

# Equality Impact Assessment (EIA)

## 1. Topic of assessment

<b>EIA title:</b>	Housing Related Support (HRS) decommissioning and redesigning social exclusion services
-------------------	---

<b>EIA author:</b>	Sarah Thomas, Contract and Commissioning Manager, Adult Social Care, Commissioning Support Unit
--------------------	---

## 2. Approval

	<b>Name</b>	<b>Date approved</b>
<b>Approved by</b>	Mel Few, Cabinet Member for Adult Social Care, Wellbeing and Independence	31 March 2017
<b>Approved by</b>	Helen Atkinson, Strategic Director, Adult Social Care & Public Health	6 March 2017
<b>Approved by</b>	Will House, Finance Manager - Adult Social Care & Public Health	10 March 2017
<b>Approved by</b>	Deborah Chantler, Senior Principal Lawyer, Surrey County Council	3 March 2017

## 3. Quality control

<b>Version number</b>	1.0	<b>EIA completed</b>	31 March 2017
<b>Date saved</b>	31 March 2017	<b>EIA published</b>	31 March 2017
<b>Post consultation version</b>	1.0	<b>Draft</b>	24 August 2017

## 4. EIA team

<b>Name</b>	<b>Job title (if applicable)</b>	<b>Organisation</b>	<b>Role</b>
Sarah Thomas	Contract & Commissioning Manager	Surrey County Council	Housing Expert
Matthew Lamburn	Project Manager	Surrey County Council	Housing Expert
Kathryn Pyper	Senior Programme	Surrey County Council	Project Sponsor

	Manager		
Lorraine Branch Anna Maio-Price Carol Pinchard Andrew Price Nicola Sinnett Stephen Winfield John Woodroffe  Jane Bremner	Senior Manager Senior Accountant Contract Officer Commissioning Manager Category Specialist Project Officer Commissioning Manager  Senior commissioning manager	Surrey County Council	Project Board Members (Housing Related Support)

## 5. Explaining the matter being assessed

<b>What policy, function or service is being introduced or reviewed?</b>	<p>The Adult Social Care Directorate (ASC) commissions a range of Housing Related Support (HRS) preventative services through its grants and contracts. The schemes are intended to support adults to live independently in the community for longer by preventing, reducing or delaying their needs for care and support. In so doing they support adults who, in the main, do not meet ASC eligibility criteria but who may need more intensive and costly intervention if the services were not there. They also support the Directorate to comply with its preventative duties under the Care Act 2014.</p> <p>Housing Related Support services normally operate alongside accommodation and include supporting homeless individuals to transition to a settled home and access education and employment, helping older people to maintain their independence and providing specialist support to particularly vulnerable groups including victims of domestic abuse, people with mental health needs and people with learning/physical and sensory disabilities.</p> <p>Currently the programme is delivered through a range of contracts and grants via 45 organisations and 67 services supporting circa 6,000 vulnerable adults at any one time. The majority are voluntary and community organisations, ranging from small providers who deliver a single service to larger providers with several services. Other service providers include Housing Associations and Borough and District Councils.</p> <p>A Procurement Plan for Housing Related Support Services 2014-17 recommending that new contracts for these services be awarded to run on a continuous contract basis with on-going service review effective from 1 April 2014 was submitted to and endorsed by the Council's Cabinet on 4 February 2014. The decision was taken to meet the need for localised provision that enables individuals to stay in their communities and continue to be supported by friends, family and the community thus reducing costs to the wider health and social care system. The approach also recognised the on-going partnership arrangements with, and objectives of, the District and Borough Councils.</p> <p>In March 2016 a paper was presented to the Adults Leadership Team (ALT) outlining the options in response to the requirement to make efficiency savings on Housing Related Support funded services. It was agreed at this point to carry out across the board renegotiation of rates and/or ways in which service models are delivered, this being the most</p>
--	--

	<p>positive approach allowing for evaluation of key cost, performance and outcomes data and discussions with providers and key stakeholders regarding strategic priorities. At the 24 May 2016 ALT meeting it was reported that, of all the Adult Social Care contracts and grants under review HRS was the area where there was the biggest discrepancy between target savings and projected savings to date. This is because significant savings (circa 45%) had already been achieved since April 2003, making it increasingly difficult for providers to achieve further savings without adversely affecting the quality or safety of their provision.</p> <p>One of the options outlined at the March 2016 ALT was to decommission HRS services by service type. This document assesses the potential impact of this proposed approach to the future commissioning of Housing Related Support funded preventative services on people with protected characteristics.</p>
<p><b>What proposals are you assessing?</b></p>	<p>The proposed approach agreed at the 19 July 2016 ALT and the November 2016 Cabinet meeting in taking this forward is as follows:</p> <ol style="list-style-type: none"> <li>1) Decommission all Housing Related Support funding for services for people with learning, physical and sensory disabilities and services for older people. Future funding will be provided via a 'personal budget' where an individual is assessed as having eligible needs qualifying for support under the Care Act eligibility criteria.</li> </ol> <p>This is the proposal we consulted upon with residents and other stakeholders who have an interest in the future funding of Housing Related Support during the eight week period commencing 19 June 2017 and ending 13 August 2017.</p> <p>The anticipated savings through this approach are £2,858,000.</p> <p>In order to progress this we propose the following:</p> <p>Offer all recipients of Housing Related Support services funded by the Council an assessment of need to establish those with eligible needs qualifying for support under the Care Act eligibility criteria and who will instead receive funding through a personal budget from the Council to deliver agreed outcomes.</p> <p>Those individuals who do not have care and support needs which meet the eligibility criteria in the Care Act will cease to receive services funded by the Council, although there may be other options available in the local community and this will be identified as part of their assessment process.</p> <p>Examples of the support they could access include:</p> <ul style="list-style-type: none"> <li>• Looking online at <a href="http://www.surreyinformationpoint.org.uk">www.surreyinformationpoint.org.uk</a> to find out about care, community and health information and support available in their area;</li> <li>• Joining in with community activities run by the local voluntary, community and faith groups, such as luncheon clubs, befriending groups, exercise and social activities and skills development;</li> <li>• Contacting local volunteer driving schemes for help to get to appointments;</li> <li>• Making use of district and borough council services such as</li> </ul>

	<ul style="list-style-type: none"> <li>• telecare, home adaptations and meals on wheels;</li> <li>• Talking with their GP about a social prescription to help find community services to improve their health and wellbeing;</li> <li>• Accessing the broad range of health and wellbeing support available such as One You, smoking cessation and sugar swaps;</li> <li>• Asking family and friends for help.</li> </ul> <p>This process will be managed in partnership with providers and in a way that ensures individuals are fully informed. It will be based upon our duty to meet eligible needs and aligned with the Council's Family, Friends and Communities.</p> <p>Should the proposal be agreed by the Surrey County Council Cabinet on 26 September, then existing Housing Related Support funding for the above services will cease from 1 April 2018 with replacement services commissioned by the Council for those individuals with eligible social care needs.</p> <p>2) For services for socially excluded client groups such as those with mental health issues, those who are homeless or who are at risk of homelessness and the gypsy and traveller community, the proposal is to achieve the savings target by taking a blended approach. This means decommissioning services that are not strategically relevant, protecting accommodation based services and working with districts and boroughs to have a joint approach to floating support. Adult Social Care will continue to lead this joint approach and work within the principle that districts and boroughs have different needs around socially excluded groups and local solutions can be developed to achieve equity of outcomes across Surrey.</p> <p>The anticipated savings through this re-design are £925,000.</p> <p>Should the proposal be agreed by the Surrey County Council Cabinet on 26 September, then Housing Related Support funding for the above services will change from 1 April 2018.</p>
<b>Who is affected by the proposals outlined above?</b>	<p>The proposals will affect:</p> <ul style="list-style-type: none"> <li>• Vulnerable adults and their carers, particularly people with the “age” and “disability” protected characteristics</li> <li>• Surrey County Council staff who are carers of people in receipt of Housing Related Support</li> <li>• External organisations we commission to deliver Housing Related Support services on behalf of or in partnership</li> </ul>

## 6. Sources of information

### Engagement carried out

Potential impacts on people with protected characteristics resulting from decommissioning Housing Related Support funding for specific services have been identified through the ASC contracts and review process and impact assessments completed by the appropriate commissioner for each Housing Related Support service in Spring 2016.

ASC commissioners engaged with relevant stakeholders regarding each scheme affected. This included the provider organisation, the local district or borough authority, appropriate CCG commissioners, and appropriate service user and/or carer representatives. Service specific impact assessments have helped to inform this impact assessment, but are separate documents.

Health CCGs have been engaged through the Better Care Board and appropriate local joint commissioning groups.

The Council shared its proposals with providers at the Housing Related Support Provider Forum in November 2016.

An eight week public consultation on the proposal to decommission all Housing Related Support funding for services for people with learning, physical and sensory disabilities and services for older people took place between 19 June and 13 August 2017. Before the consultation commenced, engagement events were arranged to co-design the consultation material, discuss the potential impact of the proposal and how we might improve it, the best way to maximise meaningful engagement in the consultation process and if there was a better way of achieving the savings.

The consultation process included:

- A message to leaders across the health and social care system.
- A letter, questionnaire and pre-paid envelope distributed by providers to residents. 1,896 responses were received (40% response rate).
- 48 consultation events attended by 1,097 residents supported by their provider and Adult Social Care Commissioning Manager.
- An online questionnaire for 'other interested parties' on the SurreySays website - 99 responses were received.
- Correspondence to the [housingrelatedsupport@surreycc.gov.uk](mailto:housingrelatedsupport@surreycc.gov.uk) mailbox – 27 responses were received.
- A consultation event for providers held on 10 August - 29 providers attended.
- Engagement with Clinical Commissioning Groups.

A detailed analysis of the feedback is available as annexes to the Council's September Cabinet paper.

In summary, 62% of responses to the residents' questionnaire (1,179 people) disagreed to some extent with the proposal. The most important service for residents was "Access to an emergency alarm service to call for help if needed" with 82% of responses (1,554 people), followed by "Help to resolve any problems and to access information, advice and support" with 74% of responses (1,400 people).

Of the 99 responses to the on-line questionnaire for 'other interested parties', 79% of people disagreed to some extent with the proposal. Most responses came from members of the public (37% of respondents) and family and friends (23% of respondents). Of the 29 providers attending the consultation event on 10 August, 28 disagreed with the proposal to some extent. 'Other interested parties' told us they valued Housing Related Support as a preventative service

providing practical and emotional support to help people remain independent in their own homes. There was concern that the proposals might increase demand on adult social care, health and other public services as well as effecting provider's business viability leading to a loss of specialist supported housing in Surrey. They highlighted the concern that some sheltered housing schemes include significant numbers of the socially excluded, a feeling on unfairness in making cuts to services for the elderly and vulnerable and a concern for those people who don't meet the eligibility criteria.

Other Local Authorities across the country were contacted to understand what provision they currently have for Housing Related Support and the potential impacts of any changes they had made. Most had already ceased their Housing Related Support provision for disabled and older people but retained some floating support and provision for the socially excluded groups.

For socially excluded groups, the proposal has been developed by assessing the evidence sources and engaging with key stakeholders to develop the most appropriate option to deliver the required savings.

#### **Data used**

In completing the individual service impact assessments ASC commissioners have drawn on relevant data and information regarding each Housing Related Support service, including grant and contract documentation, service provider, user and other stakeholder feedback, commissioning strategies and market position statements, contract monitoring reports and national research.

In assessing the potential impact of the proposed approach to the future commissioning of Housing Related Support funded preventative services on people with protected characteristics the responses to the public consultation have also been considered.

- Data from Surrey ([www.surreyi.gov.uk](http://www.surreyi.gov.uk)), including the Surrey Joint Strategic Needs Assessment
- Surrey County Council Adult Social Care Directorate HR Data Pack - December 2015
- Research by CIRCLE, University of Leeds 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
- Carers UK's analysis of the 2001 Census findings, 'In Poor Health'
- Healthy Lives Healthy People 2010 report
- Surrey Carers' Health Survey, 2011
- Surrey County Council Adults Information System (AIS) data as at January 2016
- Projecting Older People Population Information (POPPI) as at Jan 2016
- Projecting Adult Needs and Service Information (PANSI) as at Jan 2016
- Surrey County Council Joint Strategic Needs Assessment (JSNA) (various chapters)
- Housing Related Support consultation feedback



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

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
<b>Age</b>	<ol style="list-style-type: none"> <li>1. Available funding will be focussed upon the most vulnerable residents with eligible needs under the Care Act eligibility criteria</li> <li>2. The process may encourage providers to look for new and creative responses to meet local needs, and through co-design with local residents to focus services on meeting local priorities and outcomes</li> <li>3. Enhanced contract management processes will be put in place for socially excluded client groups to ensure the best possible outcomes for Surrey residents</li> <li>4. The process of reassessment will present an opportunity to ensure adults with protected characteristics are receiving a sufficient and appropriate choice in services</li> </ol>	<ol style="list-style-type: none"> <li>1. Decrease in the choice and volume of preventative services and specialist supported housing available to Surrey residents</li> <li>2. Put pressure on the future viability of voluntary, community and faith sector providers, particularly smaller providers. There is a risk some providers may be forced to close, particularly in the context of other potential changes ie Government's Supported Housing Welfare Benefit Reforms</li> <li>3. Reduce the ability of the provider market to respond to and support new commissioning proposals</li> <li>4. Reduce choice and/or access to services for Surrey residents. For some people, this may mean they find it more challenging to remain independent in their community. It may lead to a rise in A&amp;E and residential care</li> </ol>	<p>Housing Related Support summary data for 2014/15 indicates that 96% of people accessing short term Housing Related Support services such as homeless hostels and other services for the socially excluded were aged between 18-59 years.</p> <p>For those people accessing long term services such as sheltered housing 79% were aged 60 years plus of which 46% were aged 60-79 years and 33% were aged over 80 years.</p> <p>Of those people in receipt of Housing Related Support responding to the resident consultation questionnaire, 80% were aged 65 years plus of which 38% were aged 65-79 years, 21% were aged 80-89 years and 21% were aged 90 years plus.</p>

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
		<p>admissions and could lead to an increase in feelings of loneliness and isolation, homelessness, rough sleeping and associated health problems such as substance misuse and mental health issues</p> <p>5. Risk that individuals could experience the multiple impacts of changes in Housing Related Support funding, welfare reform, the potential loss of 'Exempt Accommodation' status for Housing Benefit purposes and other grants and contracts funding</p> <p>6. Potential increase in demand on Adult Social Care, Health, the Police and other public services</p> <p>7. Risk that Adult Social Care may not have the capacity to undertake a potentially large number of care and support assessments by April 2018</p> <p>8. Risk that the decision to cease Housing Related Support funding may impact resident's community alarm</p>	





## Annex 7

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
<b>Gender reassignment</b>	See above	See above	<p>There is limited data available regarding the number of people with this protected characteristic who are supported through Housing Related Support funded grants and contracts.</p> <p>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 2014 estimate of Surrey’s 16+ population then the estimated number is 346.</p>
<b>Pregnancy and maternity</b>	See above	See above	<p>There is limited data available regarding the number of people with this protected characteristic who are supported through Housing Related Support funded grants and contracts.</p> <p>The general fertility rate in Surrey (births per 1,000 females aged 15-44 years) is 62.7 which is very similar to the national figure (63.8).</p>

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Race	See above	See above	<p>There is limited data available regarding the number of people with this protected characteristic who are supported through Housing Related Support funded grants and contracts.</p> <p>Other information would indicate that 'White British' people form the majority of those people accessing both short term and long term Housing Related Support services.</p> <p>'White British' people formed the majority of those people in receipt of Housing Related Support responding to the resident consultation questionnaire.</p> <p>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 practices of service providers and cultural factors in perceiving and understanding mental illness.</p> <p>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 intergenerational patterns of exclusion and deprivation.</p> <p>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.</p>

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
<b>Religion and belief</b>	See above	See above	<p>There is limited data available regarding the number of people with this protected characteristic who are supported through Housing Related Support funded grants and contracts.</p> <p>Of those people accessing short term Housing Related Support services the majority (39%) classed themselves as having no religion followed by Christian (all types) (25%) and 'not known' (25%). For those accessing long term services the majority (73%) classed themselves a Christian (all types).</p> <p>Of those people in receipt of Housing Related Support responding to the resident consultation questionnaire, the majority considered themselves to be Christian.</p>
<b>Sex</b>	See above	See above	<p>Housing Related Support summary data for 2014/15 indicates that the majority of people accessing short term Housing Related Support services are men (56%) whilst women make up the majority of people accessing long term Housing Related Support services (53%).</p> <p>Of those people in receipt of Housing Related Support responding to the resident consultation questionnaire, 55% were female, 38% male, 5% did not answer and 2% preferred not to say.</p>
<b>Sexual orientation</b>	See above	See above	<p>There is limited data available regarding the number of people with this protected characteristic who are supported through Housing Related Support funded grants and contracts.</p> <p>Housing Related Support summary data for 2014/15 indicates that the majority of people accessing both short term and long term Housing Related Support services classed themselves as heterosexual (85% and 86% respectively).</p> <p>Of those people in receipt of Housing Related Support responding to the resident consultation questionnaire, the majority considered themselves to be heterosexual.</p> <p>The UK Government estimates that 7% of the population are lesbian, gay, bisexual, transgender or questioning (LGBTQ). Applying this to current population estimates for Surrey, there may be around 81,300</p>

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
			<p>people who identify as 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.</p> <p>0.7% of Surrey residents identified themselves as same sex couples.</p> <p>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.</p> <p>LGBTQ experience poorer health outcomes than their peers – through the effects of bullying and social stigma associated with their sexuality, and through adoption of risky behaviours that are often used as a coping strategy.</p> <p>The lesbian, gay and bisexual organisation Polari, published a report<sup>1</sup> showing that many of the issues and concerns of older lesbian, gay and bisexual people are broadly similar to older heterosexual people:</p> <ul style="list-style-type: none"> <li>• There is a desire to stay in one's own home as long as possible, with support provided in a 'home help' format.</li> <li>• There is a recognition that help and support will be needed and should be available, as an individual ages.</li> <li>• There is recognition that suitable accommodation and support is important to an individual's health and well-being.</li> </ul> <p>However, more lesbian, gay and bisexual-specific concerns were identified:</p> <ul style="list-style-type: none"> <li>• Concerns about having to 'come out' again or 'returning to the closet' in a care/ residential setting.</li> <li>• Concerns about accessing the lesbian, gay and bisexual community and maintaining lifestyles and friendships.</li> <li>• Fears about being isolated in a 'heterosexual environment'</li> </ul>

<sup>1</sup> 'As We Grow Older' – A Study of the Housing and Support Needs of Older Lesbians and Gay Men (source Polari – 2009)

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence		
Marriage and civil partnerships	N/A	N/A	N/A		
Carers	See above	9. If Housing Related Support services are reduced, and adults are unable to access support elsewhere, it may place more pressure on carers to provide this support instead.	<p>In Surrey, 10% of Surrey residents were providing unpaid care. Of these, 2% provided more than 50 hours unpaid care per week</p> <p>There are 188,433 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.</p> <p>There are believed to be about 14,000 young carers living in Surrey.</p> <p>In Surrey, in the first two quarters of 2015/16, there were 23,496 carers getting some form of information advice or support from social care through services commissioned from the voluntary sector.</p> <p>There were over 29,000 people caring for more than 20 hours a week of whom over 18,000 are caring for more than 50 hours a week. 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.</p> <p>A total of 1 in 10 people are carers, and analysis of census data shows that 1 in 5 carers providing over 50 hours of care a week say they are in poor health, compared with 1 in 9 non-carers</p> <table><tr><td>Open ASC carers as at Jan 2016</td><td>8,200</td></tr></table> <p>The Department of Health commissioned research by CIRCLE, University of Leeds 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.</p>	Open ASC carers as at Jan 2016	8,200
Open ASC carers as at Jan 2016	8,200				

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

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
<b>Age</b>	None	Some staff with protected characteristics in provider organisations may experience anxiety, changes in or a loss of their job as a result of the proposed changes	11.3% of the Surrey County Council workforce is 60 years and older. It is unknown how many of these staff receive support through ASC's Housing Related Support grants and contracts.
<b>Disability</b>	None	As above	The declared disability workforce profile in Surrey County Council is 2.7%. It is unknown how many of these staff receive support through ASC's Housing Related Support grants and contracts.
<b>Gender reassignment</b>	None	As above	
<b>Pregnancy and maternity</b>	None	As above	
<b>Race</b>	None	As above	
<b>Religion and belief</b>	None	As above	
<b>Sex</b>	None	As above	
<b>Sexual orientation</b>	None	As above	
<b>Marriage and civil partnerships</b>	None	As above	
<b>Carers</b>	Staff with caring responsibilities may benefit by growing their awareness of changes to Housing Related Support	As above	The number of Surrey County Council staff who are carers is unknown. However, a high proportion of Adult Social Care staff are female (84.1%) and part-time staff (43.6%), which has been an indicator of out-of-work caring



Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
	funding and services		responsibilities.

## 8. Amendments to the proposals

Change	Reason for change
No change to the Housing Related Support proposals is planned as a response to this EIA	

## 9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
<b>Potential positive impacts on residents, service users and carers</b>			
1. Available funding will be focussed upon the most vulnerable residents with eligible needs under the Care Act eligibility criteria	Offer all Housing Related Support recipients an assessment for any eligible needs	2017/2018	Area Directors
2. The process may encourage providers to look for new and creative responses to meet local needs, and through co-design with local residents to focus services on meeting local priorities and outcomes	Support providers to explore creative alternatives to service provision, including links to the family, friends and communities.  Engage with residents and carers and their representatives when reviewing the impact of changing or removing funding for a scheme	2017/2018	Area Directors & Commissioning Managers
3. Enhanced contract management processes will be put in place for socially excluded client groups to ensure the best possible outcomes for Surrey residents	Ensure future grants and contracts agreements include robust outcomes and performance measures, and that these are monitored on an ongoing basis	2017/18 - 2018/19	Area Directors, Commissioning Managers & Commissioning Support Unit
4. The process of reassessment will present an opportunity to ensure adults with protected characteristics are receiving a sufficient and appropriate choice in services	Offer all Housing Related Support recipients an assessment for any eligible needs	2017/2018	Area Directors

<b>Potential negative impacts on residents, service users and carers</b>			
1. Decrease in the choice and volume of preventative services and specialist supported housing available to Surrey residents	<ul style="list-style-type: none"> <li>Secure additional resources from the business sector and the Council's providers through Social Corporate Responsibility</li> <li>Support commissioners to understand existing local assets and community markets so they can make effective use of them through local asset profiles</li> <li>Mobilise communities to address local challenges within existing resources available using asset-based approaches</li> <li>Support the voluntary, community and faith sector to co-produce local changes in funding and achieve collaborative savings and economies of scale through Local Partnership Forums</li> <li>Supporting the Council's volunteering strategy</li> </ul>	2017/18 - 2018/19	Area Directors Commissioning Managers Prevention & Communities Lead
2. Put pressure on the future viability of voluntary, community and faith sector providers, particularly smaller providers. There is a risk some providers may be forced to close, particularly in the context of other potential changes ie the Government's Supported Housing Welfare Benefits Reforms	Identify where a particular provider is at risk of closure due to changes to grant or contract funding. Use this information to support the provider and/or residents if they could be affected	2017/18	Area Directors Commissioning Managers Commissioning Support Unit Procurement

3. Reduce the ability of the provider market to respond to and support new commissioning proposals	As 1. above	2017/18 – 2018/19	Area Directors Commissioning Managers Prevention & Communities Lead
4. Reduce choice and/or access to services for Surrey residents. For some people, this may mean they find it more challenging to remain independent in their community. It may lead to a rise in A&E and residential care admissions and could lead to an increase in feelings of loneliness and social isolation, homelessness, rough sleeping and associated health problems such as substance misuse and mental health issues.	As 1. above  Ensure a robust needs and financial assessment process is offered to everyone currently receiving Housing Related Support to identify and respond to eligible needs  Consult with all stakeholders including partners who may be impacted by the proposals	2017/18	Commissioning Managers
5. Risk that individuals could experience the multiple impacts of changes in Housing Related Support funding, the potential loss of 'Exempt Accommodation' status for Housing Benefit purposes, welfare reform and other grants and contracts funding.	As 1. above  Ensure a robust needs and financial assessment process is offered to everyone currently receiving Housing Related Support to identify and respond to eligible needs	2017/18	Area Directors
6. Potential increase in demand on Adult Social Care, Health, the Police and other public services	Consult with all stakeholders including partners who may be impacted by the proposals and devise a prevention plan to address increased demand on staff/services	2017/18	Commissioning Managers
7. Risk that Adult Social Care may not have the capacity to undertake a potentially large number of care and support	Ensure adequate resources are in place to carry out the needs and financial assessment process and are directed to those individuals directly	2017/18	Area Directors

assessments by April 2018	impacted		
8. Risk that the decision to cease Housing Related Support funding may impact resident's community alarm provision	If an individual has an eligible need provision of their community alarm will be considered as part of their package of care	2017/18 - 2018/19	Area Directors, Commissioning Managers & Commissioning Support Unit
9. If Housing Related Support services are reduced, and adults are unable to access support elsewhere, it may place more pressure on carers	Continue promoting carers assessments to ensure they have adequate support  There will also be circumstances where smaller scale support for carers can provide more cost effective solutions than more intrusive care packages for the individuals	2017/18	Area Directors
<b>Potential positive impacts on staff</b>			
Staff with caring responsibilities may benefit by growing their awareness of changes to Housing Related Support funding and services	Ensure staff are aware of the proposed changes and what they will mean for individuals	2017/18	Area Directors
<b>Potential negative impacts on staff</b>			
Some staff with protected characteristics in provider organisations may experience anxiety, changes in or a loss of their job as a result of the proposed changes	Understand the impact of the proposed changes upon providers as part of the consultation process  Provide appropriate written notice to providers of any changes	2017/18	Commissioning Managers & Consultation Project Team

## 10. Potential negative impacts that cannot be mitigated

Potential negative impact	Protected characteristic(s) that could be affected
<p>The proposed level of savings required across Housing Related Support services, coming on top of the £246m savings already achieved by the Directorate over the last seven years, means it will be challenging to mitigate potential negative impacts for people who use services. There are risks that:</p> <ul style="list-style-type: none"> <li>This reduced investment in preventive services may mean some people find it more challenging to remain independent in their community; it may lead to a rise in hospital and residential care admissions; and an increase in loneliness and social isolation, homelessness, rough sleeping and associated health problems.</li> </ul>	Age and disability

## 11. Summary of key impacts and actions

<p><b>Information and engagement underpinning equalities analysis</b></p>	<p>Impacts on people with protected characteristics resulting from decommissioning specific services have been identified through the ASC contracts and review process and impact assessments completed by the appropriate commissioner for each Housing Related Support service in Spring 2016.</p> <p>ASC commissioners are engaging with relevant stakeholders regarding each scheme affected. This included the provider organisation, the local district or borough authority, appropriate CCG commissioners, and appropriate service user and/or carer representatives. Service specific impact assessments have helped to inform this impact assessment, but are separate documents.</p> <p>Health CCGs have been engaged through the Better Care Board and appropriate local joint commissioning groups. The Council shared its intent at the Housing Related Support Provider Forum in November 2016.</p> <p>An eight week public consultation process on the proposal to decommission all Housing Related Support funding for services for people with learning, physical and sensory disabilities and services for older people took place between 19 June and 13 August 2017.</p> <p>A co-designed approach to develop options for making the required savings in the socially excluded groups' budget was conducted.</p>
---	---

<p><b>Key impacts (positive and/or negative) on people with protected characteristics</b></p>	<ul style="list-style-type: none"> <li>• Available funding will be focussed upon the most vulnerable residents with eligible needs under the Care Act eligibility criteria</li> <li>• The process may encourage providers to look for new and creative responses to meet local needs, and through co-design with local residents to focus services on meeting local priorities and outcomes</li> <li>• Enhanced contract management processes will be put in place for socially excluded client groups to ensure the best possible outcomes for Surrey residents</li> <li>• The process of reassessment will present an opportunity to ensure adults with protected characteristics are receiving a sufficient and appropriate choice in services</li> <li>• Decrease in the choice and volume of preventative services and specialist supported housing available to Surrey residents</li> <li>• Put pressure on the future viability of voluntary, community and faith sector providers, particularly smaller providers. There is a risk some providers may be forced to close, particularly in the context of other potential changes ie the Government's Supported Housing Welfare Benefits Reforms</li> <li>• Reduce the ability of the provider market to respond to and support new commissioning proposals</li> <li>• Reduce choice and/or access to services for Surrey residents. For some people, this may mean they find it more challenging to remain independent in their community. It may lead to a rise in A&amp;E and residential care admissions and could lead to an increase in feelings of loneliness and social isolation, homelessness, rough sleeping and associated health problems such as substance misuse and mental health issues.</li> <li>• Risk that individuals could experience the multiple impacts of changes in Housing Related Support funding, potential loss of 'Exempt Accommodation' status for Housing Benefit purposes, welfare reform and other grants and contracts funding</li> <li>• Potential increase in demand on Adult Social Care, Health, the Police and other public services</li> <li>• Risk that Adult Social Care may not have the capacity to undertake a potentially large number of care and support assessments by April 2018</li> <li>• Risk that the decision to cease Housing Related Support funding may impact resident's community alarm provision</li> <li>• If Housing Related Support services are reduced, and adults are unable to access support elsewhere, it may place more pressure on carers</li> </ul>
---	--



	<ul style="list-style-type: none"> <li>• Staff with caring responsibilities may benefit by growing their awareness of changes to Housing Related Support funding and services</li> <li>• Some staff in provider organisations may experience anxiety, changes in or a loss of their job as a result of the proposed changes</li> </ul>
<b>Changes you have made to the proposal as a result of the EIA</b>	No change to the Housing Related Support proposals are planned in response to this EIA
<b>Key mitigating actions planned to address any outstanding negative impacts</b>	<ul style="list-style-type: none"> <li>• Offer all Housing Related Support recipients an assessment for any eligible needs</li> <li>• Support providers to explore creative alternatives to service provision, including links to the family, friends and communities strategy</li> <li>• Engage with residents and carers and their representatives when reviewing the impact of changing or removing funding for a scheme</li> <li>• Ensure future grants and contracts agreements include robust outcomes and performance measures, and that these are monitored on an ongoing basis</li> <li>• Secure additional resources from the business sector and the Council's providers through Social Corporate Responsibility</li> <li>• Support commissioners to understand existing local assets and community markets so they can make effective use of them through local asset profiles</li> <li>• Mobilise communities to address local challenges within existing resources available using asset-based approaches</li> <li>• Support the voluntary, community and faith sector to co-produce local changes in funding and achieve collaborative savings and economies of scale through Local Partnership Forums</li> <li>• Supporting the Council's volunteering strategy</li> <li>• Identify where a particular provider is at risk of closure due to changes to grant or contract funding. Use this information to support the provider and/or residents if they could be affected</li> <li>• Consult with all stakeholders including partners who may be impacted by the proposals</li> <li>• Ensure a robust needs and financial assessment process is offered to everyone currently receiving Housing Related Support to identify and respond to eligible needs</li> <li>• Ensure adequate resources are in place to carry out the needs and financial assessment process and are directed to those individuals directly impacted</li> <li>• If an individual has an eligible need provision of their community alarm will be considered as part of their package of care</li> <li>• Continue promoting carers assessments to ensure they have adequate support</li> </ul>

	<ul style="list-style-type: none"> <li>• Ensure staff are aware of the proposed changes and what they will mean for individuals</li> <li>• Provide appropriate written notice to providers of any changes</li> </ul>
<b>Potential negative impacts that cannot be mitigated</b>	<p>The proposed level of savings required across Housing Related Support services means it will be challenging to mitigate potential negative impacts for people who use services. There are risks that:</p> <ul style="list-style-type: none"> <li>• This reduced investment in preventive services may mean some people find it more challenging to remain independent in their community; it may lead to a rise in hospital and residential care admissions; an increase in loneliness and social isolation, homelessness, rough sleeping and associated health problems.</li> </ul>