

Equalities Analysis Assessments

1. Proposal Summary Information

EAA Title	Information and Advice
Please describe your proposal?	Scheme The proposal is to commission a single service to cover all aspects of information and advice, signposting and customer representation for all of Ealing's communities.
Is it HR Related?	Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Corporate Purpose	Cabinet Report Decision

1. What is the proposal looking to achieve? Who will be affected?

This proposal is looking to provide grant funding to provide specialist, generalist and children's specific information and advice.

There is a Care Act requirement to meet the information, advice and customer representation needs of the following groups:-

- people with sensory impairments, such as visual impairment, deafblind and hearing impaired
- people who do not have English as a first language
- people who are socially isolated
- people whose disabilities limit their physical mobility
- people with learning disabilities
- people with mental health problems

The Children and Families act 2014 requires the Local Authority to provide comprehensive information and advice for children and young people with SEN and disabilities aged 0-25.

It is proposed to fund one single service to cover all aspects of information and advice, signposting and customer representation for all of Ealing's communities, however still with particular reference to social care and disadvantaged people as required by the Care Act and the Children and Families Act 2014 for children and young people with disabilities and their families.

For children & young people with SEN & Disability the service will provide a broad range of information and cover topics that children, young people, & families need advice and support on e.g. housing, benefits and health conditions.

The proposed budget for the provision of information and advice services is £0.547m per year for 4 years (2023/24 to 2026/27) subject to annual approval. It is anticipated that service providers may wish to work as a consortium to deliver the range and depth of information and advice service required. Grant funding the service will ensure that the funding remains within the voluntary sector.

2. What will the impact of your proposals be?

This proposal will encourage different providers to work together, sharing resources towards an effective 'one stop shop' service. By funding a single service, this avoids risk of duplication of provision. The grant criteria and priorities will ensure a targeted and effective service, better identifying

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the most current information and advice needs and gaps in provision, taking into account changes in legislation and benefits such as Universal Credit as well as local changes and pressures.

The new service will encourage self-help and self-reliance; and support the council in meeting its duties under The Care Act to provide information and advice to enable people, carers and families to take control of, and make well-informed choices about their care and support and how they fund it. It will support people's wellbeing by increasing their ability to exercise choice and control, and will contribute towards preventing or delaying peoples' need for care and support.

Accessible information, advice, signposting and customer representation service is a vital component of the Council's Better Lives Programme and Ealing's SEND Local Offer, as it empowers people to take control of their personal situation, can lead to reduced anxiety and improved health and wellbeing; and ultimately results in less intervention and less unnecessary referrals to statutory services.

2. Impact on Groups having a Protected Characteristic

AGE

Combination of both positive and negative impacts

Describe the Impact

Older people are more likely to have health related problems, disabilities and access and mobility issues, and are traditionally less likely to be able to access information digitally. The proposed single service will be targeted at the most vulnerable sections of the community including older people. The service will have a partnership and advisory role with the wider voluntary and community sector organisations providing information and advice as part of the overall offer. It is proposed that the service will have a training and upskilling role, with the aim of supporting people in the community for those sections of society potentially more excluded due to access issues either due to mobility, geographical or digital obstacles.

Alternatives and mitigating actions which have been considered in order to reduce negative effect:

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DISABILITY

Combination of both positive and negative impacts

Describe the Impact

People with disabilities are disproportionately affected by housing and benefit issues and are more likely to require accessible advice and information relating to welfare benefits, Universal Credit, greater use of online benefit applications and support to understand and access health and social care services. The proposed service will focus on providing people with disabilities with the information and support needed to understand their rights; including access for those people may not have the skills required to access digital information, which has implications when applying for benefits and social housing.

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Alternatives and mitigating actions which have been considered in order to reduce negative effect

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For children, a contract with Family Action – ISAID is in place with the council and CCG to provide impartial Support Advice, Information for children and young adults aged 0-25 who have a disability and or Education, Health and Care Plan. This reflects the statutory duty of local authorities and clinical commissioning groups to provide impartial information advice and support in health, care and education for their community, as laid out in the Children and Families Act 2014.

The Local Authorities, Family Information Service – manage and run the SEND Local Offer, a statutory requirement of the C & F Act 2014.

In addition, the following is in place:

- Children with disabilities – parenting support in the community remain a key grant priority within health and social care funding.
- The proposal is to link Information and support and guidance to wider services while retaining a children with disability focus and specialism
- Services will be revised to ensure that it targets and meets the need of the most vulnerable and hard to reach groups

GENDER REASSIGNMENT

Neutral impact

Describe the Impact

The proposal for a single grant funded service will provide an information and advice service which will enable all people to take control of, and make well informed choices; and promote people's wellbeing. The proposed service will be able to better identify gaps in provision, and focus on providing people with the information and support needed to understand their rights.

Alternatives and mitigating actions which have been considered in order to reduce negative effect:

If there are impacts which people raise at a later stage, and which we have not considered, these will be considered in the final grant criteria and decision-making process.

RACE

Positive impact

Describe the Impact

Ealing is an ethnically diverse borough, with 51% of people belonging to Black and Minority Ethnic (BAME) groups. Some communities report that services do not reach them or are culturally inappropriate. Some BMER groups in Ealing are under-represented when it comes to advice service take-up, possibly due to lack of awareness or language or cultural barriers. This may be further exacerbated by digitalisation. People facing language barriers are more likely to be socially isolated and less likely to engage with the community outside their own language speaking group. A higher proportion of children from BME groups have a disability in Ealing and services are placed and aligned to meet needs of all children and families across the borough.

The proposed funded service will be able to better identify gaps in provision, and focus on providing Ealing's ethnically diverse communities with the information, and support needed to understand their rights.

Alternatives and mitigating actions which have been considered in order to reduce negative effect:

The proposed grant funded service will have a development and upskilling role towards supporting the smaller local information and advice sector organisations, and facilitate training/mentoring and support for smaller/BME community based information and advice providers. This will enable a wider spread of quality information and advice offer, based within local communities. The new service will develop

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partnership working with improved referrals and signposting towards encouraging low level information needs and form filling support to be picked up by voluntary and community groups throughout the borough.

RELIGION & BELIEF

Neutral impact

Describe the Impact

No data available so no impact can be identified but services will be available to all people irrespective of religion or belief

Alternatives and mitigating actions which have been considered in order to reduce negative effect:

. If there are impacts which people raise at a later date, these will be considered in the final grant criteria and decision-making process.

SEX

Neutral Impact

Describe the Impact

Very little data is available so no impact can be identified. For children, however the service supports both boys and girls. A slightly higher proportion of boys have disabilities in the borough

Alternatives and mitigating actions which have been considered in order to reduce negative effect:

. If there are impacts which people raise at a later date, these will be considered in the final grant criteria and decision-making.

SEXUAL ORIENTATION

Neutral Impact

Describe the Impact

No data available so no impact can be identified

Alternatives and mitigating actions which have been considered in order to reduce negative effect:

. If there are impacts which people raise at a later date, these will be considered in the final grant criteria and decision-making.

PREGNANCY & MATERNITY

Neutral Impact

Describe the Impact

No data available so no impact can be identified

Alternatives and mitigating actions which have been considered in order to reduce negative effect:

. If there are impacts which people raise at a later date, these will be considered in the final grant criteria and decision-making.

MARRIAGE & CIVIL PARTNERSHIP

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Neutral Impact
Describe the Impact
No data available so no impact can be identified
Alternatives and mitigating actions which have been considered in order to reduce negative effect:
. If there are impacts which people raise at a later date, these will be considered in the final grant criteria and decision-making.

3. Impact on other key areas

CARERS
Positive impact
Describe the Impact
Caring responsibilities can impact on physical health and mental health of the carer leading to family breakdown and an increase in take-up of statutory services. The proposed commissioned service will be able to better identify gaps in provision, and focus on providing everyone, including carers with the information and support needed to understand their rights and those of the people they care for.
Alternatives and mitigating actions which have been considered in order to reduce negative effect:
The service will develop partnership working with referrals and signposting towards encouraging low level information needs and form filling support to be picked up by voluntary and community groups throughout the borough, including signposting and referrals to carers support groups. The service will work with in partnership with a wide range of voluntary and community groups across the borough to ensure that as many people as possible have access to information and advice; with priority given to those most in need.

HEALTH
Positive impact
Describe the Impact
Information and advice helps to promote people's wellbeing by increasing their ability to exercise choice and control, and is vital in preventing or delaying people's need for care and support. Accessible information, advice, signposting and customer representation empowers people to take control of their personal situation, and can lead to reduced anxiety and improved health and wellbeing. The proposal for a single grant funded service will be able to better identify gaps in provision, and focus on providing all of Ealing's diverse communities with the information, and support needed to understand their rights.
Alternatives and mitigating actions which have been considered in order to reduce negative effect:
The service will work with in partnership with a wide range of voluntary and community groups across the borough to ensure that as many people as possible have access to information and advice ; with priority given to those most in need.

4. Human Rights

4a. Does your proposal impact on Human Rights as defined by the Human Rights Act 1998?

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Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
4b. Does your proposal impact on the rights of children as defined by the UN Convention on the Rights of the Child? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
4c. Does your proposal impact on the rights of persons with disabilities as defined by the UN Convention on the rights of persons with disabilities? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>

5. Conclusion
<p>There is recognition that this is a key service. Accessible information, advice, signposting and customer representation service is a vital component of the Council's Better Lives Programme and Ealing's Local Offer, as it empowers people to take control of their personal situation, can lead to reduced anxiety and improved health and wellbeing; and ultimately results in less intervention and less unnecessary referrals to statutory services..</p> <p>. There are advantages in a single 'one stop shop' model,. However, it is accepted that there are some situations where a family with a child with disabilities will need more focussed support, and this will be reflected in the grant application criteria. The service will have a partnership focus, to enable lower level information and advice and signposting needs to be met by voluntary groups in the local community.</p>
5a. What evidence, data sources and intelligence did you use to assess the potential impact/effect of your proposal? Please note the systems/processes you used to collect the data that has helped inform your proposal. Please list the file paths and/or relevant web links to the information you have described.

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5. Action Planning

Action	Outcomes	Success Measures	Timescales/ Milestones	Lead Officer (Contact Details)
The final EAA will be submitted to Cabinet for consideration at its meeting in November 2022 before final decisions are made	Review by Cabinet on the adverse impact and mitigation measures.	Any further measures to reduce the adverse impact Cabinet approval of the funding criteria/specifications	November 2022	Voluntary Sector Commissioner 0208 825 7679
Assessment of applications which will take account of the extent to which applicants can advance equality of opportunity, promote community cohesion and participation in public life	More accurate assessment of impact	Any further measures to reduce the adverse impact	March 2023	Voluntary Sector Commissioner 0208 825 7679
Discussions to take place with the new providers to ensure equality implications are considered	Inclusive and non-discriminatory service provision	Services are available and provided across all protected characteristics	July 2023	Voluntary Sector Commissioner 0208 825 7679
Monitoring of protected characteristics as part of the grant/contract agreement	Inclusive and non-discriminatory service provision	Services are available and provided across all protected characteristics	Throughout the grant/contract period	Voluntary Sector Commissioner 0208 825 7679

Additional Comments:

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6. Sign off:

Completing Officer Sign Off:	Service Director Sign Off:	HR related proposal (Signed off by directorate HR officer)
Signed:	Signed:	Signed:
Name (Block Capitals):	Name (Block Capitals):	Name (Block Capitals):
KASHMIR TAKHAR	KERRY STEVENS	
Date:	Date:	Date:

For EAA's relating to Cabinet decisions: received by Committee Section for publication by Friday 25th May

Appendix 1: *Legal obligations under Section 149 of the Equality Act 2010:*

- As a public authority we must have due regard to the need to:
 - a) Eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;
 - b) Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it;
 - c) Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.
- The protected characteristics are: AGE, DISABILITY, GENDER REASSIGNMENT, RACE, RELIGION & BELIEF, SEX, SEXUAL ORIENTATION, PREGNANCY & MATERNITY, MARRIAGE & CIVIL PARTNERSHIP
- Having due regard to advancing equality of opportunity between those who share a protected characteristic and those who do not, involves considering the need to:
 - a) Remove or minimising disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic
 - b) Take steps to meet the needs of persons who share a relevant characteristic that are different from the needs of the persons who do not share it.
 - c) Encourage persons who share a relevant protected characteristic to participate in public life or in any other activity in which participation by such persons is disproportionately low.
- Having due regard to fostering good relations between persons who share a relevant protected characteristic and persons who do not, involves showing that you are tackling prejudice and promoting understanding.
- Complying with the duties may involve treating some people more favourably than others; but this should not be taken as permitting conduct that would be otherwise prohibited under the Act.