabled people who are able to access online information,	At Q3 2013, there were 3.8 million disabled adults, as defined by the Disability Discrimination Act (DDA), who had never used the Internet. This represents 33% of those

[3] More information on the definitions of these groups can be found here.
[4] ONS Internet Quarterly Update 2013 Q3 http://www.ons.gov.uk/ons/rel/rdit2/internet-access-quarterly-update/q3-2013/stb-ia-q3-2013.html
[5] 2011 Census http://www.surreyi.gov.uk/Viewdata.aspx?P=Data&referer=%2fViewpage.aspx%3fC%3dbasket%26BasketID%3d224

	24/7 • Reduce need for travel • Easier to search and link to additional information • More effective signposting to information • Easier to keep information current • Increasingly in line with lifestyle trends and expectations	meaning that they could be impacted by any increase in use of digital communications by the Council. This could include people with disabilities in households without reliable internet access and appropriate technology.	who were disabled and over half (54%) of the 7.0 million adults who had never used the Internet. 61% of people with disabilities live in households with internet access (compared with 86% of non-disabled people). It is estimated that in 2010 there will be 33,000 people with moderate or severe personal care disabilities in Surrey or 4.8% of the population[6] Feedback from the Surrey Disabled People's Partnership indicates about 25% of their members request information in printed form.
Gender reassignment	All groups may benefit from: • Access to information 24/7 • Reduce need for travel • Easier to search and link to additional information • More effective signposting to information • Easier to keep information current • Increasingly in line with lifestyle trends and expectations	No specific negative impacts relating to this group	
Pregnancy and maternity	All groups may benefit from: • Access to information 24/7 • Reduce need for travel • Easier to search and link to additional information • More effective signposting to	No specific negative impacts relating to this group	

[6] JSNA 2010 http://www.surreyi.gov.uk/ViewPage1.aspx?C=Resource&ResourceID=482

	information • Easier to keep information current • Increasingly in line with lifestyle trends and expectations		
Race	All groups may benefit from: • Access to information 24/7 • Reduce need for travel • Easier to search and link to additional information • More effective signposting to information • Easier to keep information current • Increasingly in line with lifestyle trends and expectations	No specific negative impacts relating to this group	
Religion and belief	All groups may benefit from: • Access to information 24/7 • Reduce need for travel • Easier to search and link to additional information • More effective signposting to information • Easier to keep information current • Increasingly in line with lifestyle trends and expectations	No specific negative impacts relating to this group	
Sex	All groups may benefit from: • Access to information	There is a slightly lower percentage of women in comparison to men who are	The ONS reported that in Q3 of 2013 men (88%) were more likely to be Internet users than women (84%). However, males in the older age groups are more likely to

	24/7 • Reduce need for travel • Easier to search and link to additional information • More effective signposting to information • Easier to keep information current • Increasingly in line with lifestyle trends and expectations	Internet users meaning they may be less able to access online resources.	use the Internet than females of the same age. At Q3 2013, four in ten (42%) males aged 75 years and over had ever used the Internet, compared with fewer than three in ten (26%) females[7].
Sexual orientation	All groups may benefit from: • Access to information 24/7 • Reduce need for travel • Easier to search and link to additional information • More effective signposting to information • Easier to keep information current • Increasingly in line with lifestyle trends and expectations	No specific negative impacts relating to this group	
Marriage and civil partnerships	All groups may benefit from: • Access to information 24/7 • Reduce need for travel • Easier to search and link to additional information • More effective signposting to information	No specific negative impacts relating to this group	

[7] ONS Internet Quarterly Update 2013 Q3 http://www.ons.gov.uk/ons/rel/rdit2/internet-access-quarterly-update/q3-2013/stb-ia-q3-2013.html

	• Easier to keep information current • Increasingly in line with lifestyle trends and expectations		
Carers[8]	All groups may benefit from: • Access to information 24/7 • Reduce need for travel • Easier to search and link to additional information • More effective signposting to information • Easier to keep information current • Increasingly in line with lifestyle trends and expectations	If caring responsibilities result in financial disadvantage to the extent that they cannot gain access to broadband services, computers or mobile devices then there is the risk of digital exclusion.	Feedback from the Adult Social Care Information and Advice Forum identified three distinct groups of carers • young carers under 18 • parents caring for disabled children • adults caring for adults (34%-40% of whom are over 65 years – Census 2011) While the first two groups of carers are not expected to have negative impacts, the group of older carers are likely to require multiple information channels. Data from the council's Superfast Broadband programme indicates around 70% of Surrey's carers are already online (based on a 10% sample of carers surveyed in November-December 2013).

[8] Carers are not a protected characteristic under the Public Sector Equality Duty, however we need to consider the potential impact on this group to ensure that there is no associative discrimination (i.e. discrimination against them because they are associated with people with protected characteristics). The definition of carers developed by Carers UK is that 'carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid. This includes adults looking after other adults, parent carers looking after disabled children and young carers under 18 years of age.'

7b. Impact of the proposals on staff with protected characteristics

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Age **Disability** **Gender reassignment** **Pregnancy and maternity** **Race** **Religion and belief** **Sex** **Sexual orientation** **Marriage and civil partnerships** **Carers**	All staff should benefit from: • Access to information 24/7 • Reduce need for travel • Easier to search and link to additional information • More effective signposting to information • Easier to keep information current • Increasingly in line with lifestyle trends and expectations The digital-by-default approach is being developed across the board, driven by the Council's Channel Strategy, Communications and Engagement Strategy and as a result of modernising work practices and technology upgrades which are providing greater online and digital capacity and capability.	There is the potential for some staff to be more affected by the shift towards digital communications. This will reflect the groups identified above in the general population, notably older people and people with disabilities. There is evidence that some staff do not have ready access to digital technology which would potentially impact on all groups.	Feedback from the Adult Social Care Communications and Stakeholder team suggested that approximately 800 Adult Social Care staff do not have ready access to digital technology. These staff rely on local briefings, printed information circulated from management and phones as they either work in the community with people who use services or are in SCC care homes. Staff in Cultural Services, including branch Library staff and tutors in Adult Learning and Surrey Arts have also been identified as a group who may be less able to access digital technology due to their roles and availability of equipment.

8. Amendments to the proposals

Change	Reason for change
N/A	

9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
Potential for staff to find adapting to digital communications rather than traditional methods difficult. Where staff are not desk-based, such as in day centres, and may lack immediate access to a computer or laptop, they could be disadvantaged if all communications are only available online	An internal staff communications and engagement campaign will be launched once recommendations have been approved to support the wider organisational behaviour change necessary to achieve the shift from traditional to digital communications solutions. The council will continue to support them with core printed information.		
Where people have issues with access to online information – for example older people or those with hearing, sight or learning disabilities – and may be disadvantaged if communications are only available online	The council's Adult Social Care directorate will be investing more in face-to-face engagement.		
Potential for older people, disabled people, women and carers to be more at risk of digital exclusion and less able to access online resources	The rollout of the extended fibre optic network will increase accessibility to faster and more reliable broadband speed throughout 2013 and 2014, while the two-year associated Digital Inclusion Project will address skills issues and preferred methods of communication identified through the needs analysis		
Potential for older people, disabled people, women and carers to be more at risk of	Information will continue to be provided in accessible formats where appropriate, in particular information and advice about care		

digital exclusion and less able to access online resources	and support.		

10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected
None identified	

11. Summary of key impacts and actions

Information and engagement underpinning equalities analysis	
Key impacts (positive and/or negative) on people with protected characteristics	
Changes you have made to the proposal as a result of the EIA	
Key mitigating actions planned to address any outstanding negative impacts	
Potential negative impacts that cannot be mitigated	

Equality Impact Assessment

SURREY COUNTY COUNCIL

1. Topic of assessment

EIA title:	Legacy Team Consultation

EIA author:	Susie Kemp

2. Approval

	Name	Date approved
Approved by[1]	Susie Kemp	26.09.13

3. Quality control

Version number		**EIA completed**	
Date saved		**EIA published**	

4. EIA team

Name	Job title (if applicable)	Organisation	Role
Susie Kemp	Assistant Chief Executive	SCC	
Lucy Mustoe	HR Manager	SCC	
Chloe Stokes	HR Advisor	SCC	

[1] Refer to earlier guidance for details on getting approval for your EIA.

5. Explaining the matter being assessed

What policy, function or service is being introduced or reviewed?	The Legacy Team was established after the 2012 Olympics as a time limited team to utilise the positive after effects on Surrey of the 2012 Olympic Games. The team's core function has been to establish a legacy following the Olympic games supporting community engagement of such events as Surrey sports programme, Surrey 100 and Tour of Britain 2013/14. They have also been working with the Public Health teams on Health and Wellbeing issues. The County Council's funding for the team ceases as of 31 March 2014.
What proposals are you assessing?	We are assessing the impact of disbanding the Legacy Team at the point when funding for the team ceases on 31 March 2014. The 5 staff will be directly affected..
Who is affected by the proposals outlined above?	All 5 employees who currently work in the Legacy Team will be directly affected The time leading up to 31 March 2014 will be used to ensure the functions of this team are embedded elsewhere in the council or by external partners.

6. Sources of information.

Engagement carried out
We will be carrying out engagement and consultation on an individual and group basis with the 5 directly affected staff in full accordance with the Council's Change Management policy. All 5 employees will receive full redeployment support, HR support and management support.
Data used
Staffing data from SAP

7. Impact of the new/amended policy, service or function
Impact of the proposals on staff with protected characteristics

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Age	The opportunity to request VS and Early Retirement.	Staff with less continuous service will receive less.	Change Management Policy.
Disability	No impact	Any staff with Mental Health issues may be more likely to find the restructure process distressing.	Learning from previous restructures.
Gender reassignment	No impact	No impact	
Pregnancy and maternity	No impact	Opportunity to request VS.	Change Management Policy. Learning from previous restructures.
Race	No impact	No impact	
Religion and belief	No impact	No impact	
Sex	No impact	No impact	
Sexual orientation	No impact	No impact	
Marriage and civil partnerships	No impact	No impact	

8. Amendments to the proposals

Change	Reason for change
N/A	

9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
Risk of those with less continuous service will receive less and feel unfairly treated	We will follow the change management and VS / ER organisational guidelines	31.03.14	Susie Kemp
Some staff with Mental Health issues may be more likely to find the restructure process distressing	We will be holding regular team, meetings, one to ones and drop in sessions, the individuals will be given full redeployment support. Access to EAP, internal training and career coaching. We will follow the change management policy. We are consulting early in order to give individuals more time to secure alternative employment	31.03.14	Susie Kemp
Risk of not receiving communications. Lack of information on the change and not able to feedback.	We have identified that no members of staff are on maternity leave and all staff are based at one office	31.03.14	Susie Kemp

10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected
Risk of those with less continuous service will receive less and feel unfairly treated	Age

11. Summary of key impacts and actions

Information and engagement underpinning equalities analysis	We have reviewed staffing data and will be consulting with staff throughout the process, we have used the change management policy and experience of other change programmes to inform the potential impact on individuals
Key impacts (positive and/or negative) on people with protected characteristics	Change is difficult and may have an impact on mental health employees who are younger will not be able to access their pension funds whilst those over 55 would be able to and also that it is possible that those who are younger may have less continuous service and thus received less redundancy payment than those with longer continuous service.
Changes you have made to the proposal as a result of the EIA	None- there is no funding to continue this project team
Key mitigating actions planned to address any outstanding negative impacts	We will follow our change management policy, ER / VS guidance and redeployment policy. We will meet regularly with staff and offer one to ones, support throughout Employee assistant programme, career coaching support, CV and interview skills and job matching services through our redeployment support team.
Potential negative impacts that cannot be mitigated	Those with less continuous service will receive less redundancy payment and those under 55 will not be able to access their pension.

Reductions in Members' Local Allowance and Community Improvement Fund

1. Topic of assessment

EIA title:	Impacts of reductions in budgets for Members' Local Allocations and the Community Improvements Fund

EIA author:	Ian Dewar, Policy Manager, Customers & Communities

2. Approval

	Name	**Date approved**
Approved by[1]		

3. Quality control

Version number	V3	**EIA completed**	
Date saved	31 January 2014	**EIA published**	

4. EIA team

Name	**Job title (if applicable)**	***Organisation***	**Role**
Jane Last	Programme Manager and Lead Manager for Community Safety and Partnership	SCC	Head of Service
James Painter	Community Partnership Manager	SCC	Lead Manager

6

5. Explaining the matter being assessed

What policy, function or service is being introduced or reviewed?	Each county councillor has a Member Local Allocation (MLA) from the County Council budget to which organisations and groups can apply for funds for projects that promote the social, economic and environmental well-being of the local community. The current allocation per councillor is £12.615, creating a countywide fund of £1,043,000. A total of £385,000 Capital funding is also available for public applications. Bids are typically for less than £5,000 and many are below £1,000. As a general rule bids for 100% of project costs are not accepted. The Community Improvement Fund, is currently £1 million (Though it should be noted that the actual fund in 21013/14 was £1.25m, not counting carried forward funding, since a one-off £250,000 enhancement was agreed). The aim of the fund is to give local groups the chance to improve their areas, make a real difference to people's lives and strengthen the ability of residents to independently enhance where they live. Bids are invited between £10,000 and £50,000 for one-off capital schemes for community improvements (in exceptional circumstances bids for start-up revenue projects will be considered). Contributions from both funds typically provide a significant gearing effect for communities and groups in attracting funding from other sources, increasing the net value of the resources supporting local projects. There is no direct evidence of the gearing effect of these funds in Surrey, but evidence presented to the House of Commons Public Administration Select Committee in 2011, suggests that the ratio of funding generated from other sources arising from public funding to the local voluntary and community sector is at least 3:1. There is also research evidence that suggests considerable social value, in reduced demand for other services accruing from investment in the Third Sector (A potential ratio of at least £4 social return for each £1 invested is quoted in "Social Return on Investment – an introduction", Cabinet Office, 2009).
What proposals are you assessing?	As part of the Budget review for 2014/19, undertaken from November 2013, it is proposed that each Member Local Allocation is reduced to £10,300 from 2014/15 onwards, creating a revised total fund of £834,300 (representing a reduction of approximately 20% on 2013/14 levels). A proposed 25% reduction in the Community improvement Fund will reduce this to £750,000 from 2014/15. The purpose of this EIA is to assess the potential dis-benefits this may create.

Who is affected by the proposals outlined above?	This proposal represents a reduction in the availability of unallocated funding that communities and organisation can secure to fund local initiatives and to secure additional funding through other sources. There is likely to be and additional. Less clear impact on other aspects of public funding since some developments and works undertaken using this funding may need to be supported through other direct service spending. These two funds represent an investment of over £2m per annum into communities but the criteria for success ensure that successful projects are those that can demonstrate the greatest community benefit. Analysis of the successful bids for 2012/13 (below) demonstrates that the largest area of investment from the MLA is Community Refurbishments (21%), Community Assets (19%) and other support to Community groups (8%). The funds support local groups who need an injection of cash for their ongoing community work and this is a clear demonstration of support to the third sector in supporting the Big Society and Localism programmes. Evidence of the actual benefit to vulnerable groups, including the Protected characteristics, is not readily accessible and an identified action is to enhance this aspect of information gathering. IT is also recommended that the securing of additional funding by successful applications is identified. Both sets of additional information will further demonstrate the value of the funding and the fuller impact it has on community facilities and opportunities.

6. Sources of information

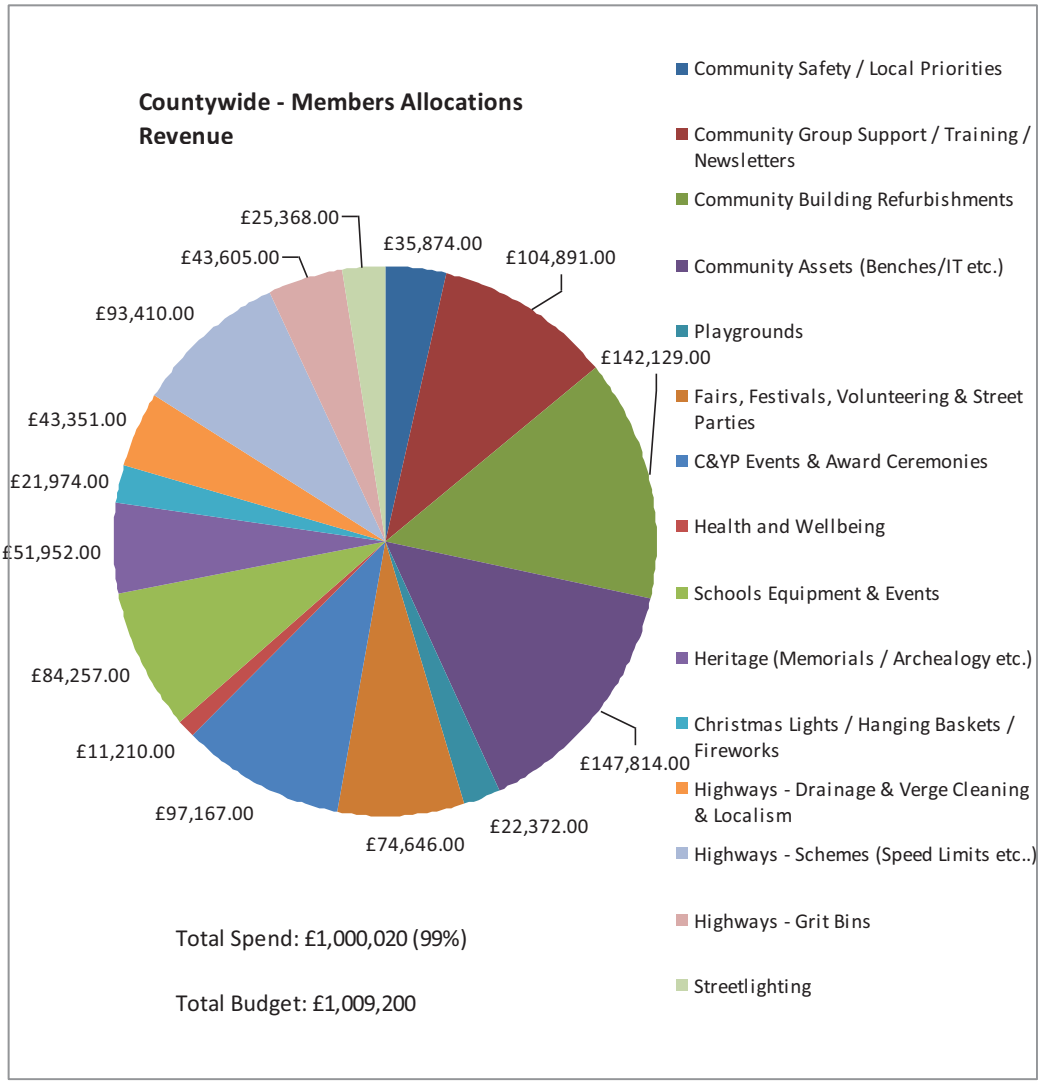
Engagement carried out
The Public Value Review of Community Partnerships, undertaken in 2012/13 included consultation and review of the members Local Allocation fund and how it is promoted and used. A Process Review of the MLA was undertaken during December 2012 which led to significant changes in the process and criteria for the scheme. This included consultation with Members, Officers and fund applicants. The Service processes all applications for funding from these two sources and maintains continuous monitoring of the successful applications. Reports are provided to the Cabinet Member for Community Services and information on activity is available on the public website.

6

Data used

Analysis of the successful applications for MLA funding in 2012/13:

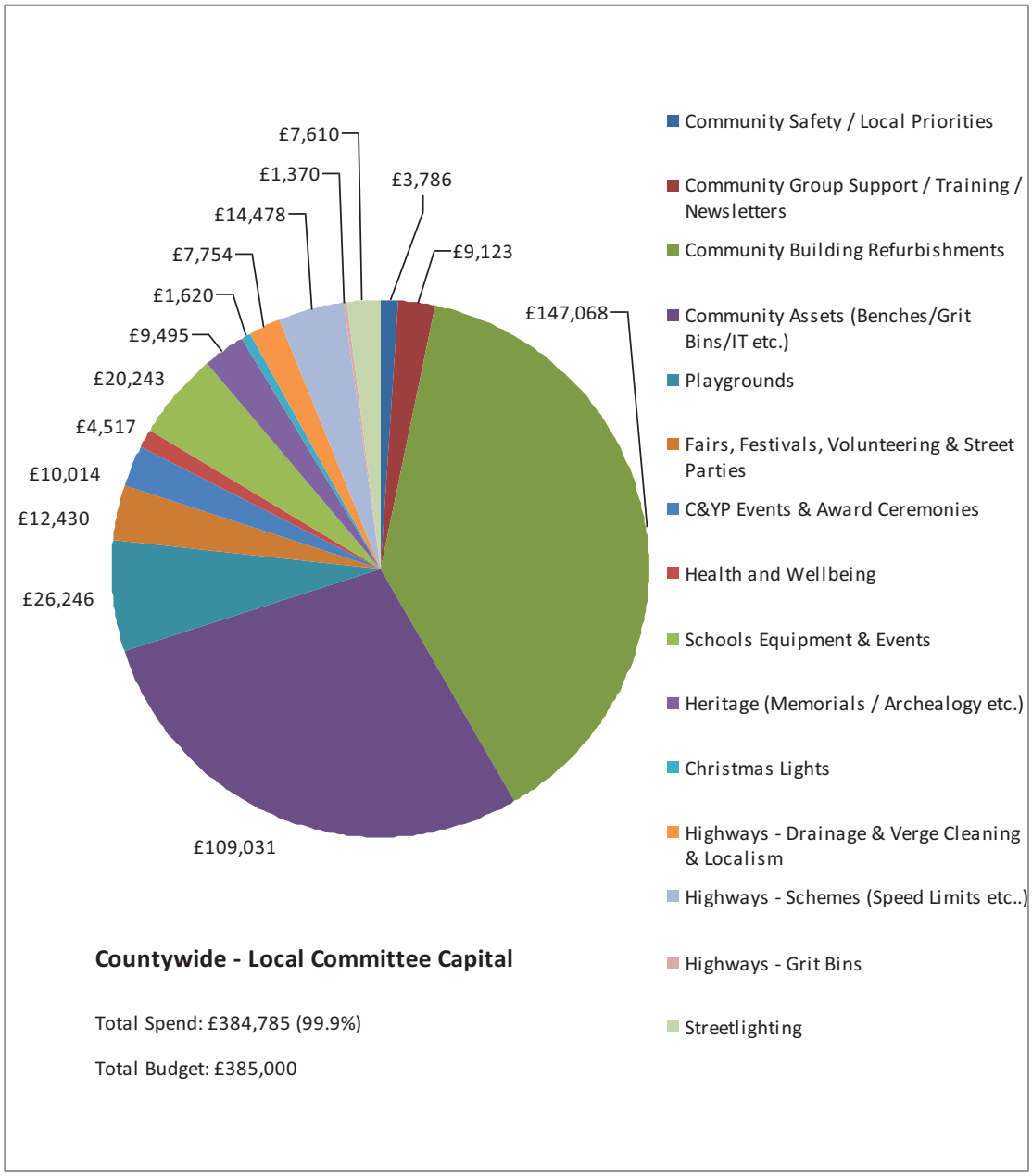
1. Members' Local Allocation (Revenue projects):



Specific Projects:

- Spelthorne & Runnymede Drama Festival - Provides a platform for young actors £700 towards the venue hire Rest of the funding from Borough Council and other local groups
- Buckland War Memorial - Clean and refurbish the War Memorial prior to the centenary of the start of WWII £2,000 contribution, rest of the funding from local groups & War Memorial Trust.
- Non Such Awareness Day - Support the awareness raising day for the benefit of the park to residents. £1,000 contribution towards the day.
- Bushy Hill Community Cohesion Event - Provided support towards the equipment needed for the day. £950 contribution
- Woking Malay Association - Provide funding for the expansion of the educational and cultural events £3,078 contribution, rest from local community groups.
- Jubilee Mugs - Members across the borough paid for jubilee mugs for all primary school children across the borough.

2. Members' Local Allocation (Capital projects):



Specific Projects:

- 1st Whyleleafe Scouts - Refurbishment of the Scout Hall £5,467.50 contribution from Members
- St. Peters Church, Hersham - Purchase of new AV System £4,000 contribution, rest of funding from Church members.
- Grassroots Life Skills Project - Set up costs for a horticultural and life skills facility.
- Bishops Steps Enhancement - To enhance the current community facilities of lighting, planting and fencing. Three Members joint funded £4,500 towards the costs as a joint project with other statutory agencies
- Street lighting - Several Members contributed towards the costs of heritage lighting in consultation with their residents to complement the PFI Contract.

6

2013/14 UPDATE:

Data is also available for the period from April to December 2013. As at 9 January 2014 around 46 - 48% of these two funds had been spent so it does not necessarily represent the full range of uses expected over a full year. However the overall patter across the spending categories is broadly similar with the most notable variations being:

- A slightly higher proportion of revenue spending at this stage on Children and Young People's projects, with a reduction in money going to community building refurbishments
- A considerably larger spend on heritage (Memorial / archaeology) projects (£25,000 representing 10% of the fund, compared to 4% in total in 2012/13). This is probably as a result of the commemorative focus in 2014 and 2015.

Specific projects of note included:

Revenue:

- Runnymede Foodbank
- West Byfleet LI:VE (Big Screen for the community event
- Celebration of Youth & Volunteering 2013
- Ashtead Youth Centre Summer Trip
- Chaldon W.I. Archive Project
- Staines-Upon-Thames Celebration Day

Capital:

- Replacement Bus Shelter
- Heritage Streetlighting - Chertsey
- Ultrasound Scanner for Epsom Hospital
- Local Structural Repairs - Wren Hill
- Scout Ridge - New Store Room

3. Community Improvement Fund projects:

On 12 February 2013, an increased Community Improvements Fund of £1 million for 2013/14 was announced. During the first round, which invited bids from 1 April until 28 June 2013, a total of 94 bids were submitted. Seventeen of these bids were approved at the Leader Decision meetings on 11 September and 14 November 2013.

The second round of bidding to the Community Improvements Fund for 2013/14 opened on 29 June and closed on 24 October 2013. During this period, a total of 90 bids were received, on the 16th January 2014 the Leader agreed 15 recommended projects with grant funding totalling £423,237.00 be approved.

Successful Projects in the second round included:

- 17th Reigate Scout Group To build a new scout hall
- Chobham Recreation Ground Charitable Trust To replace four major items of play apparatus
- Egham Museum To renovate and refit Egham Museum and to renovate the entrance and main corridor of the Literary Institute.
- Guildford City Youth Project To construct new changing rooms

- Skaterham (CR3) Youth Project To replace the old lighting with LED lights, to replace the CCTV system and update the Fire Protection system.
- Tatsfield Community Composting Scheme under the auspices of Tatsfield Horticultural Society To purchase a more powerful shredder for the composting scheme
- Horsell Common creation of a community memorial garden at the site of the Muslim Burial Ground

4. Measures already taken

Following the Public Value Review of Community Partnerships, a number of recommendations were made for improvements to support to members and Communities. Among these was a Process Review of the MLA process with a view to making it easier to use, more widely known and quicker to approve and issue funding.

The review, conducted during December 2012, achieved all of these goals and has resulted in:

- Much wider awareness of the availability for he funding and the process by which it can be accessed
- Active advocacy for the funds by members and Officers, including training for both in more effective community engagement and working with less advantaged communities
- On-line and simpler application processes, including paper-based and other alternatives, which make it easier for people with disability and access or literacy challenges to apply. Officers are available to support in defining and making applications when necessary
- Much improved processing and decision making processes and times, with potential turnaround from receipt to decision of under two weeks for many applications
- Improved guidance for the scheme that takes into account equalities considerations
- Joint training for Officers with Surrey Community Foundation and others that enhances their ability to advise and signpost potential applicants on other funding sources as contributory or alternative solutions

7. Impact of the new/amended policy, service or function

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

<table>
<tr><th>Protected characteristic[2]</th><th>Potential positive impacts</th><th>Potential negative impacts</th><th>Evidence</th></tr>
<tr><td>Age</td><td>No identified positive impacts</td><td>Older and younger people are more likely to be disadvantaged if less funding is invested in community projects as a result of the budget reduction. This has the potential to impact through loss of facilities, less opportunities for volunteering and social interaction, and less active leisure opportunities for young people.</td><td>Census 2011

Surrey shows an increased number of under 5s and increase of older people over 65.

Population Increases by Age Group in Surrey between 2001 and 2011 Census

<table>
<tr><td rowspan="2">Age Group</td><td colspan="2">Surrey</td></tr>
<tr><td>Population</td><td>% Inc.</td></tr>
<tr><td>Under 5s</td><td>71,300</td><td>13.5%</td></tr>
<tr><td>Over 65s</td><td>194,500</td><td>13%</td></tr>
<tr><td>Over 85s</td><td>30,000</td><td>25.5%</td></tr>
</table>

http://www.surreyi.gov.uk/Resource.aspx?GroupID=55&ResourceID=928</td></tr>
</table>

<table>
<tr>
<td></td>
<td></td>
<td></td>
<td>Older people are likely to be among the greatest beneficiaries of investment in community facilities and assets, including buildings, park benches, community I.T. They are also likely to be active within the groups that are supported in delivering community projects, encouraging volunteering and active retirement.

Direct support to schools is restricted by the criteria but £100,000 of the MLA went towards schools equipment and events in 2012/13. Young families and children also benefit from investment in community facilities that the funding supports. This includes support to youth groups such as scouts and guides. £50,000 was awarded to playground projects.</td>
</tr>
<tr>
<td>Disability</td>
<td>No identified positive impacts</td>
<td>As for the age-related comments above, the provision of community facilities will often be of significant benefit to people with disabilities, though the direct spend on health and wellbeing projects is comparatively low.</td>
<td>Census 2011

Proportion of people reporting a health problem or disability

<table>
<tr><th>Category</th><th>Surrey</th></tr>
<tr><td>Day to day activities limited a little</td><td>7.8%</td></tr>
<tr><td>Day to day activities limited a lot</td><td>5.7%</td></tr>
<tr><td>All with activities limited</td><td>13.5%</td></tr>
<tr><td>In bad or very poor health</td><td>3.5%</td></tr>
<tr><td>All people providing unpaid care</td><td>9.6%</td></tr>
</table>
</td>
</tr>
</table>

<table>
<tr><td></td><td></td><td></td><td>http://www.surreyi.gov.uk/ViewPage1.aspx?C=Resource&ResourceID=1002

See comments in Age, above.</td></tr>
<tr><td>Gender reassignment</td><td colspan="2">There is no local data to ascertain whether there are specific impacts for this group.</td><td>According to the Gender Identity research organisation (GIRES) report 2009, the prevalence of transgender people experiencing some degree of gender variance is 0.6%, but there is no validated estimate of the population of transgender people in the UK</td></tr>
<tr><td>Pregnancy and maternity</td><td colspan="2">There is no local data to ascertain whether there are specific impacts for this group.

As for the age-related comments above, the provision of community facilities will often be of significant benefit to pregnant and nursing mothers, though the direct spend on health and wellbeing projects is comparatively low.</td><td>Census 2011

There has been a 17.9% increase in the 0-4 year old population in R&B and an 15% increase in E&E since the 2001 census.

<table><tr><th rowspan="2">Age Group</th><th colspan="2">Surrey</th></tr><tr><th>Population</th><th>% Inc</th></tr><tr><td>Under 5s</td><td>71,300</td><td>13.5%</td></tr></table>
There were no projects specifically supporting pregnant or nursing mothers during 2013/14 but, as with age and disability, the use of community facilities for exercise clubs, and other health related activities is an important local opportunity for this group.</td></tr>
<tr><td>Race</td><td colspan="2">There is no local data to ascertain whether there are specific impacts for this group.</td><td>Census 2011

<table><tr><th>Area</th><th>White British</th><th>All Other White</th><th>Indian</th><th>Pakistani</th><th>Other Asian Ethnic Grps</th><th>Black African/ Carb/ Black British</th><th>All Non White Ethnic Grps</th></tr><tr><td>Surrey</td><td>83.5%</td><td>6.9%</td><td>1.86%</td><td>1.0%</td><td>2.9%</td><td>1.1%</td><td>9.6%</td></tr></table></td></tr>
</table>

<table>
<tr><td></td><td></td><td>http://www.surreyi.gov.uk/Resource.aspx?GroupID=55&ResourceID=999</td></tr>
<tr><td>Religion and belief</td><td>There is no local data to ascertain whether there are specific impacts for this group.</td><td>Census 2011

<table><tr><th>Region</th><th>Christian</th><th>Buddhist</th><th>Hindu</th><th>Jewish</th><th>Muslim</th><th>Sikh</th></tr><tr><td>Surrey</td><td>711,110</td><td>6,019</td><td>15,018</td><td>3,055</td><td>24,378</td><td>3,783</td></tr></table>
http://www.surreyi.gov.uk/Resource.aspx?GroupID=55&ResourceID=1000</td></tr>
<tr><td>Sex</td><td>There is no local data to ascertain whether there are specific impacts for this group.</td><td>Census 2011

<table><tr><th></th><th>Population by sex - Males</th><th>Population by sex - % male</th><th>Population by sex - Females</th><th>Population by sex - % female</th></tr><tr><td>Surrey (County)</td><td>554665</td><td>48.98</td><td>577725</td><td>51.02</td></tr></table>
http://www.surreyi.gov.uk/Viewpage.aspx?C=basket&BasketID=224</td></tr>
<tr><td>Sexual orientation</td><td>There is no local data to ascertain whether there are specific impacts for this group.</td><td>There is a lack of data on this group.</td></tr>
<tr><td>Marriage and civil partnerships</td><td>There is no local data to ascertain whether there are specific impacts for this group.</td><td>There is a lack of data on this group.</td></tr>
</table>

7b. Impact of the proposals on staff with protected characteristics

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Age			
Disability			
Gender reassignment			
Pregnancy and maternity			
Race			
Religion and belief			
Sex			
Sexual orientation			
Marriage and civil partnerships			

There are no identified impacts on staff arising from this proposed budget reduction. The team that administers the finds does so as part of a wider business support role to the Community partnership Team and there is no intention to make consequent savings as a result of any reduction in the funding. The processes involved have recently been considerably improved with significant reductions in the time taken to administer the processes this entails

8. Amendments to the proposals

Change	Reason for change
No amendments are proposed as a result of the assessment	

9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
Insufficient awareness of the availability of the funding	Enhanced visibility for the funds and understanding of criteria and process for application which will be continuously monitored for improvements. Revised guidance for applicants and Members. Support for Members in more active local promotion and advocacy for the funds. All Spend info on Member allocations and CIF is available on Public web pages and details for MLA are updated monthly News items on funding projects are published regularly http://news.surreycc.gov.uk/2014/01/17/more-community-groups-win-council-cash/ CIF release contains Google map tool detailing all successful projects	New web presence launch Nov 2013. Revised guidance and defined member in place from 2013/14	James Painter
Complexity of process acts as a deterrent	Simplified application processes introduced, including on-line and with full officer support. Introduction of twitter accounts for Officers and Members enables better communication with applicants. Audit of CIF currently underway (report due Feb 2014). Tasked to look at and report against awareness and complexity of the fund, findings will then be implemented	Now active.	James Painter
Disadvantaged individuals and communities may be less aware or	Officer and member training in place enhancing community engagement skills and awareness of equalities issues means more effective promotion to disadvantaged and minority groups and	Initial training in place. Guidance updated and	James Painter

able to benefit	individuals Joint work with Procurement on community grants to third sector to ensure consistent approach Enhanced, targeted promotion of opportunities with specific groups, particularly ethnic minority groups to encourage greater take-up. This should incorporate Officers and members and include greater links with representative bodies and specialist liaison and contact processes already in existence.	continuously refreshed. Proposals for more targeted promotion to minority groups to be developed during 2014/15	
Reduction in MLA / CIF means less funding reaching communities, especially those that are less advantaged	Joint training with Surrey Community Foundation and others, enhancing the skills of Officers in advising and signposting potential applicants on other sources of funding	Initial training delivered. Continuous refresh	James Painter
Lack of knowledge of benefit for minority and disadvantage groups, and addition contributory funding secured, reduces awareness of direct benefits delivered	Enhanced analysis of beneficiary and applicant data, and development of effective way to enhance data collected from applicants in order to demonstrate and enhance take up and benefit for disadvantaged groups	Data mining and review. Review of application details requested and additional information sought from successful applicants	James Painter

10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected
None identified but improved data collection and assessment on recipient groups will enhance this understanding	

11. Summary of key impacts and actions

Information and engagement underpinning equalities analysis	Public value Review and Process review engagement, Census data, analysis of fund activity 2012/13 and April – Jan 2013/14
Key impacts (positive and/or negative) on people with protected characteristics	Reduced opportunity for investment in more disadvantaged communities, with particular potential for impact on Age and Disability characteristics
Changes you have made to the proposal as a result of the EIA	None
Key mitigating actions planned to address any outstanding negative impacts	Actions to address issues already implemented and continuous improving. Additional action to enhance data on take-up and impact
Potential negative impacts that cannot be mitigated	None

Fire & Rescue – Changed appliance crewing at Woking

NB: This EIA relates to the building project only

6

What is being assessed?	**New Build Woking Fire Station**
Service	**Property Services**
Name of assessor/s	**Sue Hanford – Project Manager**
Head of service	**John Stebbings**
Date	**7th October 2013**
Is this a new or existing function or policy?	**New**

Write a brief description of your service, policy or function. It is important to focus on the service or policy the project aims to review or improve.
Property Services, under Business Services' Directorship are custodians of Surrey County Council's property portfolio. Business Services manage the property portfolio to ensure the delivery and provision of a safe environment for staff, end users and visitors.

Indicate for each equality group whether there may be a positive impact, negative impact, or no impact.

Equality Group	Positive	Negative	No impact	Reason
Age			**X**	**There will be no impact**
Gender Reassignment			**X**	**There will be no impact**
Disability	***X***			**The new fire station will be a single storey building and will include**

				designs to allow for DDA specifications.
Sex	***X***			**There will be a positive impact**
Religion and belief	***X***			**Provision for a quiet room will be made**
Pregnancy and maternity	**X**			**Provision of a quiet room will be made for breast feeding**
Race	**X**			**Provision for a quiet room will be made**
Sexual orientation			**X**	**There will be no impact**
Carers			**X**	**There will be no impact**
Other equality issues – please state				**N/A**
HR and workforce issues				**Please indicate if a separate EIA needs to be carried out – N/A**
Human Rights implications if relevant				**N/A**

Is a full EIA required?	**Yes (go to stage two)**	**No**
If no briefly summarise reasons why you have reached this conclusion, the evidence for this and the nature of any stakeholder verification of your conclusion.		
The design of the new building will allow for facilities to accommodate those who require disabled access, and will include areas that can be used as a multi faith room, quiet room or a room for nursing mothers. **Surrey Fire & Rescue Service have had full consultation as to the design of the new building.**		
Briefly describe any positive impacts identified that have resulted in improved access or services		
EPM are currently working with consultants to design and build a new fire station that, in addition to being fit for purpose, will be fully accessible to end users and visitors who may require disabled access, areas that will be available and suitable for those who wish to		

practise their faith, and to facilitate nursing mothers.

All toilet and shower facilities will be for unisex use. Separate male and female locker rooms will be designed to increase or decrease in size to cater for the respective demand.

6

Heritage Service – Staffing restructure

1. Topic of assessment

EIA title:	Culture Services – Heritage Restructure

EIA author:	Barrie Higham

2. Approval

	Name	Date approved
Approved by[3]	Peter Milton	

3. Quality control

Version number	0.3	**EIA completed**	
Date saved	23/01/14	**EIA published**	

4. EIA team

Name	Job title (if applicable)	*Organisation*	Role
Barrie Higham	Heritage Manager	Surrey County Council	
Gulcin Polat		Surrey County Council	HR Advisor
Angeliki Humphries	Policy Officer (Equalities & Cohesion), Customers and Communities	Surrey County Council	Advisor on this EIA

5. Explaining the matter being assessed

What policy, function or service is being	A review of the Heritage Structure and job profiles for all posts. The new structure will represent a change from the way in which teams are

.

introduced or reviewed?	currently organized and deliver services. It reduces the management tier but creates a clearer focus for public engagement activities and addresses under-capacity within certain teams. The review is prompted by the recommendations of a Public Value Review carried out in 2011-12. ***Surrey Heritage*** *The creation of Surrey Heritage at Surrey History Centre, Woking has provided a high quality integrated service for the people of Surrey and others throughout the County and worldwide with an interest in Surrey's past. The work is delivered through four strategic teams aligned with key professional areas and a number of operational cross-Heritage teams.* *The teams provide efficient planning advice, maintain and develop a comprehensive historic environment record, deliver commercial archaeological services; develop and deliver a programme of community archaeology projects; run the county archive service and local studies libraries; develop and deliver learning services; support and deliver outreach to extend the diversity of people engaged in heritage; support Surrey museums and voluntary sector delivery of heritage services, in partnership with the districts and boroughs.* *The service promotes engagement in heritage to the people of Surrey and more widely, through preservation and through a wide range of pioneering outreach activities – including a volunteering programme and work to support new and potential entrants to heritage work, to involve both current and new users. The discovery and preservation of virtual heritage, and use of digital pathways to support participation in, enjoyment of, and learning from heritage is becoming increasingly important for the service. The service seeks to generate significant income through some of the activities. It supports County Council objectives, including the need to promote community identity and cohesion through heritage.* *In 2010 the archive service was judged to be 4* (top level) by the National Archive and in 2012 was awarded Archive of the Year by readers of 'Your Family History' Magazine.* Staff focus groups undertaken as part of the Heritage PVR identified career progression as an issue. We can't create more opportunities on particular professional pathways (unless there is a highly prioritised need for more professionals of that type) but we can make the structure more hierarchical so there are more opportunities to move in to management. Insufficient resources to undertake sufficient strategic management was identified by the PVR. The new structure seeks to provide managers with sufficient time to undertake strategic management and business development work, alongside their roles as managers of professional spheres of work. To be accomplished by transferring non-professional operational management, more basic professional work and administrative tasks to staff at an appropriate level, and by ensuring that all professional leads are full time.

	We had existing challenging income generation targets, and these are increased by the PVR. The new structure seeks to ensure that the service has the best chance of making those targets, both in terms of management capacity and capacity within teams. Digitization and born-digital heritage are changing the world in which we work – from digital engagement to the preservation of digital records and offering Historic Environment Record (HER) services via a web gateway. During 2013 the service began its partnership with the family history website ancestry.com and this is clearly an area where there are opportunities to both increase awareness and access to the archive and to generate income to offset the cost of the service. The new structure to provide the capacity to ensure we can make the most of the opportunities and be fit for purpose in the 21st century, and also have the flexibility and agility to respond when the future turns out to be not quite what we expected.
What proposals are you assessing?	The Heritage Structure. Review of the structure and job profiles – see attached diagrams. Development of revised structure following the PVR recommendations and using evidence from extensive staff consultation and other available evidence to fully inform the process. \\Shcf1\vol1\Team\COM\Team\Heritage Manager\Restructure documents 2013\Heritage Structure as of January 2014.docx \\Shcf1\vol1\Team\COM\Team\Heritage Manager\Restructure documents 2013\Heritage Structure as of September 2013.docx
Who is affected by the proposals outlined above?	It is intended that there will only be positive impacts for the service users (including commercial clients, volunteers and partner organizations). There should be increased capacity for community engagement and interaction via the grouping of all relevant functions under one team manager and the creation of a new events officer position. Council staff – every member of Surrey Heritage – will be affected in some way. The overall staff complement will increase as a result of the new structure, providing additional opportunities for employment.

6. Sources of information

6

Engagement carried out
The restructure was instigated by engagement carried out during a Heritage Public Value Review as approved by Cabinet in November 2012. Surrey Heritage staff have been further engaged through team meetings, personal meetings for those who wished them, and regular emails and staff bulletins. This process commenced in February 2013 and concluded with a formal period of staff consultation between September and October 2013. Key partner/stakeholder organisations such as the Surrey Museums Consultative Committee, Surrey Historic Environment Group, Surrey Archaeological Curators Group were informed of the process and invited to comment.
Data used
The PVR gathered and analysed data from various sources:- National bodies – • Public Service Quality Group • Institute of Field Archaeology • Archives and Records Association User feedback – • Comments, Compliments and Complaints • Visitor comments book • Facebook and Twitter comments • Responses to the Exploring Surrey's Past website

7. Impact of the new/amended policy, service or function

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

Protected characteristic[4]	Potential positive impacts	Potential negative impacts	Evidence
Age	The staff restructure is intended to enhance our outreach working with people, potentially with any of these particularly protected characteristics, by bringing all of the relevant functions under one strategic lead. The creation of a new Events Officer position will increase the capacity of the service to work with the wider community.		The PVR report contains analysis of current work. Evidence that the changes will improve our ability to provide services to people with any of these particularly protected characteristics. Research carried out during the PVR identified that the number of external learning events sits within top quartile performance nationally, with Surrey History Centre having the second highest level of external learning events. These events are targeted at hard to reach groups and those who do not normally engage with heritage in national surveys. Capacity to deliver external events will be bolstered by the creation of the dedicated events officer post.
Disability			
Gender reassignment			
Pregnancy and maternity			
Race			
Religion and belief			
Sex			
Sexual orientation			

Marriage and civil partnerships			

7b. Impact of the proposals on staff with protected characteristics

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Age	Creation of additional low-grade posts, and consideration of the training needs of those at SP5 is intended to support new entrants to heritage work, who are likely to be young people. Capacity for support to apprentices is now built into the structure on an ongoing basis, rather than being reliant on external funding.	To address any imbalance revealed by the data, and as good practice, we will ensure that fair, rigorous and objective processes are in place for slotting and recruiting. We will ensure all recruiting officers have up-to-date training before carrying out these tasks.	Impact identified from knowledge of the industry, and experience of recruiting interns and apprentices with the aim of supporting new entrants to the industry.
Disability	The proposals are neutral with respect to impacts upon staff members with a disability.	To address any imbalance revealed by the data, and as good practice, we will ensure that fair, rigorous and objective processes are in place for slotting and recruiting. We will ensure all recruiting officers have up-to-date training before carrying out these tasks.	All new Job Profiles for the staff within Heritage have been screened by the HR team to ensure compliance with SCC's Equal Opportunity Policy.
Gender reassignment	The proposals are neutral with respect to impacts upon staff members within this protected characteristic.	To address any imbalance revealed by the data, and as good practice, we will ensure that fair, rigorous and objective processes are in place for slotting and recruiting. We ensured that all recruiting	All new Job Profiles for the staff within Heritage have been screened by the HR team to ensure compliance with SCC's Equal Opportunity Policy.

		officers have up-to-date training before carrying out these tasks.	
Pregnancy and maternity	The proposals are neutral with respect to impacts upon staff members within this protected characteristic.	There was a possibility that members of staff on maternity leave during the consultation period could have been disadvantaged by a relative lack of opportunities to participate. However every effort was made to communicate all of the information equally to all staff and ensure that those who were absent were able to consider the proposals and give their feedback.	*E&D data for the Heritage team has been considered as part of the decision making process. However this information has not been published due to the small size of the team and in order to maintain confidentiality.* The consultation process has been designed to ensure that they have equal access to information and ability to respond to the consultation, through channels including telephone and email. One member of staff was on maternity leave during the months leading up to the official consultation period and all relevant material was sent to her at her home address (with her consent) and meetings offered to discuss the process. She has responded to the effect that she felt fully informed throughout the process. All new Job Profiles for the staff within Heritage have been screened by the HR team to ensure compliance with SCC's Equal Opportunity Policy.
Race	The proposals are neutral with respect to impacts upon staff members within this protected characteristic.	To address any imbalance revealed by the data, and as good practice, we ensured that fair, rigorous and objective processes are in place for slotting and recruiting. We will ensure all recruiting officers have up-to-date training before	All new Job Profiles for the staff within Heritage have been screened by the HR team to ensure compliance with SCC's Equal Opportunity Policy.

		carrying out these tasks.	
Religion and belief	The proposals are neutral with respect to impacts upon staff members within this protected characteristic.	To address any imbalance revealed by the data, and as good practice, we will ensure that fair, rigorous and objective processes are in place for slotting and recruiting. We ensured that all recruiting officers have up-to-date training before carrying out these tasks.	All new Job Profiles for the staff within Heritage have been screened by the HR team to ensure compliance with SCC's Equal Opportunity Policy.
Sex	The proposals are neutral with respect to impacts upon staff members within this protected characteristic.	To address this, we will ensure that fair, rigorous and objective processes are in place for slotting and recruiting. We ensured that all recruiting officers have up-to-date training before carrying out these tasks.	*E&D data for the Heritage team has been considered as part of the decision making process. However this information has not been published due to the small size of the team and in order to maintain confidentiality.*
Sexual orientation	The proposals are neutral with respect to impacts upon staff members within this protected characteristic.	To address any imbalance revealed by the data, and as good practice, we ensured that fair, rigorous and objective processes are in place for slotting and recruiting. We will ensure all recruiting officers have up-to-date training before carrying out these tasks.	All new Job Profiles for the staff within Heritage have been screened by the HR team to ensure compliance with SCC's Equal Opportunity Policy.
Marriage and civil partnerships	The proposals are neutral with respect to impacts upon staff members within this protected characteristic.	To address any imbalance revealed by the data, and as good practice, we will ensure that fair, rigorous and objective processes are in place for slotting and recruiting. We ensured that all recruiting officers have up-to-date	All new Job Profiles for the staff within Heritage have been screened by the HR team to ensure compliance with SCC's Equal Opportunity Policy.

		training before carrying out these tasks.	

6

8. Amendments to the proposals

Change	Reason for change

9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner

10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected

11. Summary of key impacts and actions

Information and engagement underpinning equalities analysis	Data analysis undertaken for the PVR of Heritage Services along with extensive consultation during the restructure process.
Key impacts (positive and/or negative) on people with protected characteristics	Increased number of entry level positions and permanent apprenticeship opportunities is likely to have a positive impact on younger people, who are generally under-represented within the Heritage profession.
Changes you have made to the proposal as a result of the EIA	Restructure proposal contains more entry level positions to offer new employment and increase staff progression opportunities.

Key mitigating actions planned to address any outstanding negative impacts	N/A
Potential negative impacts that cannot be mitigated	N/a

6

1. Topic of assessment

EIA title:	FRS Changes to emergency response cover for Spelthorne
EIA author:	Greg Finneron, Policy Officer

2. Approval

	Name	Date approved
Approved by[5]	Russell Pearson	

3. Quality control

Version number	Final Version 1	**EIA completed**	22/01/2014
Date saved	22/01/2014	**EIA published**	**23/01/2014**

4. EIA team

Name	Job title (if applicable)	*Organisation*	Role
Greg Finneron	Policy Officer	SCC	EIA author
Mark Arkwell	Station Manager, East Area	SCC	FRS advisor
Doug Feery	Barrister		External advisor
Allan Wells	Legal Lead Manager	SCC	Internal advisor

5. Explaining the matter being assessed

What policy, function or service is being	The functions being considered are those of the Council as a fire services authority. The Council's SFRS Public Safety Plan 2011-2020 (PSP) outlines 12 outcomes to be achieved by 2020. These include

[5] Refer to earlier guidance for details on getting approval for your EIA.

introduced or reviewed?	improving the balance of service provision across Surrey and improving the provision and use of property. This proposal will support that outcome, in order to be better positioned to achieve the Surrey Response standard for the whole of Surrey / across Surrey, whilst remaining within the available budget for the Service.
What proposals are you assessing?	Surrey Fire and Rescue Service (SFRS) currently base one 24-hour fire engine at both Sunbury and Staines Fire Stations, which provide most of the initial response cover for the Spelthorne area. SFRS proposes to create a new fire station in the borough of Spelthorne with either a single full time fire engine (Option 4), or with a full time fire engine and an additional 24 hour 'on call' appliance (Option 5). This means: i) Procuring a suitable site in the Ashford area and building a new fire station. ii) Deploying either one fire engine, or one fire engine and an "on call' appliance at this new station from a target date of April 2015. iii) Closing Sunbury and Staines fire stations once the new station is operational. Cabinet will determine which Option will be taken forward. Cabinet is being asked to support Option 5, and agree to Option 4, should the provision of Option 5 and the 'on-call unit not be secured. It should be noted that Option 4 was the original preferred option by SFRS and it is therefore this Option that was put forward in the consultation. Option 5, has been developed in response to feedback from the Consultation. In the development of Option 5, a new modelling of response times was conducted and is included in Section 7 of this EIA. It is Option 4 and Option 5 that are being assessed by this EIA. The other Options open to Cabinet are not being assessed by this EIA but for reference these include: Option 1: Do nothing and secure no improvements in terms of service provision across the county or contribution towards the savings required by the Medium Term Financial Plan. Option 2: Implement the PSP Phase 1 deployment (24 hour cover at Sunbury, 12 hour cover at Staines) Option 3 (a): Close Sunbury and maintain Staines Option 3 (b): Close Staines and maintain Sunbury

Who is affected by the proposals outlined above?	There is potential for this proposal, if implemented to impact on residents and businesses in the area of Spelthorne (continued cover), Runnymede and Elmbridge, as well as staff (re-location). The detailed impact of Option 4 on emergency response times was established at the beginning of July 2013 and shared with the public and partners during the consultation phase (13 weeks, starting 05/08/13). Modelling has shown that the benefits of the proposals would create a more efficient use of resources across the County (see improved Runnymede and Surrey response levels). Spelthorne residents would receive one fire engine attending incidents on average in less than seven minutes and in many cases that will be sufficient resources to deal with the emergency safely and effectively. The detailed impact on residents is outlined in section 7.

6

6. Sources of information

Engagement carried out
The Option 4 proposal has been shared with numerous stakeholders during consultation. Consultation activities included: • A widely publicised on-line survey, • Postal questionnaires, • Easy read questionnaires, • Presentations at public meetings, • Targeted letters and emails to Voluntary, Community and Faith Sector (VCFS) • Targeted letters and emails to stakeholders and partner agencies, • Staff and trade union consultation. • The Empowerment Board North Surrey • The consultation was publicised in local GP practices, schools, youth centres, churches, Post Offices, libraries, Citizens Advice Bureaux, community centres. • Local media has also been utilised, eg. SCC media and social media (see consultation plan, Annex 2). The consultation was also distributed amongst 'hard to reach' and higher risk groups, eg. the elderly, vulnerable adults, those affected by Mental Health issues. The consultation was provided in an alternative format with easy read questionnaires to ensure that those that need an easier questionnaire were reached. This was achieved by contacting local community organisations and day centres, in particular: • Cross Road Care, • Surrey Association for the Visually Impaired, • Surrey Adult Link Disability Registers, • Voluntary Action In Spelthorne • Staines Mobility Shop

- Fairways

These organisations were all engaged to establish the most effective method of distribution of questionnaires and consequentially from feedback received from this process, questionnaires were sent to community centres and day centres. The contact for Fairways also agreed to distribute copies to community support groups in Spelthorne.

Spelthorne Talking News were also contacted to ensure publicity of the consultation to visually impaired people in the borough.

Postal questionnaires were sent to 29 care homes in Spelthorne to provide the opportunity for feedback from care home managers.

Data used

To inform the EIA, the project used:

- Impact modelling to ensure we understand the effects of different options
- High risk group analysis using MOSAIC and Surrey-i data to understand the demographic makeup of the affected areas. (It should be noted that Mosaic demographic categorisation does not directly correlate with the protected characteristics as provided for by the Equality Act 2010.)
- Consultation and engagement with residents and businesses from affected areas
- Feedback from partners and politicians
- SFRS Community Risk Profile 2013-14
- SFRS & ASC Briefing Document for Frontline Staff
- Demographic data on www.surreyi.gov.uk, including the Joint Strategic Needs Assessment (JSNA).
- Correlation of Index of Multiple Deprivation against Incident Type and Distribution.

7. Impact of the new / amended policy, service or function

7.1. Emergency response times

Surrey Fire and Rescue Service set targets for itself against a set of outcomes which are reported monthly. The current target is:

Attendance times against Surrey Standard: One fire engine at critical incidents within 10 minutes and a second one (where required) within 15 minutes on 80% of occasions.

The proposals have been created following response modelling aimed at ensuring that throughout Surrey, more fire engines reach emergencies within the response standard than they do now. Key to the modelling is a travel time matrix which incorporates vehicle type, time of day, road type and travel times between nodes on the road network. A quantitative understanding of the service profile provides a baseline position and modelling extracts data on workload from the last five years. Around 50 data fields are collected for each mobilisation including geographical/address information, all time components, vehicle properties, incident classification, etc. In addition other information sources include data regarding unavailability, station and appliance locations, mobilisation protocols and geographic boundaries.

This model includes considering an average week for Surrey which would include false alarms, fires in a dwelling, other property and non property (secondary fires), as well as vehicle collisions and other incidents (special services). The fire engines would also have been used as required to standby at other locations to maintain emergency response cover across the County as required, for example where there has been an incident requiring the use of the fire engines in an area, fire engines from other localities would be re-positioned so as to maintain a level of cover for that area, and this positioning built into the modelling.

This is a countywide approach, based upon using our resources more efficiently for the whole of Surrey. The proposals impact on the estimated response time in 3 boroughs/districts, resulting in a slight overall increase to Surrey's average 1st response time.

Option 4: One 24 hour whole-time (immediately crewed) fire engine
In noting the above, the modelling utilised predicts a decrease in the average 1st response time in Runnymede, with a higher proportion of responses within the Surrey Standard of 10 minutes. At present, Runnymede's average first response time, at 08:36, while still within the Surrey Response Standard, is significantly above the Surrey average, of 07:28.

In Elmbridge and Spelthorne modelling predicts an increase in the average 1st response time, and a reduction in the proportion of 1st responses within 10 minutes. While the change is slight for Elmbridge, it is greater in Spelthorne. It is for this reason that Spelthorne has been the main focus for consultation activity and risk profiling. In both instances, the average 1st response time would remain well within the Surrey Response Standard of 10 minutes, and below the Surrey average of 07:33s.

The changes to the deployment of fire engines means that residents in Runnymede that have previously had longer than average response times will have an improved provision (i.e. first engines are more likely to reach them within 10 minutes).

Response standard		1st response to all 2+ fire engine incidents		2nd response to all 2+ fire engine incidents		1st response to other emergencies
		Average	% in 10 mins	Average	% in 15 mins	% in 16 mins
Current situation	Surrey	07:28s	80.8	10:27s	86.7	96.8
	Spelthorne	**05:44s**	**97.0**	**09:13s**	**98.2**	**99.8**
	Elmbridge	06:45s	89.5	11:01s	95.0	99.5
	Runnymede	08:36s	69.2	10:21s	90.1	97.5
Proposal	Surrey	07:33s	82.5	10:27s	90.5	98.3
	Spelthorne	**06:42s**	**91.4**	**10.24s**	**94.5**	**98.9**
	Elmbridge	06:48s	88.6	11.14s	93.0	99.3
	Runnymede	07:18s	82.7	10:35s	92.5	98.8

Option 5: One 24 hour whole-time (immediately crewed) fire engine and one 24 hour "On-call" fire appliance

The provision of a second "On-call" fire engine compared to one whole-time fire engine improves in Spelthorne the average first response time by 8 seconds compared to Option 4 and the second response times by just over 1 minute (see table below).

Predicted response times to emergency incidents under Option 5

Response standard		1st response to all 2+ fire engine incidents		2nd response to all 2+ fire engine incidents		1st response to other emergencies
		Average	% in 10mins	Average	% in 10mins	% in 16 mins
Current situation	Surrey	07:28s	80.8	10:27s	86.7	96.8
	Spelthorne	**05:44s**	**97.0**	**09:13s**	**98.2**	**99.8**
	Elmbridge	06:45s	89.5	11:01s	95.0	99.5
	Runnymede	08:36s	69.2	10:21s	90.1	97.5
Proposal	Surrey	07:33s	82.5	10:27s	90.5	98.3
	Spelthorne	**06.34s**	**93.2**	**09.13s**	**97.5**	**99.7**
	Elmbridge	06:47s	88.7	11.13s	93.1	99.4
	Runnymede	06.34s	88.7	11.13s	93.1	99.4

7.2. General Background on the Most Vulnerable Groups:

SFRS Community Risk Profile (CRP) 2011/12 and 2013-14

The CRPs are an analysis of fire deaths and injuries that occurred in Surrey. The CRP 2011/12 data set on fatal fires is from the reporting period 2006-09 and injuries from April 2010 – March 2011. The updated CRP 2013/14 builds on this and covers a six year period between April 2006 and March 2012. The CRP provides as follows: 'A healthy person, excluding infants, with well positioned and working smoke alarms, should be able to escape without injury or the need to be rescued from an accidental dwelling fire at any time of the day or night.'

It also highlights that those particularly at risk from a fire in their home fall into one or more categories of:

- Those over 60
- Those living alone
- Those with impairment
- Those that smoke
- Those that drink

Fatalities

Smoking – The CRP 2013/14 identifies that 44% of the fire deaths in Surrey (2006-12), smoking material was the primary cause of the fires. Of the 8 people who smoked, the primary cause in 5 of these incidents was smoking related. Although relevant, this is the primary cause of fire and all of these victims had additional underlying issues of mobility, mental health and alcohol problems.

Where a person is a smoker there are significant additional risks if the person is:[6]

- elderly,
- alcohol dependant,

---

[6]SFRS ASC Briefing for Staff

- infirm (limited mobility) and/or
- has mental health needs[7]

In the CRP 2013/14, both sleeping and smoking are issues that have been found to have affected 16 of the 25 fire deaths in Surrey but are not the real underlying causes of these fire deaths. Fire investigations at the time concluded that:

- **Alcohol** – In 7 (45%) of the cases the casualty was, to some degree, under the influence of alcohol at the time of the fire. 2 were male and 5 were female.
- **Mobility issues** – of the 16 people who died in a fire, 7 (45%) were known to have mobility issues that affected their ability to escape the fire.
- **Mental health** – of the 16 people who died in a fire, 11 (70%) were known to have mental health and/or depression issues. In addition to this the people who died in fire outside their home all suffered from mental health issues and all the fires were started deliberately by the person who died.

Table: Underlying Causes (to 16 of 25) Fire Deaths in Surrey 2006-12

Underlying Causes	Fire Deaths	Percentage of 16 Fire Deaths
Smoking	5	30%
Alcohol	7	45%
Mobility issues	7	45%
Mental Health	11	70%

(Source CRP 2013/14)

[7] SCC ASC What is a mental illness

Age and Fatalities from Fire: The age range of all who died in accidental fires from 2006-2009 was 17–97 years of age.

Table: Average age of those who died in Surrey 2006-09

Male / Female	Average Age
Male	64
Female	69
Overall	67

(Source: CRP 2011/12)

Table: Number of those who died under/over Statutory Retirement Age in Surrey 2006-09

Under Statutory Retirement Age	Over Statutory Retirement Age	Total
5	9	14

(Source: CRP 2011/12)

Injuries and/or Rescues

Between April 2010 and March 2011, SFRS attended 111 fires involving 145 injuries and/or rescues, 91 of these were in accidental dwelling fires.

Table: Underlying Causes of Injury in Accidental Dwelling Fires 2010-11

Underlying Causes	Number of injuries
Alcohol / Drugs	14
Mobility Issues	10
Medical conditions	5
Disabilities or special needs	5

(Source CRP 2011/12)

Road Traffic Collisions (RTC)

In 2009, a total of 5,755 people were reported as injured in road collisions in Surrey.

Table: Number of Killed or Seriously Injured and Slight Casualty in RTCs Surrey 2009

Type	Total	% Male	% Young Person (16-24 yrs)	% Child Male
Killed or Seriously Injured	571	72	28	67

Slight Casualty	5,184	56	25	-

(Source CRP 2011/12)

Census 2011

The CRP identifies that those that are elderly and living alone are at greater risk from fire. The percentage of people aged 65 and above, and living in one person households in Spelthorne is about average for Surrey

Table: % One Person Household Aged 65+ by Spelthorne Ward

Ward	%
Ashford Common	13.90
Ashford East	14.23
Ashford North and Stanwell South	8.50
Ashford Town	11.28
Halliford and Sunbury West	15.34
Laleham and Shepperton Green	11.18
Riverside and Laleham	13.70
Shepperton Town	17.53

Table: % One Person Household Aged 65+ in Surrey

Distirct or Borough	%
Mole Valley	14.66
Waverley	14.24
Runnymede	13.28
Tandridge	13.12
Elmbridge	12.74
Spelthorne	**12.73**
Epsom and Ewell	12.58
Reigate and Banstead	12.13
Guildford	11.41
Woking	11.40
Surrey Heath	10.87

Staines	9.21
Staines South	16.32
Stanwell North	10.09
Sunbury Common	11.19
Sunbury East	14.73
Spelthorne	12.73
Surrey	12.62
South East	12.66
England	12.35

(Source: Census 2011)

Joint Strategic Needs Assessment (JSNA) 2011[8]; Smoking:[9]

Total Surrey Population Prevalence: The latest smoking prevalence for the county is 17% however research at parliamentary ward level has suggested that some areas have prevalence levels as high as 40%. At local authority level, data suggests the highest smoking rates can be found in Spelthorne (25.2%), Runnymede (23.4%) and Reigate & Banstead (18.8%)

[8] JSNA 2011

[9] JSNA 2011 Smoking

Health Needs Assessment on Alcohol in Surrey, August 2008[10]

Alcohol Misuse

Alcohol misuse is a general term used to describe any drinking behaviour, which has the potential to cause harm or threatens to damage the health and well-being of the user and those around them. Alcohol misuse would therefore include any level of risk from hazardous drinking through to alcohol dependence.

Categories of Alcohol Use:

Sensible (low risk) drinking is drinking alcohol within limits that do not pose any risk of harm to the person or others (i.e. staying within the current guidelines on alcohol consumption)

Hazardous (increasing risk) drinking is drinking above recognised sensible levels, but not yet experiencing harm (measured by consumption of between 22 and 50 units per week for males and between 15 and 35 units per week for females)

Harmful (high risk) drinking is drinking above recognised sensible levels and experiencing harm, such as an alcohol-related accident, acute alcohol poisoning, hypertension, cirrhosis (measured by consumption of over 50 units per week for males and over 35 units per week for females)

Binge drinking is drinking over double the daily recognised sensible levels in any one day (over eight units a day for men and over six units a day for women)

---

[10] Surrey DAAT

Alcohol dependence refers to drinking behaviour characterised by an inner drive to consume alcohol, continued drinking despite harm and commonly withdrawal symptoms on stopping drinking

Joint Strategic Needs Assessment (JSNA) 2011[11]; Alcohol[12]:

Increasing Risk Drinking (formerly hazardous):
Total Surrey Population Prevalence: The overall prevalence of increasing risk drinking in Surrey is 25%. This is the 2nd highest prevalence in the country behind Leeds and is significantly higher than the England average of 20%. 1 in 4 of Surrey adults drink above recommended sensible daily limits and alcohol-related health problems tend to present in people aged over 40 years; who are more likely to drink at increasing risk levels.

All 11 boroughs within the County have prevalence rates above the England average and 7 out of the 11 boroughs feature in the top 10 for increasing risk drinking in the country as a whole. Runnymede has the joint highest prevalence of increasing risk drinking in the country at 26.4%. Spelthorne has below average prevalence for Surrey at 24.13%.

Higher risk drinking (formerly harmful):
In contrast to increasing risk drinking, none of the 11 boroughs feature in the top 10 higher risk drinking boroughs in England. Guildford is ranked the highest out of all the Surrey boroughs at 148 out of 324 boroughs in England. Guildford (4.41%), Runnymede (4.41%) and **Spelthorne** (4.19%) have the highest prevalence in Surrey and are above the Surrey average of 4.04%, although not significantly. All boroughs except the top 3 are significantly lower than the 5.03% England average.

Spelthorne has the third **lowest levels of increasing risk** drinking, but the **third highest level of higher risk** drinking within Surrey, perhaps indicating that whilst less people are drinking at increasing levels, when they do drink they are doing so at levels that cause harm.

In Surrey, high rates of increasing risk drinking are thought to be associated with the relative affluence of the county and with frequent drinking at home where the amount consumed is perhaps not realised. Conversely, higher risk drinking and alcohol dependence are linked to deprivation and

[11] JSNA 2011

[12] JSNA 2011 Alcohol

need to be addressed in specific areas of the county such as within Surrey's five Priority Places. Further information on health inequalities and deprivation can be found in the JSNA chapter on Deprivation.

Binge drinking:
Binge drinking estimates reveal a similar picture to those for higher risk drinking - none of Surrey's 11 boroughs feature in the top 10 in England. **Spelthorne** is ranked as the second highest (15.97%) of the boroughs in Surrey (15.30% average) behind Guildford (16.41%) in prevalence of binge drinking in Surrey. All boroughs are lower than the England average of 18%.

7.3. Adults at Risk as identified by Adult Social Care

In 2000, the No Secrets guidance[13] defined a vulnerable adult (now referred to as an adult at risk) as: "a person aged 18 years or over who is or may be in need of community care services by reason of mental or other disability, age or illness; and who is or maybe unable to take care of him or herself, or unable to protect him or herself against significant harm or exploitation whether or not a person is vulnerable in these cases will depend upon surrounding circumstances, environment and each case must be judged on its own merits."[14]

Following a rise in fatal fires involving adults at risk in the year 2011/12, a joint SFRS and Adult Social Care (ASC) working group was set up to report to Surrey County Council (SCC) Cabinet on how the County can seek to reduce the harm being caused by fire. The group took into account the publication of the Chief Fire Officers Association (CFOA) report on an aging population, Ageing Safely (December 2011), and the report on the fatal fire at Rosepark Nursing Home (April 2011). The report to Cabinet, in May 2012 included a number of recommendations on how we can reduce the risk and better support adults to live in their own homes and in residential care. The strategy to implement the recommendations is being delivered through four working groups with an overarching, multi-agency Steering Group.[15] The working groups are:

[13] No Secrets Guidance

[14] SCC ASC Safeguarding

[15] SFRS ASC Briefing for Staff

- Telecare Group – to use a high risk matrix to identify adults at increased risk of harm from fire and ensure they are offered telecare[16] with a linked smoke alarm
- Residential Care – to increase the number of residential settings with sprinkler systems, fire retardant materials and improved training for staff
- Community Care – to ensure adults at risk are kept safe when in their own homes through better knowledge of the fire risks, the referral process and equipment available to them to keep them safe
- Marketing group – to increase awareness of the risks, support and equipment available to keep adults safe from fire.

Further, the Fire Investigation and Community Risk Reduction Team now have direct access to the ASC Adult Information System client management system. This is a major step forward for both services as it allows SFRS to streamline its working practices with ASC, saving staff time and allowing SFRS to better serve the adults at risk in Surrey.

Through the use of a Fire Risk Matrix which takes into account factors of age, client group (mental health, drug or alcohol use) and living alone, a risk score can be assigned to all open cases from the Social Care database, i.e. those known to ASC. The matrix does not include information on smokers which is likely to affect fire risk. Any individual may have a risk score of 0 - 6 based on this logic, and up to 3 risk factors recorded.

For the purposes of this EIA, this information was updated in October 2013. Countywide, 2,634 people have been identified with a risk score of 5 or 6, indicating they may be at high risk in a fire situation. This represents 10% of the overall cohort.

In Spelthorne the percentage of people open to ASC that are considered High Fire Risk is 10%. This is slightly above the average of 9.5% for the Boroughs and Districts in Surrey, with Waverley, Woking and Mole Valley all having a higher proportion identified as a High Fire Risk.

Table: Breakdown of people who may be at higher risk in a fire situation by District & Borough

District / Borough	High Fire Risk people out of all people open to ASC	% High Risk people

[16] Telecare is a 24-hour service using a range of sensors which link with the traditional community or lifeline alarms to help potentially vulnerable people live more independently in their homes.

Elmbridge	**256 out of 2720**	**9%**
Epsom and Ewell	151 out of 1780	8%
Guildford	265 out of 3261	8%
Mole Valley	214 out of 1929	11%
Reigate and Banstead	343 out 3455	10%
Runnymede	**192 out of 2163**	**9%**
Spelthorne	**225 out of 2313**	**10%**
Surrey Heath	184 out of 2110	9%
Tandridge	156 out of 1873	8%
Waverley	403 out of 3444	12%
Woking	245 out of 2202	11%
Grand Total	**2634 out of 27250**	**10%**

Table: Breakdown of people who may be at higher risk in a fire situation by Spelthorne Ward

Ward	High Fire Risk people out of all people open to ASC	% High Risk people
Ashford Common	12 out of 203	6
Ashford East	11 out of 198	6
Ashford North & Stanwell South	12 out of 158	8
Ashford Town	22 out of 177	12
Halliford & Sunbury West	23 out of 175	13
Laleham & Shepperton Green	13 out of 176	7
Riverside & Laleham	6 out of 131	5
Shepperton Town	17 out of 148	11
Staines	8 out of 128	6
Staines South	39 out of 251	16
Stanwell North	20 out of 227	9
Stanwell Common	18 out of 189	1
Sunbury East	24 out of 152	16
Grand Total	**225 out of 2312**	**10**

NB: Wards with a % greater than 10% have been highlighted

(Source: ASC, SCC, October 2013)

7.4. Other risk factors

The CRP 2013-14 identifies other factors that impact the risk of fire and / or injury, which include the built environment and society including levels of deprivation. The CRP states that: 'a person's health is influenced by the conditions by which they live. Social and economic conditions including low income, social exclusion, unemployment and poor housing have repeatedly shown to influence health and length of life. People in more deprived circumstances are more likely to die sooner and be unwell more often than the more affluent parts of the population.'

a) Population density

Spelthorne is only the sixth most populated borough in Surrey, but is the second most densely populated borough. It currently has lower than average growth rates for Surrey but by 2035 the projected population change is expected to be above the Surrey average. The Wards of Ashford, Sunbury Common and Ashford Common are in the top 3 of the most densely populated county electoral wards.

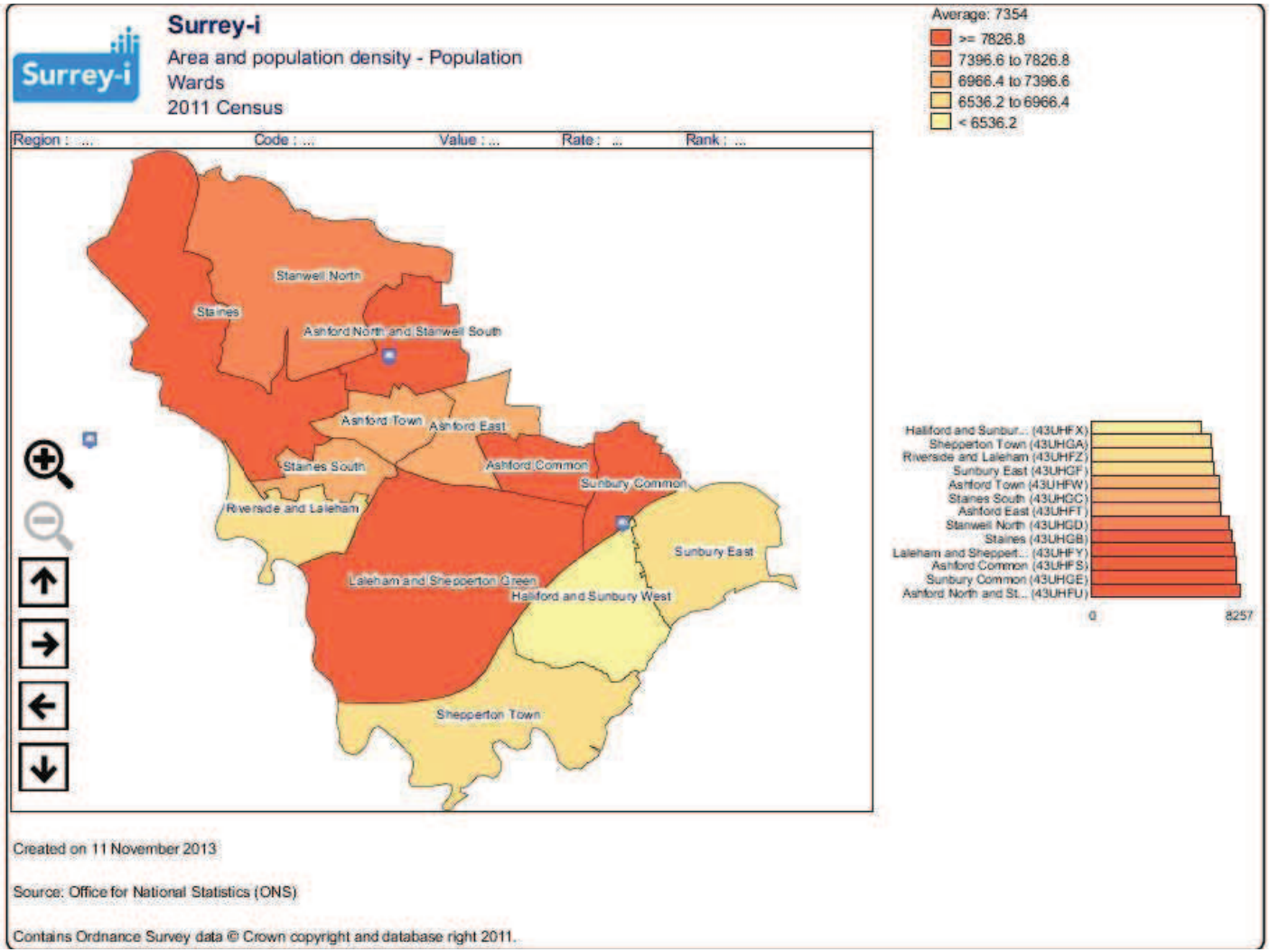
Spelthorne:

Description	Value	Surrey Average	Rank	Source
Total population	95,600	102,900	6	Census, 2011
Population density	21.3 pp hectare	6.8	2 (behind E&E)	Census, 2011
Projected density in 2035	25.2 pp hectare	8.0	2	Census, 2011
Population Change 2001 - 2011	5.8%	6.9%	8	Census, 2011

Projected Population Change 2010-35	20.6%	18.91%	4 (behind R&B, E&E, Runnymede)	ONS, 2011[17]
Overcrowded households	9%	6.8%	11	Census, 2011

Spelthorne: Population by Ward

[17] Surrey-i: Projected Population 2035



Source: Office for National Statistics (ONS)

Dataset: Census: Population, households and area

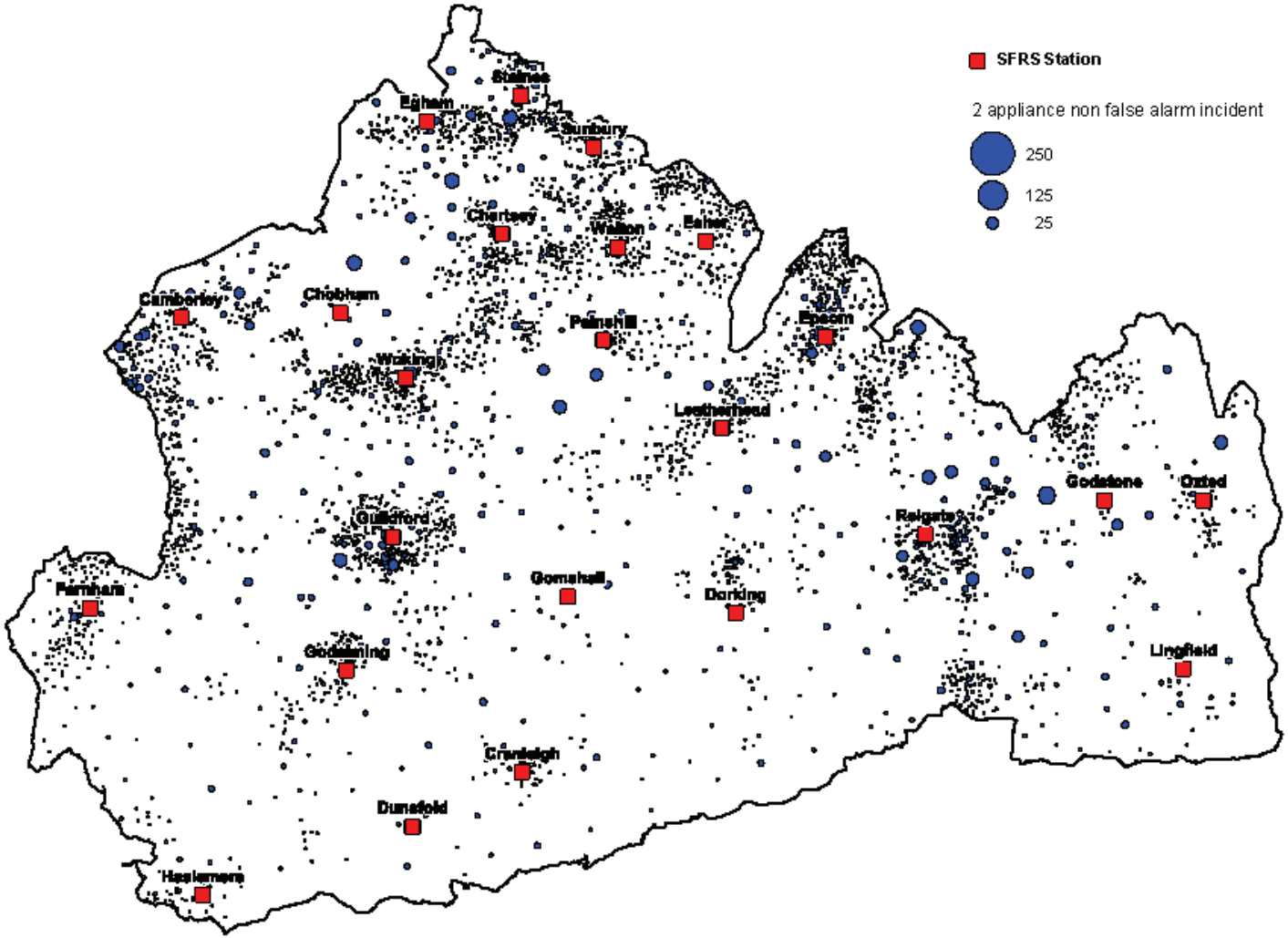
This dataset includes data from the 2011 Census released by the Office for National Statistics (ONS)

http://www.surreyi.gov.uk/GeographyDataBrowser.aspx

Incident Distributions

The distribution of number of incidents shows that, as expected, frequency is linked to density of population. The key areas for numbers of incidents in Spelthorne are the urban areas of South-West Staines and Sunbury. However, severity of incidents is not linked to population density. An incident is defined as any occasion where a fire officer or fire appliance attends on scene.

Incident distribution (5 year - 2007/08 to 2011/12) - 2 fire engine non false alarm incidents



b) Building type

Spelthorne has a high number of high rise buildings (5 floors or more) in comparison to other Surrey areas. Escaping a fire from a high-rise can be more difficult than low-rise, particularly for those with disabilities or small children. Once a fire has broken out, the actual process of firefighting poses some unique challenges (i.e. extended lines of communication, falling objects, complexity of internal layout, etc).

'In England and Wales, all buildings over 18m in height must have provisions for firefighting and search and rescue. Basic facilities to be provided include a Firefighting Shaft, Fire Main (with a wet system in buildings exceeding 50m in height (60m prior to

2007) and a Firefighting Lift). Firefighting Shafts including Fire Mains (but not necessarily Firefighting Lifts) may be found in some buildings with floor heights exceeding 7.5m.'[18]

Operations involving high-rise building pose certain challenges that need to be reflected in the SFRS risk assessment and training programme.

In terms of residential property, Spelthorne has the lowest percentage of the population 0.8% living in communal establishments compared with Guildford with the highest at 4.6%[19]. (A communal establishment resident is a person living in managed residential accommodation who has lived, or intends to live there for six months or more). However, Spelthorne has above average accommodation as unshared apartments in Surrey, at 9,167 with the Surrey average at 8,526. Spelthorne also has the third highest percentage of accommodation as unshared apartments at 23.2%. This is above the Surrey, South East and England average. Between 2001 and 2011, the percentage increase in unshared apartment accommodation in Spelthorne was below the Surrey average.

Table: Unshared Apartment Accommodation in Surrey 2011

[18] Shropshire Fire High Rise Buildings

[19] Surrey-i Population Communal Establishments

	Accommodation type - Unshared dwelling: Flat maisonette or apartment		
Region	%	Total	% Increase 2001 - 2011
Reigate and Banstead	24.07	13341	16.27
Woking	23.78	9385	16.32
Spelthorne	**23.20**	**9167**	**11.12**
Epsom and Ewell	22.87	6813	14.26
Elmbridge	22.60	11959	10.73
England	21.16	4668839	12.60
Surrey	20.58	93788	13.43
Runnymede	20.43	6684	25.13
South East	20.27	720703	15.65
Tandridge	20.09	6700	11.92
Mole Valley	19.00	6808	14.35
Guildford	18.26	9856	7.51
Waverley	16.05	7908	6.73
Surrey Heath	15.40	5167	19.81

(Source: Surrey-i; 2011 Census)

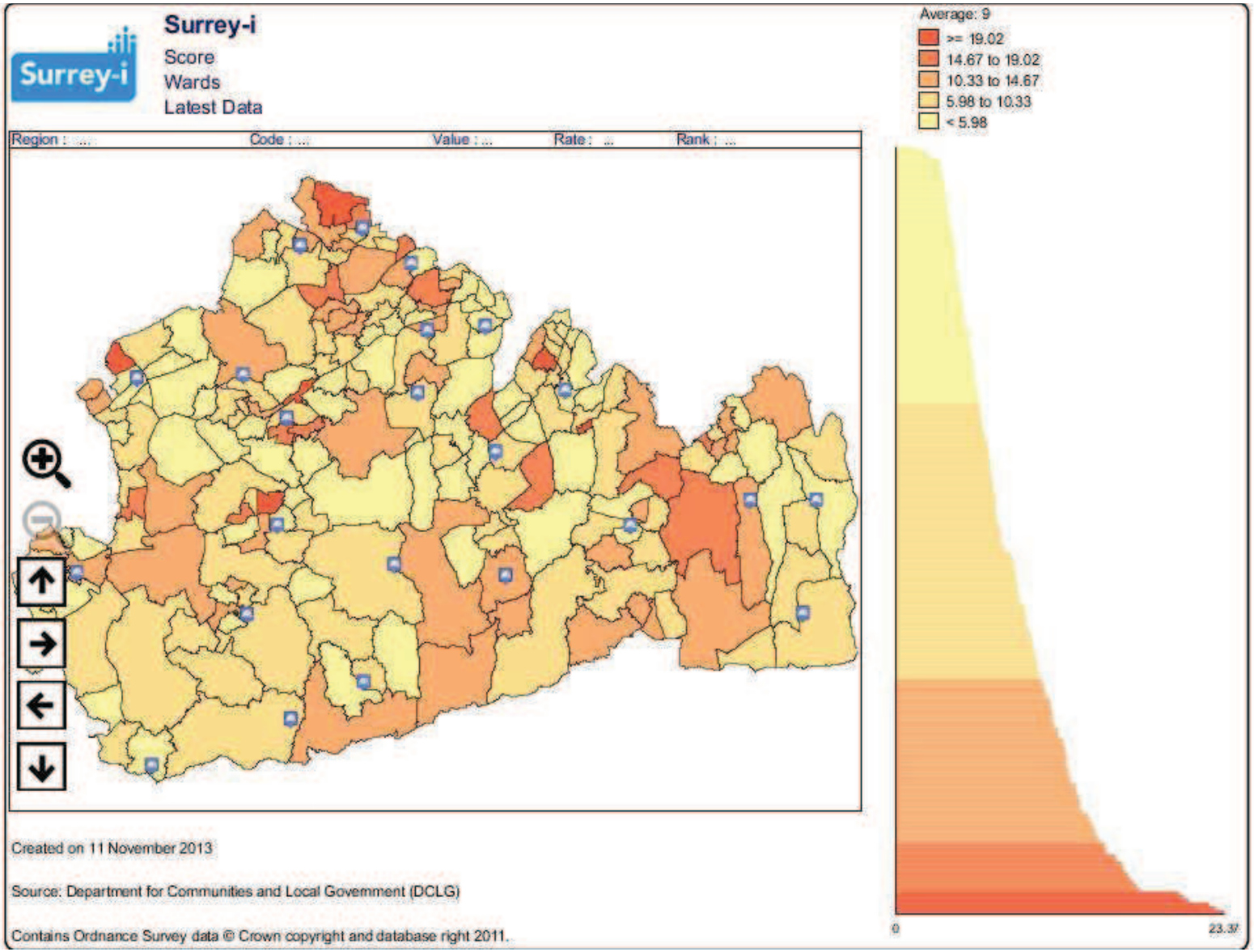
c) Indices of Multiple Deprivation (IMD)

Spelthorne:

- Overall the most deprived borough in Surrey with an IMD overall score of 11.2, followed by Tandridge (10.0). (department for Communities & Local Government, 2010)

- 9% claim working age benefits (average 7%) –ranked11th (DWP, 2013)
- The local authority with the highest proportion of Lower Super Output Areas (LSOAs) found in the most deprived half of England is Guildford (14.4% of its population) followed by Reigate & Banstead (13.1% of its population). Only 1 Lower Super Output Area in Spelthorne is amongst the top 20 deprived LSOAs in Surrey (Stanwell North) (DLCG, 2010).
- However, there are more pockets of deprivation elsewhere in Surrey (Woking, Reigate and Banstead).

Surrey Indices of Multiple Deprivation by Ward 2011


Surrey-i
Score
Wards
Latest Data
Region : ...
Code : ...
Value : ...
Rate : ...
Rank : ...
Average: 9
>= 19.02
14.67 to 19.02
10.33 to 14.67
5.98 to 10.33
< 5.98
0
23.37
Created on 11 November 2013
Source: Department for Communities and Local Government (DCLG)
Contains Ordnance Survey data © Crown copyright and database right 2011.

Deprivation and Incident Correlation

SFRS commissioned a research analysis to be carried out on the relationship between IMD and incident demand using a six year sample of incident data (April 2007 - March 2013). Correlation analysis was conducted on the data for the IMD score and rank (within Surrey) against incident demand and rank for all incidents and all primary fire incidents within Surrey.

- Reigate and Banstead with the second highest LSOA IMD score has the highest primary fire demand.
- Guildford has the highest incident demand and average LSOA IMD score.
- Spelthorne is the most deprived ward but has the fourth lowest number of all incidents in the 6 year period and below average primary fires.

For primary fire demand and IMD score there is a weak trend of increasing incident demand with increasing IMD score. The average demand per LSOA, for both incident and primary fire demand, shows a general increase with IMD score, with the relationship for average primary fire demand with IMD score being stronger than for all incident demand.

SFRS Consultation on Changes to Emergency Response Cover in Spelthorne 2013

Around 77% of respondents were willing to complete all questions in the Equality and Diversity section. Compared to the demographic makeup of Spelthorne, the sample was slightly older, more male and with fewer representatives of the BME section.

Age: The distribution of age groups for the population of Spelthorne and the age distribution for the survey is as follows:

Age	Spelthorne	Applied to sample (18-85+)	Consultation sample (public)
18-24	7%	9%	3%
25-44	28%	35%	28%

45-64	27%	33%	45%
65-84	15%	19%	23%
85+	2%	3%	2%

It is not representative of the demographic makeup of the borough, as respondents of middle and old age are over-represented (45%) and younger residents under-represented (despite using youth centres and schools as communication outlets).

The survey contains questionnaires that were completed by care home managers, who represent old age pensioners (predominantly 75+). When looking at the postal questionnaires from care home managers, we find that all rejected the proposal outright, the main concern being the safety of the elderly residents.

Only nine members of the public were aged under 25 and they were least supportive of the proposal. The reasoning however reflected the average causes for objection and had no reference to young age.

Also, the older age groups were more likely to oppose the proposal (75%). Amongst the non-supporters, there were 22% 65+, and only 7% in the supporter group.

Age	Sample size		Yes		Not sure		No		No opinion	
up to 24	11	2%	1	9%	2	18%	8	73%	0	0%
25-44	142	31%	33	23%	8	6%	99	70%	2	1%
45-64	207	46%	48	23%	12	6%	147	71%	0	0%
65+	93	21%	6	6%	15	16%	70	75%	2	2%

Overall	**453**	**100%**	**88**	**19%**	**37**	**8%**	**324**	**72%**	**4**	**1%**

In this survey, 24 comments were left with specific concerns about vulnerable people and how this proposal might impact them. Eight of those comments were non-specific and just mentioned 'vulnerable people'. Eleven comments revolved around old people and their increased risk, while three comments mentioned concerns around young children. For example a care home manager and a former social worker stated the following:

"The current station in Sunbury is nearer to our business which would need attendance as soon as possible. We do not want a potentially slower time for attendance as we deal with old and vulnerable people 24/7."

"When I was working as a social worker in Spelthorne (Now retired) I had several dealings with the fire service in times of flooding, supporting very vulnerable older people etc and I fear this aspect of the work may be cut back."

Disability: Mobility issues and mental health issues are known to be fire risk factors. The sample reflects the 15% prevalence of disabled population in Spelthorne (Census, 2011). Looking at the 60 respondents stating to have a disability, there was significant shift in support. The main concerns for the disabled group were the longer response times and the likelihood of gridlock on Spelthorne's roads, meaning that their requirement for quick assistance would not be met under the proposal. Also out of the 24 verbatim items received, four mentioned their concern for disabled people and those of ill health:

"I'm not sure if one fire engine will be able to cope. What happens if there is an emergency at the airport, plus a fire in the residential area, say in a block of flats with older residents or disabled people who would need assistance to evacuate the premises." (Spelthorne resident)

Disability	Sample size		Yes		Not sure		No		No opinion	
Yes	60	14%	12	20%	6	10%	41	68%	1	2%
No	366	86%	69	19%	30	8%	266	73%	1	0%
Overall	**426**	**100%**	**81**	**19%**	**36**	**8%**	**307**	**72%**	**2**	**0%**

Gender: The survey was completed by more men than women. However, looking at the staff and public cohorts separately, we can see that for public members the ratio of women outweighs men compared to the borough's usual distribution. Also, females are more at risk of injury or death by fire.[20] Females were slightly less supportive of the proposals than men (only 33% of supporters were female, whereas 47% of non-supporters were female). Men had a slightly higher approval rate (reflecting the fact that 95% of SFRS staff, who were more supportive of the proposal, were male).

Gender	Sample size		Yes		Not sure		No		No opinion	
Female	198	46%	28	14%	23	12%	146	74%	1	1%
Male	235	54%	56	24%	11	5%	165	70%	3	1%
Overall	**433**	**100%**	**84**	**19%**	**34**	**8%**	**311**	**72%**	**4**	**1%**

Ethnicity: We know that the majority of those suffering injuries or death through fire are White British. In the survey, 94% of those members of the public that stated their ethnicity were White British (which is above the overall rate for Spelthorne, 81%). Eight respondents from the public domain came from an Other White background (3%) and five from an Asian background (2%), two (1%) from a Mixed Asian-White background. One member of the public came from the Black community. There were no ethnicity-specific comments amongst any of the ethnic groups. The attitude towards the proposal amongst non-White British respondents falls broadly amongst the overall split; the sample is too small to assign any meaning to small variances in support levels.

Ethnicity	Sample size		Yes		Not sure		No		No opinion	
White British	387	94%	75	19%	36	9%	272	70%	4	1%
Not White British	23	6%	6	26%	0	0%	17	74%	0	0%
Overall	**410**	**100%**	**81**	**20%**	**36**	**9%**	**289**	**70%**	**4**	**1%**

[20] Community Risk Profile, 2011-12

Religion: The majority of respondents that stated their religion classed themselves as Christian (53% of all respondents responding to the question, average for Spelthorne is 64%). 23% said they had no religion (average for Spelthorne is 23%). Two members of the public were Buddhist, two Jewish and one was Muslim. There were no Hindu respondents amongst the sample. There were no religious-specific comments amongst those that held a religion.

Religion	Sample size		Yes		Not sure		No		No opinion	
Christian	249	67%	57	23%	25	10%	164	66%	3	1%
Other faiths (Buddhist, Muslim, Jewish, Other)	19	5%	1	5%	2	11%	16	84%	0	0%
No religious / faith group	102	28%	21	21%	6	6%	74	73%	1	1%
Overall	**370**	**100%**	**79**	**21%**	**33**	**9%**	**254**	**69%**	**4**	**1%**

Marital status: Single occupancy is known to be a fire risk factor. Hence, looking at the 120 respondents stating to be single, divorced, separated and widowed, we can say that their level of support is not as positive but also that their negativity is slightly weaker. A considerable part was not sure about the proposal. The main concerns for the single group were reduced resources, longer response times and Spelthorne's urban makeup – however no comments about individual living conditions.

Status	Sample size		Yes		Not sure		No		No opinion	
Married, co-habiting, civil partnership	301	71%	62	21%	16	5%	221	73%	2	1%
Single, widowed, separated, divorced	120	29%	23	19%	19	16%	76	63%	2	2%
Overall	**421**	**100%**	**85**	**20%**	**35**	**8%**	**297**	**71%**	**4**	**1%**

Sexual orientation: 10 of 356 respondents that answered that question stated to be lesbian, gay or bisexual (LGB). There is no discernible difference between the level of support amongst this group compared to the heterosexual group. However, it was only a very small sample, which makes this data unrepresentative. The verbatim that the unsupportive respondents gave had no reference to their sexuality or any other lifestyle choice associated with this protected characteristic (single occupancy, etc).

Status	Sample size		Yes		Not sure		No		No opinion	
Heterosexual	346	97%	74	21%	31	9%	240	69%	1	0%
LGB	10	3%	3	30%	0	0%	7	70%	0	0%
Overall	**356**	**100%**	**77**	**22%**	**31**	**9%**	**247**	**69%**	**1**	**0%**

Pregnancy / maternity: Ten respondents stated that they were pregnant / had been pregnant in the last 12 months (one of whom identified himself as a gay male). Eight of these respondents objected to the proposal (80%), because of the increase of the response times and the growing population in Spelthorne. There was one specific comment about the difficulty of quickly evacuating a high rise flat with small children.

"I live at Sunbury Cross, in a high rise flat with two children under three. The thought of a fire terrifies me, and the thought that there will be just one fire engine operating in Spelthorne is awful. [...]". (Spelthorne resident)

Gender reassignment: Three respondents stated that they had undergone gender reassignment (out of 391 responding to the question) – this would mean nearly 1% of the sample was transgender which is well above the national average of 0.04% (GIRES 2009). Regardless of the truthfulness of the respondents' answers, no comments were made that refer specifically to gender reassignment or issues related to gender reassignment.

For more information on the Consultation, please see Annex 2: Consultation Report

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

Protected characteristic[21]	Potential Impacts	Evidence

[21] More information on the definitions of these groups can be found here.

Age	**Data Analysis** There is a link between fire deaths/injuries people 65 years and over. This risk is compounded in cases where there are other risk factors, e.g living alone, mobility, mental health problems, smoking, etc). There is also an increase in fire deaths during the winter months. Spelthorne has a medium prevalence of older people and older people living at home alone **Potential Positive Impacts** The overall improved response rates across Runnymede and Surrey as	**Community Risk Profile 2013/14** *'Eighteen of the twenty-five people who died in accidental dwelling fires (April 2006-March 2012) were above the statutory retirement age with seven under the retirement age.'* *'All the people who were asleep at the time of the fire had additional underlying issues of restricted mobility, mental health and/or alcohol misuse.'* **Community Risk Profile 2011/12** *'Between 2006-2009, of 13 people who were asleep at the time of the fire, 7 were under the influence of drugs or alcohol'.* **Joint Strategic Needs Assessment 2011** **Age and Alcohol Misuse:** Different types of drinking and alcohol misuse are associated with different ages. For example, binge drinking is more prevalent in 18-24 year olds while 'increasing risk drinking' (formally hazardous) is more common among 25-44 year olds.[22] **Age and Mobility:** There is a positive correlation between age and mobility limitations, i.e walking and movement difficulties (especially for people aged 70 years and over). Gender (i.e women live longer increasing the likelihood of mobility limitations), marital status, and health behaviours e.g. smoking and alcohol misuse, and changes in health behaviours in smoking and physical activity affect age-mobility relation.

[22] JSNA 2011 Alcohol

	a whole will benefit residents including older people who are at greater risk statistically of being injured or killed as a result of a fire. **Potential Negative Impacts** The increase in response times for Spelthorne will align with the County average for other areas and will still be below the average for Surrey and well within the targeted response times. It has been argued	**Age and Mental Health:** Older people are particularly affected by several risk factors for depression: poor physical health, caring responsibilities, loss and bereavement and isolation.[23] **Age and Smoking (see also disability/health):** Children from deprived households are more likely to be exposed to tobacco smoke and to be smokers than those in more affluent circumstances. This is particularly the case in Surrey, where overall smoking rates are low, but significantly higher in deprived areas and populations. Surrey's Families in Poverty Needs Assessment , 2011 highlights prevalence amongst young people is likely to be geographically concentrated as having higher than average prevalence: Spelthorne, Reigate & Banstead and Runnymede[24] **Age and Substance Misuse** Among younger people, 'groups identified as more vulnerable to substance misuse include: children of substance misusing parents; young offenders; young people in care; homeless young people; excluded pupils or frequent non-attenders; sexually exploited young people; young people from BME groups.'[25]

[23] JSNA 2011 Mental Health & Age

[24] JSNA 2011 Smoking

[25] JSNA 2011 Substance Misuse

	that the increase in response times will mean greater risk to life and that this will have a greater impact on the elderly given their vulnerability statistically to be injured or killed in fires, and on the elderly and parents with young children given that they may have greater difficulty escaping a fire. Please see Section 9 Action Plan for mitigating activity.	**Children** Young children and their Parents maybe at greater risk in the event of evacuating from a fire, particularly in high rise buildings. **Spelthorne:**[26] • Fourth highest % of people aged 65+: 17.4% (average: 17.2%) – ranked 4th. • 21 residential care homes (743 beds) (6% of Surrey – below average) • Average % of households with people aged 65+ only: 22% – ranked 7th • Average % of one person households aged 65+: 12.7% – ranked 6th • The Wards of Shepperton Town, Staines South and Ashford Common have the highest numbers of people aged 65 and over in one person households with Spelthorne. This is 17.5% of all households in Shepperton Town.[27] • Lowest expected percentage increase in Surrey of people aged over 65 between 2013-2020.[28] • Slightly above average % of those open to ASC considered High Risk in a fire situation. • Slightly lower than average numbers of young children between 0-10 years of age, and the lowest number of children per family.[29] **Consultation feedback:** Care home managers for the providers in the Spelthorne area opposed the proposal, voicing their concerns with regards to evacuating the elderly, frail and those with mobility difficulties when a fire breaks out at their establishment.

[26] Surrey-i: Local Area Profiles/Census 2011/Key statistics & Household characteristics

[27] Surrey-i: Data by Geography/Census 2011 Household composition/Household type

[28] JSNA 2011 Older People

[29] Surrey-i:Census 2011

Disability / health	**Data Analysis** The Community Risk Profile 2013/14 identifies a link between fire deaths/injuries and mobility. This risk is compounded in cases where there are one or multiple other risk factors, for example, people who are older, living alone, have mental health needs or are smokers.	**Census 2011** In 2011, 13.5% of residents in Surry reported a health problem, with 7.8% limited a little and 5.7% limited a lot. The overall proportion reporting a health problem was unchanged from 2001. The proportion of the Surrey population reporting a health problem is highest in Spelthorne (14.9%) and lowest in Elmbridge (12.1%). Fewer Surrey residents reported a health problem than the national average. In England as a whole 17.6% reported a health problem with 9.3% limited a little and 8.3% limited a lot. **Disability and Mobility**: Between April 2006 and March 2012, of the 16 people who died in a fire in Surrey, 7 (45%) were known to have mobility issues that affected their ability to escape the fire. All the people who were asleep at the time of the fire had additional underlying issues of restricted mobility, mental health and/or alcohol misuse. (CRP 2013/14)

	Spelthorne has a high prevalence of poor health and risky behaviour (smoking, alcohol), compared with other boroughs in Surrey. Mobility issues and physical impairments, however, occur at an average level in the borough. Also, the state of the population's mental health and prevalence of learning disability is average or below average in Spelthorne.	In addition to the large body of literature on mobility limitations among older adults, there are also a number of studies on mobility limitations among the intellectually and developmentally disabled and the visually impaired (Cleaver, Hunter, and Ouellette-Kuntz, 2008; Salive, Guralnik, Glynn, and Christen, 1994). **Mental Health:** Between April 2006 and March 2012, of the 16 people who died in fire, 11 (70%) were known to have mental health and/or depression issues. In addition to this 8 of the 10 people who died in fires outside the home were suffering from mental health issues and started these fires as a deliberate act. (CRP 2013/14) **Race and ethnic** Differences in the levels of mental well-being and prevalence of mental disorders are influenced by a complex combination of socio-economic factors, racism, diagnostic bias and cultural and ethnic differences and are reflected in how mental health and mental distress are presented, perceived and interpreted. **Gender**: Gender impacts significantly on risk and protective factors for mental health and expression of the experience of mental distress. Neurotic disorders including depression, anxiety, attempted suicide and self-harm are more prevalent in women than men, while suicide, drug and alcohol abuse, anti-social personality disorder, crime and violence are more prevalent among men. **Gay, lesbian, bisexual and gender reassignment** people are at increased risk for some mental health problems – notably anxiety, depression, self-harm and substance misuse – and more likely to report psychological distress than their heterosexual counterparts.

	Potential Positive Impacts The overall improved response rates across Runnymede and Surrey as a whole will benefit residents including people with mobility and mental health issues who are at greater risk statistically of being injured or killed as a result of a fire.	**Smoking (and Mental Health):** Surrey's Joint Strategic Needs Assessment (JSNA) also identifies that mental health service users exhibit rates of smoking at least twice that found among the general population. Between April 2006 and March 2012, in 44% of the fire deaths smoking material was the primary cause of the fires. Of the 8 people who smoked, the primary cause in 5 of these incidents was smoking related. Although relevant, this is the primary cause of fire and all of these victims had additional underlying issues of mobility, mental health and alcohol problems. (CRP 2013/14). The JSNA also states that: 'the latest smoking prevalence for the county is 17% however research at parliamentary ward level has suggested that some areas have prevalence levels as high as 40%. At local authority level, data suggests the highest smoking rates can be found in Spelthorne (25.2%), Runnymede (23.4%) and Reigate & Banstead (18.8%)' (JSNA 2011[30]). **Spelthorne:** **Highest rates per population 2013**:

Description	Value per population	Average per population	Rank pp	Rank (total population)
Bad or very bad health[31]	4.1%	3.5%	**1**	5

[30] JSNA 2011 Smoking

[31] Surrey-i: Data by Geography/Health & Wellbeing/People Characteristics/General Health /Census 2011

		Limiting long term illness[32]	14.9%	13.6%	**1**	5
		Smoking[33]	23.9%	14%	**1**	-
		Disability Living Allowance[34]	3.3%	3%	**1**	4
		Alcohol Related Hospital Admissions[35]	1.8	1.5	2	5

Smoking:

- Mapping[36] of smoking prevalence suggests that the following wards in Spelthorne have the highest smoking rates: Stanwell North, Sunbury Common, Ashford North and Stanwell South, Staines, and Staines South.

Suicides:

- Average number of suicides per 100,000 population:4.9 (average: 5) – ranked 4th [37]

Potential Negative Impacts

The increase in response times for Spelthorne will align with the County

[32] Surrey-i: Data by Geography/Long term illness or disability/ Census 2011

[33] Surrey-i: Data by Geography/Smoking prevalence NHS London Health Observatory 2011

[34] Surrey-i: Topics/ Health & Wellbeing/Disability Living Allowance Claimants/DWPQ22013

[35] Surrey-i: Topics/Health & Wellbeing/JSNA 2013 Data Alcohol/Alcohol related hospital admissions

[36] http://www.mapsinternational.co.uk/_subroot1/ash/ash.html

[37] ONS 2008-10

	average for other areas and will still be below the average for Surrey and well within the targeted response times. It has been argued that the increase in response times will mean greater risk to life and that this will have a greater impact on those with mobility or mental health issues given their vulnerability statistically to be injured or killed in fire, and on the disabled given that they may have greater difficulty escaping a fire. Please see Section 9 Action Plan for mitigating activity.	**Lower than average numbers predicted 2020**:

Description	Value	Average	Rank
Mobility / PSD[38]			
Unable to manage one mobility activity on their own (aged 65+)	3,886	4,248	7
Physical Disability: Moderate (aged 18-64)	4,887	5,262	5
Hearing Impairment: Moderate or severe (aged 65+)	8,870	9,614	6
Visual Impairment: Moderate or severe (aged 75+)	1,240	1,346	7
Mental Health / Dementia			
Common Mental Disorder (aged18-64)	9,715	10,406	6
Learning Disability	1,471	1,566	6

[38] Surrey-i:Topics/Health & Wellbeing/Population 18 + Predicted etc./POPPI &PANSI

(aged18-64)				
Dementia (% increase) (aged 65+)	28%	31%	8	

Mental Health:

- Lowest hospital admissions on grounds of Mental Health[39]

Consultation feedback:

Care home managers for the providers in the Spelthorne area opposed the proposal, voicing their concerns with regards to evacuating the elderly, frail and those with mobility difficulties when a fire breaks out at their establishment.

Concerns were also raised about the impact on evacuating high rise flats, particularly for children and for those with mobility problems including wheelchair users. Particular issues were raised about the unfamiliarity of fire fighters from other areas having to attend these buildings.

There were also concerns about the vulnerability of those who use hearing aids when they switch these off at night.

[39] JSNA 2011 Mental Health Related Admissions

		The Disability Empowerment Board made reference to the possible increased number of callouts as a result of false alarms from Telecare. The Board also made reference to the potential for reduced preventative fire safety work that might be done as a result of these proposals – and the impact on potentially increasing the risk to the elderly and disabled. Please see Section 9 Action Plan for SFRS mitigating activity.

Gender reassignment	**Potential Positive Impacts** The improved response rates across Runnymede and Surrey as a whole will benefit residents overall.	**Gender Variance in the UK: Prevalence, Incidence, Growth and Geographic Distribution** Report for Gender Identity Research Organisation (GIRES), June, 2009[40] According to the GIRES report, in Surrey the prevalence of people, 16 or over, who have presented with gender dysphoria is 37 per 100,000, %, but there is no validated estimate of the population of transgender people in the UK. 'A high degree of stress accompanies gender variance with 34% of transgender adults reporting

40 Report for Gender Identity Research Organisation (GIRES), June, 2009

	Potential Negative Impacts The increase in response times for Spelthorne will align with the County average for other areas and will still be below the average for Surrey and well within the targeted response times. It has been argued that the increase in response times will mean greater risk to life for people generally in the Borough but there is no indication that this would have a particular adverse effect on people with this protected characteristic.	at least on suicide attempt.' **<u>Consultation feedback:</u>** Consultation has not produced any specific issues related to gender reassignment. There was no feedback from the gender reassignment population.

Pregnancy and maternity	**Potential Positive Impacts** The improved response rates across Runnymede and Surrey as a whole will benefit residents overall.	Expectant and new mothers could potentially be more at risk when escaping from a fire, as emergency evacuation may be difficult due to reduced agility, dexterity, co-ordination, speed, reach and balance. Mothers will also face the additional difficulty of evacuating babies and/or young children.

<table>
<tr>
<td></td>
<td>Potential Negative Impacts

The increase in response times for Spelthorne will align with the County average for other areas and will still be below the average for Surrey and well within the targeted response times. It has been argued that the increase in response times will mean greater risk to life for people generally in the Borough but there is no indication that this would have a particular adverse effect on people with this protected characteristic.</td>
<td><u>Spelthorne:</u>

• Below average births in 2012: 1,224 (average 1,294) – ranked 6th
• Above average under 5s: 6.3% (average 6%) – ranked 4th

<u>Consultation feedback:</u>

From those that engaged with the consultation process, it was highlighted that those with young children expressed concern of the difficulty of evacuating young children in the event of a fire incident, this was not however raised as a particular issue for pregnant women or those caring for babies.</td>
</tr>
<tr>
<td>Race</td>
<td>Data Analysis

The CRP 2011-12 found that:</td>
<td>Census 2011: Spelthorne Ethnic Profile

<table>
<tr><th colspan="9">% Population of Spelthorne</th></tr>
<tr><td>White:</td><td>White:</td><td>White: Gypsy</td><td>White: Other</td><td>White and Black</td><td>White and</td><td>White and</td><td>Other</td><td>Indian</td></tr>
</table>
</td>
</tr>
</table>

- The majority of those injured in fires (68 of 91) were white.

The second highest group was White Other (3 of 91)

British	Irish	or Irish Traveller	White	Caribbean	Black African	Asian	Mixed	
80.98	1.43	0.20	4.69	0.60	0.33	0.95	0.61	4.20

% Population of Spelthorne								
Pakistani	Bangladeshi	Chinese	Other Asian	African	Caribbean	Other Black	Arab	Any other ethnic group
0.69	0.27	0.65	1.83	1.02	0.44	0.16	0.34	0.63

Potential Positive Impacts

The improved response rates across Runnymede and Surrey as a whole will benefit residents overall.

The three largest minority ethnic groups in Spelthorne are Other White, Indian and Other Asian. It is in the North of Spelthorne in the wards of Staines; Stanwell North; and Ashford North and Stanwell South that these populations are resident.

Community Risk Profile 2011-12

The CRP found that:

- The majority of those injured in fires (68 of 91) were white.
- The second highest group was white other (3 of 91).

Surrey Police

In 2012 there was only one recorded Arson offence with a hate flag against it (racial flag). This offence was in Mole Valley. Prevention work needs to take into account possible requirements for translation and other culturally sensitive approaches.

		(Source: D10 Partnership Product, Surrey Police Incident Recording System, March 2012)
	Potential Negative Impact The increase in response times for Spelthorne will align with the County average for other areas and will still be below the average for Surrey and well within the targeted response times. It has been argued that the increase in response times will mean greater risk to life for people generally in the Borough	**Age and ethnicity:** People living alone are at higher risk of accidental fires. The proportion of White men aged 85 and above living alone is around 42%, which is much higher than for other ethnic groups.[41] **Gypsy, Roma and Traveller (GRT) communities:** The JSNA indicates that GRT communities can be more likely to display some of the factors that place people more at risk of fire: • There is a high prevalence of mental health issues within the GRT community including anxiety and depression. • Alcohol consumption and substance misuse are a concern as GRT young people assume adult roles and responsibilities earlier in life than their non GRT peers. [42] The JSNA identifies 7 GRT sites within Spelthorne, with further sites in neighbouring Elmbridge

[41] ASC Outcomes Framework Equality Analysis, DoH 2010

[42] JSNA Gypsy Roma and Travellers

<table>
<tr>
<td></td>
<td>but there is no indication that this would have a particular adverse effect on people with this protected characteristic.</td>
<td>and Runnymede, some of which are on the district/borough boundaries.

Ethnicity and substance misuse:

JSNA indicates that young people from BME groups are more at risk of substance misuse[43]

<u>Spelthorne:</u>

• Prevalence of White British / travellers
• 0.1% cannot speak English (Surrey average: 0.1%) – ranked 8th (Census, 2011)

<u>Consultation feedback:</u>

Consultation has not produced any specific issues related to ethnicity. All ethnic groups' concerns were similar and reflected those of the general population.</td>
</tr>
<tr>
<td>Religion and belief</td>
<td>Data Analysis

The 2011 Census indicates a changing borough profile in terms of religion. The percentage of people identifying themselves as Christian decreased from 75% in 2001, to 64% in</td>
<td>Census 2011: Faith and Belief in Spelthorne

<table>
<tr><td></td><td colspan="7">% Population of Spelthorne</td></tr>
<tr><td>Year</td><td>Christian</td><td>Hindu</td><td>Muslim</td><td>All other Religions</td><td>No Religion</td><td>Religion Not Stated</td><td>Non Christian</td></tr>
</table>
</td>
</tr>
</table>

[43] JSNA Substance Misuse 2011

	2011, and the percentage saying they had no religion increased to 23% in 2011, from 14% in 2001. The proportion of residents with non-Christian religions doubled, to 7%, over the same period. The proportion of Christian people, and those with no religion is roughly in line with the Surrey average[44], and the proportion of non-Christian religions is slightly higher than average. Within Spelthorne there is a significant degree of variation between wards of those from non-christian religions. In Stanwell North and Staines wards, the percentage of people is relatively high at 12% whilst in Shepperton Town and								

							Religions
2001	75.3	1.0	0.9	1.5	14.1	7.2	3.4
2011	63.8	2.4	1.9	2.4	22.5	7.0	6.7

In Stanwell North and Staines wards, the percentage of people from non Christian religions is 12%. And in Ashford North and Stanwell South ward it is 11%. This compares to just 3% in Shepperton Town and Halliford and Sunbury West.

Surrey Residents Survey 2012/13

In the annual Surrey Residents Survey[45] in 2012/13, 84% of respondents indicated that they either strongly agree, or tend to agree, that their neighbourhood is a place where people from different backgrounds get on well together. This is in line with the county average, and the proportion of these responses has increased year on year from 79% since the survey started in 2008/09. The proportion of those who strongly disagreed, or tended to disagree with this statement was 5% in 2012/13, down from 8% the year before.

Joint Strategic Needs Assessment

Surrey's Joint Strategic Needs Assessment states that: 'higher levels of deprivation were

[44] Surrey-i: Ethnicity & Religion Census 2011

[45] The Surrey Residents' Survey is a telephone interview survey conducted throughout the year with randomly selected Surrey residents. It began in April 2008.

	Halliford and Sunbury West it is just 3%. **Potential Positive Impacts** The improved response rates across Runnymede and Surrey as a whole will benefit residents overall. **Potential Negative Impact** The increase in response times for Spelthorne will align with the County average for other areas and will still be below the average for Surrey and well within the targeted response times. It has been argued that the increase in response times will mean greater risk to life for people generally in the Borough but there is no indication that this would have a particular adverse effect on	associated with higher proportions of people thinking that racial or religious harassment is a very or fairly big problem. For example, 3% of people in England in the 10% least deprived areas said that racial or religious harassment is a very or fairly big problem in their local area, compared with 21% of people in the 10% most deprived areas. Although this survey was not undertaken with Surrey residents, it is reasonable to suggest that these figures might also apply to this community.[46] It is possible therefore that concerns around arson attacks based on religious hate crime will be highest in the most deprived areas of the borough. However, there were no crimes recorded qualified by religion or faith in any Spelthorne ward. **Surrey Police** In 2012, in Surrey, only one arson incident was recorded as hate crime with a racial or religious motivation. This was in Mole Valley. (Source: D10 Partnership Product, Surrey Police Incident Recording System, March 2012)

[46] JSNA Religion & Belief 2013

	people with this protected characteristic.	**Consultation feedback:** Consultation has not produced any specific issues related to ethnicity. All ethnic groups' concerns were similar and reflected those of the general population.

Sex	**Data Analysis** The data suggests that the individuals most at risk of fire are White British males and females in the 30 - 60 year age range. Across all the age ranges, White British females are shown to be the biggest groups at risk from injury and/or rescue from fire. In England, alcohol misuse is greater among men than women. **Potential Positive Impacts** The improved response rates across Runnymede and Surrey as a whole will benefit residents	**Community Risk Profile 2011/12** 52 of the 91 people who were injured and/or rescued in accidental dwelling fires were female and 39 were male. The average age of the males who were injured and/or rescued was 45 years, and for females it was 53 years. Of road casualties, 72% were male. And in terms of slight casualties 56% were male. **Gender and alcohol consumption:** In England, 38% of men and 16% of women consume more alcohol than is recommended by the Department of Health (3-4 units per day for men, 2-3 units per day for women).[47] **Spelthorne:** Overall, 50.7% of Spelthorne's population are female. However this proportion varies

[47] JSNA Alcohol 2011

	overall. **Potential Negative Impact** The increase in response times for Spelthorne will align with the County average for other areas and will still be below the average for Surrey and well within the targeted response times. It has been argued that the increase in response times will mean greater risk to life for people generally in the Borough. As regards this protected characteristic the Community Risk Profile indicates that more women than men were injured and/or rescued in fires in 2011/12, and 72% of road casualties were male.	according to age. **<u>Consultation feedback:</u>** Consultation has not produced any specific issues related to gender. Both genders' concerns were similar and reflected those of the general population.

Sexual orientation		The JSNA states that 'The UK Government estimates that 7% of the population are lesbian, gay, bisexual, transgender or questioning (LGBTQ) (1). Applying this to mid-2009 population

	Potential Positive Impacts The improved response rates across Runnymede and Surrey as a whole will benefit residents overall. **Potential Negative Impact** The increase in response times for Spelthorne will align with the County average for other areas and will still be below the average for Surrey and well within the targeted response times. It has been argued that the increase in response times will mean greater risk to life for people generally in the Borough but there is no indication that this would have a particular adverse effect on	estimates for Surrey, there may be around 5,700 people aged 11 to 16 in Surrey who are LGBTQ.'[48] The JSNA suggests that 'LGBTQ young people are likely to experience some degree of identity-related stigma', and this can contribute to, in some instances, issues that put them more at risk of fire including – poor mental health, self-harm and suicide, smoking and substance abuse[49]. There may be an associated risk relating to living alone. People living alone at higher risk of accidental fires. National research has found that Gay men and women in Britain are far more likely to end up living alone and have less contact. It has been found that 75% of older LGBT people live alone, compared to 33% of the general population. Of the 25 victims, 18 lived on their own in the property and 19 were alone in the property at the time of the fire, (CRP 2013/14). **Spelthorne:** • 28.5% are one person households (average 27%) – ranked 3rd • 12.7% are one person households where resident is 65+ (average 13%) – ranked 6th • 2.6% of residents are recorded as being in a same-sex civil partnership in Spelthorne. The highest proportions are in the wards of Staines and Shepperton Town. [50]

[48] JSNA 2011 Lesbian, Gay, Bisexual and Transgender

[49] JSNA 2011 Lesbian, Gay, Bisexual and Transgender

[50] Surrey-i: Data by Geography/Census 2011 Marital & Civil Partnership Status

	people with this protected characteristic.	• There is a youth club for young LGBTQ people aged 13-19 in Spelthorne. **Consultation feedback:** Consultation has not produced any specific issues related to sexual orientation. Concerns from all groups were similar and reflected those of the general population.
Marriage and civil partnerships	**Potential Positive Impacts** The improved response rates across Runnymede and Surrey as a whole will benefit residents overall. **Potential Negative Impact** The increase in response times for Spelthorne will align with the County average for other areas and will still be below the average for Surrey and well within the targeted response times. It has been argued that the increase in response times will mean	People who live alone, rather than those who live with partners, are at higher risk of accidental fires. "The increase in those living alone also coincides with a decrease in the percentage of those in this age group who are married – from 79 per cent in 1996 to 69 per cent in 2012 – and a rise in the percentage of those who have never married or are divorced, from 16 per cent in 1996 to 28 per cent in 2012." Labour Force Survey 2012. **Spelthorne:** • 28.5% are one person households (average 27%) – ranked 3rd **Consultation feedback:** Consultation has not produced any specific issues related to status of marriage or civil partnership. Concerns from all groups were similar and reflected those of the general population.

	greater risk to life for people generally in the Borough but there is no indication that this would have a particular adverse effect on people with this protected characteristic.	
Carers[51]	**Potential Positive Impacts** The improved response rates across Runnymede and Surrey as a whole will benefit residents overall. **Potential Negative Impact** The increase in response times for Spelthorne will	As people with mobility and health issues are at higher risk of fire and / or injury form fire, carers are linked to that risk, mainly by being the enabling factor to prevent fires and to evacuate in case of emergencies. Carers themselves can also be at risk of poor health, as a result of their caring responsibilities. This is documented in the JSNA: 'The impact of caring can be detrimental to carers health. Carers UK's analysis of the 2001 Census findings, 'In Poor Health', found that those caring for 50 hours a week or more are twice as likely to be in poor health as those not caring (21% against 11%). (6) This can be due to a range of factors including stress related illness and physical injury[52]'. Many carers are older people, caring for their spouse or partner. There is therefore a link between caring and age. As the general population ages, the number of older people providing unpaid care is also expected to increase. Estimates have been produced of the number of older

[51] Carers are not a protected characteristic under the Public Sector Equality Duty, however we need to consider the potential impact on this group to ensure that there is no associative discrimination (i.e. discrimination against them because they are associated with people with protected characteristics). The definition of carers developed by Carers UK is that 'carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid. This includes adults looking after other adults, parent carers looking after disabled children and young carers under 18 years of age.'

[52] JSNA 2013 Carers

	align with the County average for other areas and will still be below the average for Surrey and well within the targeted response times. It has been argued that the increase in response times will mean greater risk to life for people generally in the Borough and on Carers and the children of people they are caring for in particular given that they may have greater difficulty escaping a fire.	carers in Surrey, Spelthorne is expected to have the lowest increase in unpaid Carers over the age of 65 between 2013-2020.[53] **Spelthorne:** • 9,844 estimated number of carers in Spelthorne (ranked 2nd % providing unpaid care)[54] • Reflecting the population with long-term illness or disability, Mole Valley (10.4%), Spelthorne (10.3%) and Tandridge (10.3%) have the highest proportion of carers and Elmbridge (8.9%) the lowest. (Census, 2011) • Shepperton Town has the highest number of people aged 65 and over living in households and also the highest number of people aged 65 and over providing unpaid care (238 people). • 4 other wards in Spelthorne also each have 200 or more people over 65 providing unpaid care, as per the 2011 Census: Riverside and Laleham, Laleham and Shepperton Green, Sunbury East and Ashford Common. As a proportion of the population, Ashford North also has higher levels of older people providing unpaid care.[55]

7b. Impact of the proposals on staff with protected characteristics

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence

[53] JSNA Older People 2013

[54] Surrey-i: Local Area Profiles/Census 2011 key statistics (carers)/All People Providing Unpaid Care

[55] Surrey-i: Data by Geography/Census 2011 Provision of unpaid care by age & gender

<table>
<tr>
<td>Age</td>
<td>The new station in Spelthorne may be a more convenient location for some staff to access. .</td>
<td>The new station in Spelthorne may be a less convenient location for some staff to access.</td>
<td>Due to the nature of the Service and retirement age, the bulk of staff are between 30- 50 years old (over 70%).

% of Staff by Age Group

<table>
<tr><th>Age</th><th>SFRS
%</th><th>SCC
%</th></tr>
<tr><td>15-19</td><td>0.12</td><td>1.03</td></tr>
<tr><td>20-24</td><td>2.20</td><td>4.69</td></tr>
<tr><td>25-29</td><td>8.29</td><td>9.51</td></tr>
<tr><td>30-34</td><td>14.15</td><td>11.68</td></tr>
<tr><td>35-39</td><td>16.10</td><td>12.34</td></tr>
<tr><td>40-44</td><td>23.66</td><td>15.32</td></tr>
<tr><td>45-49</td><td>19.51</td><td>16.96</td></tr>
<tr><td>50-54</td><td>9.88</td><td>16.35</td></tr>
<tr><td>55-59</td><td>3.66</td><td>13.06</td></tr>
<tr><td>60-64</td><td>1.95</td><td>7.70</td></tr>
<tr><td>65-69</td><td>0.49</td><td>2.41</td></tr>
<tr><td>70-75</td><td>0.00</td><td>0.42</td></tr>
</table>
</td>
</tr>
</table>

<table>
<tr><td></td><td></td><td></td><td></td></tr>
<tr><td>Disability</td><td>The new station in Spelthorne may be a more convenient location for some staff to access.</td><td>The new station in Spelthorne may be a less convenient location for some staff to access.

Reasonable adjustments may need to be considered in relevant cases.</td><td>% of Staff with a Disability

<table><tr><th>Staff</th><th>SFRS
%</th></tr><tr><td>Headcount</td><td>1.34</td></tr><tr><td>Front Line Staff</td><td>1.49</td></tr><tr><td>Team Leaders</td><td>0.82</td></tr><tr><td>Middle Mgr</td><td>6.67</td></tr><tr><td>Senior Mgr</td><td>0.00</td></tr></table></td></tr>
</table>

Gender reassignment	No specific issues have been identified.	No specific issues have been identified.	No specific concerns have been raised on grounds of a protected characteristic during the Consultation.

<table>
<tr><td>Pregnancy and maternity</td><td>The new station in Spelthorne may be more accessible to some staff, e.g in terms of changing rooms, etc.</td><td>The new station in Spelthorne may be less accessible to some staff.</td><td>No specific concerns have been raised on grounds of a protected characteristic during the Consultation.</td></tr>
<tr><td>Race</td><td>The new station in Spelthorne may be a more convenient location for some staff to access.</td><td>The new station in Spelthorne may be a less convenient location for some staff to access</td><td>% of BME Staff

<table><tr><th>Staff</th><th>SFRS
%</th><th>SCC
%</th></tr><tr><td>Headcount</td><td>1.95</td><td>7.58</td></tr><tr><td>Front Line Staff</td><td>0.75</td><td>7.87</td></tr><tr><td>Team Leaders</td><td>2.46</td><td>7.61</td></tr><tr><td>Middle Mgr</td><td>0.00</td><td>6.67</td></tr><tr><td>Senior Mgr</td><td>0.00</td><td>5.29</td></tr></table></td></tr>
</table>

<table>
<tr>
<td>Sex</td>
<td>The new station in Spelthorne may be a more convenient location for some staff to access.</td>
<td>The new station in Spelthorne may be a less convenient location for some staff to access.</td>
<td>
Due to the makeup of the workforce, more males will be affected by the proposals than females.

Some firefighters may need to be relocated which might mean increased travelling times and cause potential childcare/caring issues.

% of Staff by Gender

<table>
<tr><th>Gender</th><th>SFRS
%</th><th>SCC
%</th></tr>
<tr><td>Female</td><td>9.51</td><td>73.00</td></tr>
<tr><td>Male</td><td>90.49</td><td>27.00</td></tr>
</table>

% of Male/Female Staff Full and Part Time

<table>
<tr><th>Male/Female
Full Time/Part Time</th><th>SFRS
%</th><th>SCC
%</th></tr>
<tr><td>Female FT</td><td>83.33</td><td>38.26</td></tr>
<tr><td>Female PT</td><td>16.67</td><td>61.74</td></tr>
</table>
</td>
</tr>
</table>

Male FT	84.64	72.48
Male PT	15.36	27.52

% of Female Staff

Female Staff	**SFRS %**	**SCC %**
Front Line Staff	8.96	80.73
Team Leaders	9.51	57.78
Middle Mgr	8.33	68.41
Senior Mgr	18.75	46.47

<table>
<tr>
<td>Sexual orientation</td>
<td>The new station in Spelthorne may be a more convenient location for some staff to access.</td>
<td>The new station in Spelthorne may be a less convenient location for some staff to access.</td>
<td>% of Staff by Sexual Orientation
<table>
<tr><th>Sexual Orientation</th><th>SFRS %</th><th>SCC %</th></tr>
<tr><td>Bisexual</td><td>0.61</td><td>0.60</td></tr>
<tr><td>Gay Man</td><td>0.61</td><td>0.43</td></tr>
<tr><td>Heterosexual</td><td>55.49</td><td>47.18</td></tr>
<tr><td>Lesbian</td><td>0.12</td><td>0.32</td></tr>
<tr><td>Prefer Not to Say</td><td>19.88</td><td>24.47</td></tr>
<tr><td>Not Stated</td><td>23.29</td><td>27.00</td></tr>
</table>
</td>
</tr>
<tr>
<td>Marriage and civil partnerships</td>
<td>The new station in Spelthorne may be a more convenient location for some staff to access.</td>
<td>The new station in Spelthorne may be a less convenient location for some staff to access.</td>
<td>No specific concerns were raised by staff during the Consultation.</td>
</tr>
</table>

<table>
<tr>
<td>Religion and belief</td>
<td>The new station in Spelthorne may be more accessible to some staff, e.g in terms of prayer space, etc.</td>
<td>The new station in Spelthorne may be less accessible to some staff. However such accessibility will need to be ensured as part of the relocation.</td>
<td>% of Staff by Religion/Belief
<table>
<tr><th>Religion</th><th>SFRS
%</th><th>SCC
%</th></tr>
<tr><td>Any other religion</td><td>3.90</td><td>5.34</td></tr>
<tr><td>Buddhist</td><td>0.73</td><td>0.57</td></tr>
<tr><td>Christian - all faiths</td><td>33.78</td><td>32.98</td></tr>
<tr><td>Hindu</td><td>0.12</td><td>0.67</td></tr>
<tr><td>Jewish</td><td>0.12</td><td>0.12</td></tr>
<tr><td>Muslim</td><td>0.37</td><td>0.84</td></tr>
<tr><td>No Faith / Religion</td><td>17.20</td><td>17.89</td></tr>
<tr><td>Sikh</td><td>0.00</td><td>0.22</td></tr>
<tr><td>Not Stated</td><td>43.78</td><td>41.36</td></tr>
</table></td>
</tr>
<tr>
<td>Carers</td>
<td>The location of the new station venue could decrease staff travel time.</td>
<td>The location of the new station venue could increase staff travel time.</td>
<td>No specific concerns were raised by staff during the Consultation.</td>
</tr>
</table>

8. Amendments to the proposals

Change	Reason for change
Impact on Residents and Users Prevention and protection arrangements will remain in place to reduce the risk from fire incidents and other emergencies, and these are targeted to vulnerable groups. Evidence demonstrates that suitable prevention arrangements have the most positive affect on enabling vulnerable people to live safely in the community rather than relying solely on emergency response once an incident has occurred. As a result of the consultation, the original proposals have been amended, with Option 5 proposing the use of an additional appliance with “on-call” staff. **Impact on Staff** The project will pursue a cooperative and voluntary approach where possible to minimise negative impact. The Service may need to post staff to locations where they do not chose to work, but this is within current contractual terms & conditions and will be avoided if possible. Furthermore, union representatives will be involved throughout the project.	

9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
The change in fire cover will allow the service to even out response times in Surrey, enabling an equalising effect. This improved balance of service provision will result in some areas having improved first fire engine response times, with other areas a longer first response time for 2 plus fire engine incidents. The average first response for two plus fire engine incidents in Surrey will be 7 minutes 33 seconds and in Spelthorne the average first response time, although lengthened by the changes, will be below this at just over six and half minutes for both Options. In all these cases the response times come within the Surrey standards. In Runnymede the first response as a result reduces from over 8 minutes 30 seconds to over a minute less in Option 4 and by over two minutes in Option 5. Any potential negative impact of an increased response time is likely to have the greatest effect on the vulnerable elderly, those with disabilities, parents with small children and those with caring responsibilities in Spelthorne. As identified in	Prevention work takes place from a range of organisations across Surrey, including SFRS, Adult Social Care, Emergency Planning and Public Health to mitigate the risk of those groups identified as high risk, this includes work with vulnerable adults and through the public health agenda, the negative impacts of smoking, alcohol and drugs are addressed.	Ongoing	Strategic Director for Adult Social Care

Section 7, the older population, those with mobility difficulties and mental health issues are statistically more likely to be affected by a fire related incident either fatal or injury and similar to those with disabilities or parents with small children they may experience greater difficulty in escaping a fire. There are statistically also more women than men involved injured or rescued from fires, and significantly more men than women injured in road accidents. The consultation identified concerns including the impact of the increased risk on those residents occupying high rise buildings, particularly for those with small children, and residents of care homes with mobility difficulties. However, the increase in response times for all types of incidents will still be below the average for Surrey and well within the targeted response times. In addition it will improve the overall figures for Surrey for the percentage of first and second responses, and significantly so in Runnymede. Other issues raised in the consultation include the risk of those who turn off their hearing aids at night, and the possibility of increased false alarms or call outs from an increasing use of telecare. These are legitimate concerns with regard to fire safety but are not negative impacts directly resulting from this proposal. Option 4 and 5 will not have a detrimental impact on the preventative work of SFRS. The reconfiguration of SFRS will ensure that resources continue to be directed into targeted preventative work with those identified as vulnerable and at risk in Surrey, particularly if emergency service partners as indicated, also			

relocate to the new fire station premises. The “on-call” arrangements of Option 5 will protect front line services and through efficiencies allow for an improvement in having the appropriate staffing levels and enhance effective use of resources. Option 5 also facilitates greater resident involvement and influence on the design and provision of services.			

10. Potential negative impacts that cannot be mitigated

6

Potential negative impact	Protected characteristic(s) that could be affected
Potential negative impacts will be mitigated so far as possible given the actions referred to in Section 9.	

11. Summary of key impacts and actions

Information and engagement underpinning equalities analysis	Consultation process JSNA, GIRES 2009, Community Risk Profile, Census 2011
Key impacts (positive and/or negative) on people with protected characteristics	Option 4 and 5: Modelling predicts; • Throughout Surrey more fire engines will reach emergencies within the response standard than they do now and greater equality in average response times between Boroughs to be achieved. • A decrease in the average first response time to all 2 plus fire engine incidents in Runnymede. • In Elmbridge and Spelthorne an increase in the average first response to all 2 plus fire engine incidents, and a reduction in the proportion of first responses within 10 minutes. While the change is slight for Elmbridge, it is greater in Spelthorne, but both will remain within the Surrey Response Standard of 10 minutes. Additional in Option 5: Modelling predicts; • A decrease in the average first response time to all 2 plus fire engine incidents in Runnymede by over 2 minutes. • The provision of a second “On-call” fire engine compared to one whole-time fire engine improves in Spelthorne the average first response to all 2 plus fire engine incidents by 8 seconds compared to Option 4 and the second response times by just over 1 minute. Any potential negative impact of an increased response time is likely to have a greater effect on the vulnerable elderly, those with disabilities, parents with small children and those with caring responsibilities in Spelthorne. As identified in Section 7, the older population, those with mobility difficulties and mental health issues are statistically more likely to be involved in a fire related incident either fatal or injury and similar to those with disabilities or parents with small children they may experience greater difficulty in escaping a fire. There are statistically also more women than men

	involved injured or rescued from fires, and significantly more men than women injured in road accidents. The consultation identified concerns including the impact of the increased risk on those residents occupying high rise buildings, particularly for those with small children, and residents of care homes with mobility difficulties.
Changes you have made to the proposal as a result of the EIA	As a result of the consultation the Service is proposing Option 5 as a change to the original proposal, ie. retaining a second appliance to be crewed by an "on-call" team if possible.
Key mitigating actions planned to address any outstanding negative impacts	An increased risk in Spelthorne is mitigated by the response time remaining within the Surrey standard response and is also still below the average for Surrey. Prevention work takes place from a range of organisations across Surrey, including SFRS, Adult Social Care, Emergency Planning and Public Health to mitigate the risk of those groups identified as high risk, this includes work with vulnerable adults and through the public health agenda, the negative impacts of smoking, alcohol and drugs are addressed.
Potential negative impacts that cannot be mitigated	Potential negative impacts will be mitigated so far as possible given the actions referred to in Section 9.

Fire staffing agency agreements (Currently a pilot) (Not impacting in 2014/15)

6

1. Topic of assessment

EIA title:	SFRS Secondary employment SOP v2a

EIA author:	Eddie Roberts, Area Commander

2. Approval

	Name	Date approved
Approved by[56]		

3. Quality control

Version number		**EIA completed**	
Date saved		**EIA published**	

4. EIA team

Name	Job title (if applicable)	*Organisation*	Role

5. Explaining the matter being assessed

What policy, function or service is being introduced or reviewed?	Surrey Fire and Rescue Service Secondary employment Standard Operating Procedure (SOP)
What proposals are you assessing?	This is in relation to the provision of secondary contracts which the service is approaching the final phase of the pilot. To ensure the Service is fully compliant with the Statutory Regulations/Legislation around employment working practices. To ensure that full guidance is given to uniformed employees who require support in this area. This Sop will be introduced via the the negotiation/consultation process with the representative body. The Area Manager will be responsible for this.
Who is affected by the proposals outlined above?	This SOP will affect any uniformed member of staff who is entitled / eligible to request a secondary contract of employment.

6. Sources of information

6

Engagement carried out
Data used

7. Impact of the new/amended policy, service or function

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

Protected characteristic[57]	Potential positive impacts	Potential negative impacts	Evidence
Age	✓		SFRS will benefit from having effective flexible working policies in place as it will enhance their profile as a good, positive employer and promote their commitment to effective work life balance. This will have a positive impact on the recruitment of staff including those from under-represented groups. It will contribute towards the safety of communities by promoting community cohesion through the spectrum of community fire prevention activities undertaken by the Fire Service to reduce risk across all section of society.
Disability	✓		As above
Gender reassignment	✓		As above
Pregnancy and maternity	✓		
Race	✓		As above

[57] More information on the definitions of these groups can be found here.

Religion and belief	✓		As above
Sex	✓		As above
Sexual orientation	✓		
Marriage and civil partnerships			
Carers[58]			As above

7b. Impact of the proposals on staff with protected characteristics

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Age	✓		SFRS will benefit from having effective flexible working policies in place as it will enhance their profile as a good, positive employer and promote their commitment to effective work life balance. This will have a positive impact on the recruitment of staff including those from under-represented groups. It will contribute towards the safety of communities by promoting community cohesion through the spectrum of community fire prevention activities

[58] Carers are not a protected characteristic under the Public Sector Equality Duty, however we need to consider the potential impact on this group to ensure that there is no associative discrimination (i.e. discrimination against them because they are associated with people with protected characteristics). The definition of carers developed by Carers UK is that 'carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid. This includes adults looking after other adults, parent carers looking after disabled children and young carers under 18 years of age.'

			undertaken by the Fire Service to reduce risk across all section of society. This procedure is relevant and available for all uniformed staff to apply, subject to eligibility critieria being met.
Disability	✓		As above
Gender reassignment	✓		As above
Pregnancy and maternity	✓		
Race	✓		
Religion and belief	✓		
Sex	✓		
Sexual orientation	✓		
Marriage and civil partnerships	✓		
Carers	✓		

6

8. Amendments to the proposals

Change	Reason for change
	.

9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
Positive impact that can be improved	The revision of HR 4.40 SOP – Part Time Working and other Working Arrangements – this allows other employees to apply for alternative working arrangements who are not eligible under flexible working legislation.		AC Eddie Roberts
Positive impact that can be improved	Regular reviews to legislation and updates received into the organisation. Reviews of the SOP in line with current guidance.		AC Eddie Roberts
	Entitlements and rights need to be continually monitored for updates, changes and improvements as Employment Law develops within the UK.		AC Eddie Roberts

10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected

This page is intentionally left blank