



1. Topic of assessment

EIA title:	Commissioning and procurement of Community Connections and First Steps services
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EIA author:	Jane Bremner, Senior Commissioning Manager, Adult Social Care
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2. Approval

	Name	Date approved
Approved by	Liz Uliasz	7 October 2016

3. Quality control

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4. EIA team

Name	Job title (if applicable)	Organisation	Role
Jane Bremner	Senior commissioning manager	Surrey County Council	Lead author EIA
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Maya Twardzicki	Public Health Lead	Surrey County Council	EIA team
Ian Stronge	Surrey Independent mental health network co-ordinator	Surrey Coalition of Disabled People	EIA team

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5. Explaining the matter being assessed

<p>What policy, function or service is being introduced or reviewed?</p>	<p>Surrey County Council (Adult Social Care) and the six clinical commissioning groups (CCGs) in Surrey have been jointly commissioning community connections services since 2013.</p> <p>Surrey community connections services are open access services to support people with mental health needs to stay well in their communities. The services promote social inclusion, community participation, mental well-being and recovery by connecting people to 'mainstream' activities in their community. Adult Social Care lead this Surrey wide programme of work, with voluntary sector lead providers delivering services at a district and borough level. The role that these services play in the mental health pathway is crucial. They bridge the perceived gap between primary and secondary care mental health. They also act as a community based support network for individuals throughout their recovery journey, promoting independence, avoidance and management of crisis and a reduction in dependence on secondary and primary care services.</p> <p>Public Health commission the First Steps service. First Steps is an evidence based, integrated emotional wellbeing, mental health and anti-stigma service, for the Surrey population and also targeting areas of higher need and priority groups. It is the first level of the mental health pathway in Surrey: universal access and self-help.</p> <p>The current contractual arrangements for both community connections and First Steps end in March 2017, necessitating a procurement process to ensure continued delivery of these key elements of the mental health pathway.</p> <p>This EIA ensures the current round of commissioning and procurement of community connections and First Steps services has comprehensively assessed the impact on equalities.</p>
<p>What proposals are you assessing?</p>	<p>We are assessing the impact on equalities of the plans to contract with:</p> <ul style="list-style-type: none"> • Five lead providers to deliver community connections services in Surrey outlined in the service specification • One provider to deliver First Steps in Surrey outlined in the service specification.
<p>Who is affected by the proposals outlined above?</p>	<p>All Surrey residents (for First Steps) including (for community connections):</p> <ul style="list-style-type: none"> • Adults (16+ years) with mental health problems, including those who access primary care, secondary care or the voluntary sector for their mental health needs. • Carers of adults with mental health needs

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6. Sources of information

Engagement carried out
<p>The service specifications for community connections and First Steps have been informed by the following processes:</p> <ul style="list-style-type: none">• In 2014, an integrated commissioning strategy for emotional wellbeing and mental health was developed which has guided our commissioning intentions for provision of community connections/First Steps services. This strategy was co-produced with service users, cares and wider stakeholders• The independent mental health network (service user and carer voice) was represented on the community connections/First Steps steering group• The service specification for community connections was been based on local knowledge and evidence. In the evaluation of Community Connections Services that was conducted in 2015, people who used the services told us that these things are important in the delivery of these services and these points have been included in the Service Specification• A concept day for community connections was held in June: feedback from this also informed the service specification; for First Steps a concept day was held in March, followed by a survey to help inform the development of the specification• Service user and carer representatives were on all the procurement evaluation panels and had an equal vote and voice when scoring submissions
Data used
<p>The following data sets were used to inform the development of the service specification:</p> <ul style="list-style-type: none">• Quarterly contract monitoring data: Q1 report published August 2016• Mental health chapter of JSNA: published 2014• Community connections evaluation• Integrated commissioning strategy for emotional wellbeing and mental health• Service user/carers/provider/stakeholder analysis of feedback from concept days: reports developed April 2016 and June 2016• First Steps survey feedback: May 2016

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

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

Protected characteristic ¹	Potential positive impacts	Potential negative impacts	Evidence
<p style="writing-mode: vertical-rl; transform: rotate(180deg);">Page 50</p> <p style="text-align: center;">Age</p>	<p>Whilst community connections is a service commissioned to substantially enhance potential for recovery and wellbeing for adults from age 18, we have specified that the service will not exclude individuals who are 16-18 years, or 65 years or over provided the service can substantially enhance their potential for recovery and social inclusion, and no other service is available that is acceptable to the individual.</p> <p>Similarly First Steps is a service for adults living and working in Surrey aged 18+, although with some defined work in educational establishments for young people aged 16-18 and some self help resources for young people. Older adults are a priority target group (due to their increased risk of mental health problems).</p>	<p>No evidence of changes to services to disproportionately affect this group.</p>	<p>Quarterly monitoring data from existing community connections and First Steps services illustrates that both people younger than 18 and older than 65 access the services currently. The service specification for community connections states:</p> <ul style="list-style-type: none"> The service shall be fully compliant with The Equality Act 2010 <p>The service will not exclude individuals who are 16-18 years, or 65 years or over provided the service can substantially enhance their potential for recovery and social inclusion, and no other service is available that is acceptable to the individual</p> <p>The service specification for First Steps states that apart from some defined work in educational establishments for young people aged 16-18, clients younger than 18 with mild-moderate problems to be signposted, to CAMHS/ youth counselling /other relevant youth orientated services.</p> <p>One of the required standards that applies to older people is 'Evidence of specific service promotion activities appropriate for each priority group'. Also day time psycho-educations sessions are to be run in direct feedback from older people that they are preferable to evening ones for them.</p>
<p style="text-align: center;">Disability</p>	<p>The services are specifically for people who want to promote their mental wellbeing or receive help on their recovery journey. For both services, we are aware of the link between physical and</p>	<p>No evidence of changes to services to disproportionately affect this group.</p>	<p>Quarterly monitoring data from existing community connections services illustrates that people with other impairments, in addition to their mental health need, access the services currently. The service specifications for community connections and First Steps state that the service shall be fully compliant</p>

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	<p>mental health and the services identify people with additional physical health needs so they can provide appropriate supports/self-help resources. We specify that providers of both services need to be compliant with the NHS accessible information standard. People with other disabilities or impairments, such as a learning disability or autism can also have a mental health issue and we are clear that anyone, regardless of any other impairment, can access the services for their mental health needs.</p>		<p>with The Equality Act 2010. We also ask for equalities information in the proposed performance monitoring so we can be assured that we are advancing equal opportunities and there is no discrimination.</p> <p>First Steps delivers training to health sector staff on the interaction between and importance of addressing both mental and physical health problems and on the mental health implications of Long Term Conditions.</p>
<p>Gender reassignment</p>	<p>Enabling self-referral to community connections and First Steps, enables people who have undergone/ are undergoing gender reassignment can have more control over what support they access and how.</p> <p>Public awareness campaigns to reduce stigma could lead to less discrimination and earlier access to services.</p>	<p>No evidence of changes to services to disproportionately affect this group.</p>	<p>We have received case study evidence from providers regarding support for an individual with this protected characteristic which illustrates the person-centred support and accessibility of the service. The service specification for community connections states that the service shall be fully compliant with The Equality Act 2010 and providers will be monitored on a quarterly basis.</p>
<p>Pregnancy and maternity</p>	<p>These services will not impact this protected group (either positively or negatively) more or less than the general population.</p>	<p>No evidence of changes to services to disproportionately affect this group.</p>	<p>The service specification for community connections states that the service shall be fully compliant with The Equality Act 2010 and providers will be monitored on a quarterly basis. The First Steps specification also requires the service to be compliant with the Act</p>

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<p>Race</p>	<p>Further development of community connections that are accessible to all people with a mental health need could increase the number of BME people accessing mental health services and support in their local community. Similarly for First Steps – although BME people are a priority target group (due to their increased risk of mental health problems) Public awareness campaigns and targeted work with faith groups could reduce the stigma and fear surrounding mental health in some ethnic minority groups, leading to earlier access to services. Enabling self-referral to universal services, peer support and self-management courses, meaning services are more accessible for people from BME communities who may fear or distrust traditional services.</p>	<p>No evidence of changes to services to disproportionately affect this group.</p>	<p>The service specification for community connections and First Steps state that the service shall be fully compliant with The Equality Act 2010 and providers will be monitored on a quarterly basis to ensure that service access reflects the local population.</p> <p>First Steps have consulted with BME groups and as a result developed specific self help resources (e.g. illustrated, easy read and audio versions) and made website to make sure that the service is inclusive and accessible. The team also received training to improve their awareness of the culture and needs of the Gypsy and Traveller community.</p>
<p>Religion and belief</p>	<p>Public awareness campaigns and targeted work with faith and other groups could reduce the stigma and fear surrounding mental health and lead to earlier access to services. Monitoring of services on equality outcomes leading to services that are accessible and</p>	<p>No evidence of changes to services to disproportionately affect this group.</p>	<p>The service specifications for community connections and First Steps services state that the services shall be fully compliant with The Equality Act 2010 and providers will be monitored on a quarterly basis.</p> <p>First Steps have links and promote their service with various religions/faith and other groups and attend and input to Epsom Mental Health Week annually which has strong links to faith groups.</p>

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	<p>acceptable to all (depending on target group).</p> <p>Enabling self-referral to universal services, peer support and self-management courses - meaning people from different faiths have more control over the services and support they access.</p>		
<p>Page 53</p> <p>Sex</p>	<p>Early intervention plus increased opportunities for self-referral to universal services, peer support and self-management courses – targeted work for men can enable more men to access support earlier.</p> <p>Increased emphasis on universal services -meaning women with a low to moderate need (i.e. those not eligible for secondary services) can access a range of low level support.</p>	<p>No evidence of changes to services to disproportionately affect this group.</p>	<p>The service specification for community connections and First Steps states that the services shall be fully compliant with The Equality Act 2010 and providers will be monitored on a quarterly basis.</p> <p>The JSNA tells us that: rates of common mental disorders are higher in women than men; suicide rates are higher in men than women and men are less likely to consult their GP about a mental health problem.</p> <p>In response to this First Steps ran a consultation with men on how to make their service more appealing to them and as a result developed a Manzone section on their website self help section.</p>
<p>Sexual orientation</p>	<p>Increased opportunities for self-referral to universal services, peer support and self-management courses may result in improved access to and experience of services for LGB people. Lesbian, gay, bisexual (LGB) and, transgender people are a priority target group for the</p>	<p>No evidence of changes to services to disproportionately affect this group.</p>	<p>The service specification for community connections and First Steps state that the service shall be fully compliant with The Equality Act 2010 and providers will be monitored on a quarterly basis.</p> <p>First Steps consulted and made links with services for the LGB and transgender community to see if there were any gaps in emotional/mental health support for these people. Together they concluded First Steps</p>

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	First Steps service (due to their increased risk of mental health problems)		will keep the services informed of their service, self-help, Emotion Gyms and other events. First Steps could also look at current material to see if it is based around heterosexuality e.g. mentions of wife, husband etc
Marriage and civil partnerships	The recommendations will not impact this protected group (either positively or negatively) more or less than the general population.	No evidence of changes to services to disproportionately affect this group.	The service specification for community connections and First Steps state that the service shall be fully compliant with The Equality Act 2010 and providers will be monitored on a quarterly basis.
Page 54 Carers	Increased opportunities for self-referral to universal services, peer support and self-management courses may result in improved access to and experience of services for carers. Care a priority target group for the First Steps service (due to their increased risk of mental health problems)	No evidence of changes to services to disproportionately affect this group.	The service specification for community connections and First Steps state that the service shall be fully compliant with The Equality Act 2010 and providers will be monitored on a quarterly basis. Local carers health survey data indicates carers may have greater needs around their own emotional wellbeing and mental health. In response to this: there is a specific Carer's self help section on the First Steps website, the service will have flexible operational times and psycho-education sessions will run both in daytime and evenings – to facilitate carers to access the service.

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

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Age	As 7a.	As 7a.	The Equality Act 2010 relates to service users and employees and the service providers have responsibilities as a provider to service users and as an employer to its employees, so evidence in section 7a. would apply
Disability	As 7a.	As 7a.	The Equality Act 2010 relates to service users and employees and the service providers have responsibilities as a provider to service users and as an employer to its employees, so evidence in section 7a. would apply
Gender reassignment	As 7a.	As 7a.	The Equality Act 2010 relates to service users and employees and the service providers have responsibilities as a provider to service users and as an employer to its employees, so evidence in section 7a. would apply
Pregnancy and maternity	As 7a.	As 7a.	The Equality Act 2010 relates to service users and employees and the service providers have responsibilities as a provider to service users and as an employer to its employees, so evidence in section 7a. would apply
Race	As 7a.	As 7a.	The Equality Act 2010 relates to service users and employees and the service providers have responsibilities as a provider to service users and as an employer to its employees, so evidence in section 7a. would apply
Religion and belief	As 7a.	As 7a.	The Equality Act 2010 relates to service users and employees and the service providers have responsibilities as a provider to service users and as an employer to its employees, so evidence in section 7a. would apply

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Sex	As 7a.	As 7a.	The Equality Act 2010 relates to service users and employees and the service providers have responsibilities as a provider to service users and as an employer to its employees, so evidence in section 7a. would apply
Sexual orientation	As 7a.	As 7a.	The Equality Act 2010 relates to service users and employees and the service providers have responsibilities as a provider to service users and as an employer to its employees, so evidence in section 7a. would apply
Marriage and civil partnerships	As 7a.	As 7a.	The Equality Act 2010 relates to service users and employees and the service providers have responsibilities as a provider to service users and as an employer to its employees, so evidence in section 7a. would apply
Carers	As 7a.	As 7a.	The Equality Act 2010 relates to service users and employees and the service providers have responsibilities as a provider to service users and as an employer to its employees, so evidence in section 7a. would apply

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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
N/A			

10. Potential negative impacts that cannot be mitigated

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

11. Summary of key impacts and actions

<p>Information and engagement underpinning equalities analysis</p>	<p>The services are evidence-based and promote mental health and wellbeing and recovery.</p> <p>The service specifications for community connections and First Steps have been informed by a range of quantitative and qualitative local data.</p>
<p>Key impacts (positive and/or negative) on people with protected characteristics</p>	<p>The commissioning and procurement of both services have positive impacts on people with protected characteristics. The commissioning process has been mindful of equalities and accessibility and service specifications and performance</p>

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	monitoring frameworks developed to ensure equalities data is captured.
Changes you have made to the proposal as a result of the EIA	None
Key mitigating actions planned to address any outstanding negative impacts	N/A
Potential negative impacts that cannot be mitigated	N/A