



1. Topic of assessment

EIA title:	User Led Organisations Project – development of User Lead Organisations (ULO) Hubs across the County of Surrey
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2. Approval

	Name	Date approved
Approved by¹	Directorate Equality Group	9/7/13

3. Quality control

Version number	1.0	EIA completed	June 2013
Date saved	June 2013	EIA published	July 2013

4. EIA team

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

5. Explaining the matter being assessed

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

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

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

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

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

Sex	No specific targeted services but no negative impact	No specific targeted services but no negative impact
Sexual orientation	No specific targeted services but no negative impact	No specific targeted services but no negative impact
Marriage and civil partnerships	No specific targeted services but no negative impact	No specific targeted services but no negative impact

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

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				

8. Amendments to the proposals

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

9. Action plan

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

10. Potential negative impacts that cannot be mitigated

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

11. Summary of key impacts and actions

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