

Equality Impact Assessment

1. Topic of assessment

EIA title:	Dementia Day Care Review – letting of framework contract
-------------------	---

EIA author:	Jo Parkinson, Senior Commissioning Manager, NW Surrey
--------------------	--

2. Approval

	Name	Date approved
Approved by¹		
Approved by	Adult Social Care DEG	

3. Quality control

Version number	V.1	EIA completed	
Date saved	16/06/15	EIA published	

4. EIA team

Name	Job title (if applicable)	Organisation	Role
Shidaa Adjin-Tettey	Project Officer	Surrey County Council	Researching the evidence base for suggested equality impacts
Jen Henderson	Senior Commissioning Manager	Surrey County Council	Evaluating impact of work and assessing changes to the specification
Jo Parkinson	Senior Commissioning Manager	Surrey County Council	Evaluating impact of letting of framework contract

5. Explaining the matter being assessed

<p>What policy, function or service is being introduced or reviewed?</p>	<p>Commissioned or grant funded services with The Alzheimer’s Society, Cameo and Mid Surrey Dementia Care for dementia day care.</p> <p>Surrey County Council funds The Alzheimer’s to provide 5,600 day care places at their six day centres across the county. This commissioned service is being decommissioned in favour of moving to a spot contract with providers that are signed up to a new framework specification. This new specification is more focused on outcomes for individuals using the service and their carers and will offer more flexibility, choice and control over the services and support that are available.</p> <p>Surrey County Council grant funds Mid Surrey Dementia Care to provide support for people with dementia in the Mole Valley area. This grant fund will discontinue in favour of moving to a spot contract with providers that are signed up to a new framework specification.</p> <p>Cameo provides day care for people living with dementia in North West Surrey. They receive grant funding from Surrey County Council. This grant fund will discontinue in favour of moving to a spot contract with providers that are signed up to a new framework specification.</p> <p>A tender process has been carried out to receive and evaluate bids for a framework of providers.</p> <p>Access is usually provided via the locality teams following an assessment of client needs and financial eligibility. Self funders are also able to access the service independently.</p> <p>Adult Social Care’s vision is one that sees a shift towards a more preventative approach to social care – more focus on community prevention and maintaining people’s independence. Existing day centres provide a useful place for people with dementia to access support and for carers to access a vital respite from their caring duties.</p> <p>Feedback from co-design events and speaking with carers has informed us that the existing services are not flexible enough both in terms of support offered but also in terms of opening times and accessibility. As such, the number of people attending dementia day care has decreased over the last 12 months despite an increase in the number of people diagnosed with dementia.</p> <p>The review to date has identified that a number of factors have contributed to the reduction in day care occupancy, including the following:</p> <ul style="list-style-type: none"> - the significant shift in the way Adult Social Care is commissioned and delivered - the political drive towards promoting greater choice and control for
---	---

EQUALITY IMPACT ASSESSMENT

	<p>individuals hence reducing the demand for 'traditional' day care services</p> <ul style="list-style-type: none"> - the move towards facilitating the creation of a more integrated society - Dementia Friendly Surrey project highlighting the importance of local community support for people with dementia
<p>What proposals are you assessing?</p>	<p>The new framework agreement which includes providers who have bid against a new specification in order to better meet the needs of people with dementia and their carers.</p> <p>The specification is based on a 'menu of support' where providers can offer a range of good quality provision in local communities. There will still be some need for traditional day centres as for some, this meets their needs – particularly for people with high level dementia However, this will form one element of the menu of services rather than the exclusive option.</p> <p>The framework will remain open so that other providers can be added on an ongoing basis, to further improve the range of options.</p>
<p>Who is affected by the proposals outlined above?</p>	<p><u>Day care attendees of the day centres remaining open</u> Attendees of the remaining day centres would benefit from the improved services (as per the new service specification) and could access a more flexible service, with the move towards weekend and evening opening.</p> <p><u>Carers</u> Carers are expected to benefit hugely from this re-provision. It is not anticipated that day care at centres away from family homes will discontinue – but that they will not be the only option. For some people day centres offer a vital service, away from home and respite for carers.</p> <p>The range of providers will be able to offer a menu of options - support groups, activities and care in the community or home as well as traditional centres.</p> <p><u>SCC</u> The ASC directorate would benefit due to the reduction in void costs This reduction in void cost could then offset some of the ongoing budget pressures to ensure all money spent by ASC secures quality services for individuals and their carers. This would also ensure that this contract supports SCC's commitment to best value, as well as choice around services.</p> <p><u>Current providers of day care</u> By withdrawing funding to the existing providers of day care there is a risk that they will be financially vulnerable. We have engaged with providers over the last few months to forewarn them of this possibility and have actively engaged with them to make sure they are equipping themselves to be able to meet the specification. A letter dated in October 2014 was sent to give them six months notice of</p>

EQUALITY IMPACT ASSESSMENT

17

likelihood of changes.

There is potential for existing providers to benefit financially from the changes. Changing their business model to meet the demands of modern social care and ensuring a more flexible service may lead to an increase in the number of people accessing their service.

Smaller providers of day care which have historically been omitted from commissioned contracts may be in a better place to market themselves in their local area. We will be encouraging local groups to see if they can form a consortium of providers to provide a local referral to more appropriate support within local communities.

EQUALITY IMPACT ASSESSMENT

6. Sources of information

Engagement carried out
Service user consultations (Banstead) Service user consultation (Egham) Service User consultation (Elmbridge) Tender process
Data used
<ul style="list-style-type: none">• Meetings with locality teams• Monthly occupancy and invoice data from Alzheimer's Society• <u>Surrey-i</u>, our local data and information portal, which can be searched by protected characteristic.• Feedback from carers and people with dementia – Dementia Friendly Project Steering Group research, Co-design events, engagement with users and carers• Carers Conference – January 2013• Peer Support mapping exercise undertaken as part of Dementia Friendly Surrey project• Implementation group meetings• Co-design meetings with each area including representatives from health, social care, voluntary community and faith sector and care providers.• Carer support groups feedback at John D Dementia Club, The Alzheimer's Society and borough and district led groups.• Tender documentation

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

EQUALITY IMPACT ASSESSMENT

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

Protected characteristic ²	Potential positive impacts	Potential negative impacts	Evidence
<p>Page 402</p> <p>Age</p>	<p>The changes proposed would have a positive impact on people aged over 65 or who have dementia. At present the service operates under an outdated model of social care. This proposal aims to ensure that there is a more equitable and flexible service throughout the week (including weekends) with a range of activities that suit people's needs. It also seeks to set up a wider range of services available to people – from assisted shopping, befriending, home support etc as well as day care in traditional buildings where appropriate but under a more flexible arrangement.</p> <p>The new specification also seeks to identify where providers can provide support for people with early onset dementia – something which is an identified gap in provision in Surrey.</p>	<p>None identified</p>	<p>Evidence of occupancy rates shows that the supply of day care during the week outstrips demand with voids at each of the Alzheimer's day centres. Evidence and feedback from co-design conversations tell us that day care works best when it is offered in smaller blocks of time at hourly rates which makes it more widely affordable. Carers tell us they like groups and support where there are activities for both the person with dementia and the carer together such as singing groups.</p> <p>Sunday lunch clubs are a popular weekend activity for people with dementia and their carers with cafes by other providers often being full on Sundays. This supports the move towards more modern, flexible services provided across the week (including weekends). Where weekend clubs have opened in Surrey numbers have been consistently high.</p>

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

EQUALITY IMPACT ASSESSMENT

Page 403

	<p>The new specification may help to promote resilience in older people. It seeks to offer greater choice, control and flexibility to the individual. This means that older people will be able to pay for and attend 'appropriate activities' which they are interested in. They are likely therefore to attend more frequently and socialise with people with whom they share a common interest.</p> <p>The emphasis on appropriate activities creates an opportunity for older people to become engaged in the co-production / design of the services they consume.</p> <p>The new specification also creates the opportunity for older people to engage in intergenerational, teaching and mentoring activities.</p>		<p>The Centre for Policy on Ageing (2014) shows that one of the most important factors which determine resilience in older age is social connectedness. Inherent 'hardiness' is associated with self-esteem and positive emotions – which independence, choice and control about what activities to attend may offer.</p> <p>The Future of Day Care in Scotland seminar (2004) proposes that the 'baby boomers' (people born between 1945 and 1965) currently aged 50 - 70 years old are influenced by unique social, cultural and attitudinal characteristics which need to be evaluated closely when developing future day care opportunities.</p> <p>These influences make them uniquely anti-establishment, non-conformist, and less deferential and trusting of those perceived to be in authority. They are more interested in undertaking learning activities in later life, are more individualistic in their consumer activities – expecting flexible goods and services but face a greater sense of disconnect with their local communities, fewer social networks than earlier generations and therefore have lower levels of social capital.</p> <p>Therefore while day care services have not traditionally focussed on working on learning, future services may see the opportunity to learn new skills, support others or provide care for others as something older people would want in the new market.</p>
--	--	--	--

EQUALITY IMPACT ASSESSMENT

Disability	The changes proposed will have positive impact for people with dementia as they will have more choice and flexibility as to how the care and support is delivered.	None identified	
Gender reassignment	None identified	None identified	
Pregnancy and maternity	None identified	None identified	
Race	<p>The new specification gives Providers the opportunity to address local gaps in services for older people.</p> <p>If reasonable effort is made to develop services which are advertised in their language and activities are culturally familiar it is possible that older people from non-white British cultural backgrounds will be able to enjoy a sense of social belonging, shared cultural understanding and improved communication in the English language in later life.</p>	Older people who do not speak English as their main language or migrated to the UK later in life are unlikely to use or benefit from the new services unless reasonable efforts are made to make the services inclusive.	<p>Consultations with service users (Tuesday Club, Banstead) have indicated that there are older populations in Surrey who do not have English as a first language. This reduces participation in and access to services.</p> <p>Emami (2000) explains that minority seniors are often marginalised by their status as ethnic minorities. A day centre for Iranian elders in Sweden, staffed by Iranians who speak Farsi offered information sessions on Sweden, Swedish language courses, Persian meals, poetry readings music, dance and cultural events increased social integration, self-care skills and emotional integration.</p> <p>According to Surrey-i while 88.5% of people who do not have English as their main language can speak it well or very well. The remainder are unlikely to be able to speak the language at all.</p>
Religion and belief	None identified	None identified	
Sex	The proposed service specification encourages a shift to the provision of	None identified	Surreyi shows that fewer men are likely to live into later than women and Age Concerns Older Men seminar (2006) states that older men are currently

EQUALITY IMPACT ASSESSMENT

<p>Page 405</p>	<p>'appropriate activities' for older adults.</p> <p>This may benefit older men who are often in the minority in later life, have less social networks of support compared to women and are less likely to have varied life skills.</p>		<p>under-represented in generic older people's services.</p> <p>Low attendance of older men was attributed (by the older men interviewed) to a lack of interest in activities which are primarily aimed at older women.</p> <p>Therefore one of the challenges for older peoples service providers is to find ways of reaching out to older men '...identifying their specific interests and needs and develop services which are acceptable to a much wider range of older people than are currently reached'.</p> <p>Age UKs Effectiveness of Day Services Research (2011) suggests that older men value opportunities for social interaction as much as older women but prefer interest-based clubs to older peoples clubs.</p>
<p>Sexual orientation</p>	<p>None identified</p>	<p>None identified</p>	
<p>Marriage and civil partnerships</p>	<p>None identified</p>	<p>None identified</p>	
<p>Carers³</p>	<p>The changes proposed as part of the day care review will offer more support to carers. There are currently few or no weekend services available in the county and carers have said that this is a gap they would like</p>		<p>Evidence from carers (Carers conference January 2013, Dementia Friendly Surrey Steering Group) shows that weekend respite and day care is a gap in current provision. By opening at weekends, the remaining day care centres will contribute towards meeting this commissioning need.</p>

³ 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

	<p>addressed.</p> <p>By extending the opening to weekend coverage and having a more flexible approach to hours, carers can have more flexibility around when they would like to use the day care as respite.</p> <p>Flexible hours may enable Carers who want to seek employment to have greater choice and opportunity to do so.</p>		<p>Research by The Centre for Policy on Ageing shows that a 1% increase in the hours of care is associated with a 10% reduction in employment of Carers. Flexible work arrangements, supported by more flexible care arrangements can help Carers to balance their work obligations and their caring responsibilities.</p>
--	---	--	--

Page 406

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

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Age	None identified	None identified	
Disability	None identified	None identified	
Gender reassignment	None identified	None identified	

EQUALITY IMPACT ASSESSMENT

Pregnancy and maternity	Weekend working could provide more flexible opportunities for working parents.	Weekend working could cause child care problems for working parents if the changes to their rota had not explicitly been agreed as part of their contract.	
Race	None identified	None identified	
Religion and belief	None identified	None identified	
Sex	The new Community Opportunities framework may help to develop 'interest-based' day activities for older men. This creates the opportunity to increase the number of men recruited as volunteers or staff to deliver social activities and services such as Men in Shed for example.	None identified	There is a wide gap between the number of men and women actively employed within human health and social care services across Surrey. About 18% of female residents work in this sector compared to 4% of males. The majority of Surrey's economically active males work in construction (12%) and wholesales and retail trade (14%). (Census 2011)
Sexual orientation	None identified	None identified	
Marriage and civil partnerships	None identified	None identified	
Carers	Weekend working could provide more flexible opportunities for working parents/working carers.	Weekend working could cause problems for working carers if the changes to their rota had not explicitly been agreed as part of their contract.	The ageing population has an impact on the ability of staff to maintain optimal employment conditions. According to Active Age- a UK Think Tank,, over 6 million working adults in the UK struggle to care for children, grandchildren and ailing parents. They give up give up more than 33 hours of work each month at an annual personal cost of £3,336. (Ageing Market)

EQUALITY IMPACT ASSESSMENT

8. Amendments to the proposals

Change	Reason for change
No amendments 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
<p>Positive Weekend working could provide more flexible opportunities for working parents.</p>			
<p>Positive The changes proposed as part of the day care review will offer more support to carers. There is currently little or no weekend services available in the county and carers have said that this is a gap they would like addressed (carers conference 2013)</p> <p>By extending the opening to weekend coverage and having a more flexible approach to hours, carers can have more flexibility around when they would like to use the clubs as respite.</p>	<ul style="list-style-type: none"> Actively promote the weekend service to carer groups, GPs., locality teams and in the Wellbeing Centres across the county 	May 2016	Local commissioners and SCDCs
<p>Positive Interest based activities may improve participation from older men.</p>	<ul style="list-style-type: none"> Ensure older people are involved in the design of services. 		
<p>Positive Older people from minority groups, whose main language is not English, can develop a</p>	<ul style="list-style-type: none"> Ensure community opportunities are well-marketed in areas with higher populations of minority groups. 		

EQUALITY IMPACT ASSESSMENT

sense of social belonging and access services which are culturally familiar.			
Negative Older people who do not speak English as their main language or migrated to the UK later in life are unlikely to use or benefit from the new services unless reasonable efforts are made to make the services inclusive.	<ul style="list-style-type: none"> Ensure information about services which are developed are available in languages other than English. 		
Negative Weekend working could cause problems for carer workers if the changes to their rota had not explicitly been agreed as part of their contract.	<ul style="list-style-type: none"> Providers will be encouraged to consider more flexible working and are more likely to meet the criteria for valuation if they are flexible. 		

10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected
<ul style="list-style-type: none"> Weekend working could cause child care problems for working parents if the changes to their rota had not explicitly been agreed as part of their contract. Weekend working could cause problems for working carers if the changes to their rota had not explicitly been agreed as part of their contract. 	Carers

EQUALITY IMPACT ASSESSMENT

11. Summary of key impacts and actions

This section will serve as an executive summary of the Equality Impact Assessment and should be copied into the equalities section in decision making reports (such as those for Cabinet, Local Committee or CLT/DLTs). Please use the sub-headings provided.

<p>Information and engagement underpinning equalities analysis</p>	<ul style="list-style-type: none"> • Meetings with locality teams • Monthly occupancy and invoice data from Alzheimer’s Society • <u>Surrey-i</u>, our local data and information portal, which can be searched by protected characteristic. • Census 2011 (Surrey) • Feedback from carers and people with dementia – Dementia Friendly Project Steering Group research, Co-design events, engagement with users and carers • Carers Conference – January 2013 • Peer Support mapping exercise undertaken as part of Dementia Friendly Surrey project • Older Women and the Labour Market – TUC Women’s conference • ‘Active Age – solutions for an ageing ‘society : Ageing Marketplace -discussion Paper • Age Uk – Effectiveness of Day Services, 2011 • Centre for Policy on Ageing – Resilience in Older Age • Age Concern - Working with Older Men (Tameside, 2006) • Evidence Review of the Impact of Participatory Arts on Older People – Mental Health Foundation • Tender documentation
<p>Key impacts (positive and/or negative) on people with protected characteristics</p>	<ul style="list-style-type: none"> • Weekend working could provide more flexible opportunities for working parents. • The changes proposed as part of the day care review will offer more support to carers. There is currently little or no weekend services available in the county and carers have said that this is a gap they would like addressed (carers conference 2013) • By extending the opening to weekend coverage and having a more flexible approach to hours, carers can have more flexibility around when they would like to use the clubs as respite. • Interest based activities may improve participation from older men. • Older people from minority groups, whose main language is not English, can develop a sense of social belonging and access services which are culturally familiar. • Older people who do not speak English as their main language or migrated to the UK later in life are unlikely to use or benefit from the new services

EQUALITY IMPACT ASSESSMENT

	<p>unless reasonable efforts are made to make the services inclusive.</p> <ul style="list-style-type: none"> • Weekend working could cause problems for working carers if the changes to their rota had not explicitly been agreed as part of their contract. • Weekend working could cause child care problems for working parents if the changes to their rota had not explicitly been agreed as part of their contract.
<p>Changes you have made to the proposal as a result of the EIA</p>	<ul style="list-style-type: none"> • None
<p>Key mitigating actions planned to address any outstanding negative impacts</p>	<ul style="list-style-type: none"> • Promotion of Community opportunities in BME communities and groups
<p>Potential negative impacts that cannot be mitigated</p>	<ul style="list-style-type: none"> • Weekend working could cause child care problems for working parents if the changes to their rota had not explicitly been agreed as part of their contract. • Weekend working could cause problems for working carers if the changes to their rota had not explicitly been agreed as part of their contract.

This page is intentionally left blank