

## Equality Impact Assessment - head of service review

Reference: EQIA117693681

Submitted: 08 May 2019 09:06 AM

### Executive summary

**Title of policy or decision:** Re-procurement of Care at eight existing Extra Care Schemes for Older People

**Describe the main aims, objectives and purpose of the policy (or decision):** Under the Care Act 2014, the Council is obliged to provide care for Adults with eligible needs. One way of meeting these needs is to support the creation of Extra Care housing schemes which are owned and run by Landlords and where Adults have their own accommodation but where the Council commissions the care services, normally across the whole scheme.

Extra Care schemes supports the Council's strategic aim to 'help people get the best start and age well.' The schemes are primarily for people over the age of 55, who are in receipt of six hours or more of domiciliary home care per week and would benefit from a home environment with 24-hour onsite care and support that enables their continued independence.

The Cabinet report and this related EqIA relates to eight such schemes where the contracts for the onsite Care and Support Services ends on 30 September 2019. The recommended re-procurement approaches in the Cabinet paper will ensure that the eight schemes continue as Extra Care and Adults within these schemes continue to receive appropriate onsite care and support services to meet their needs, which includes:

- a) the provision of planned care for residents who wish to receive their personal care package through the onsite care and support provider – in practice most residents choose to have their care supplied in this way; and
- b) the delivery of a 'Peace of Mind' service. The Peace of Mind service provides a 24/7 onsite care and support presence to respond to any unplanned care needs/emergencies and undertaking regulated activity as required. This service is available to all residents.

Cabinet is asked to:

1. Award care contracts to the Landlord for five years where it has indicated a willingness to take on the service and the Council is satisfied that the Landlord can provide care at a reasonable cost. The schemes are:

- Helen Court, Witham (Landlord L&Q Group)
- Montbazon Court, Brentwood (Landlord Anchor Hanover Group)
- Dobsons Close, Rayleigh (Landlord Swan Housing Association)
- Honey Tree Court, Loughton (Landlord Places for People Living Plus)

2. Procure care competitively in the market for the other four schemes, where the Landlord does not wish to take on the care service, with the award of five year contracts following the procurement process. The schemes are:

- The Cannons, Colchester
- Sumners Farm, Harlow
- Wren House, Colchester
- Canters Meadow, Clacton

with a year three break clause for the latter two schemes to reflect that we may wish to review with the landlord the future use of the schemes as Extra Care in line with other more fit for purpose extra care schemes that may come online in the next three years in the relevant districts. Appropriate governance and engagement will be

taken should the proposal be to change the use of either scheme going forward.

**What outcome(s) are you hoping to achieve?:** Help people get the best start and age well

**Which strategic priorities does this support? - Help people get the best start and age well:** Enable more vulnerable adults to live independent of social care

**Is this a new policy (or decision) or a change to an existing policy, practice or project?:** a change to an existing policy, practice or project

**Please provide a link to the document / website / resource to which this EqIA relates:** Cabinet Paper - reprourement of care at eight existing Extra Care schemes for Older People

**Please upload any documents which relate to this EqIA, for example decision documents:** Cabinet Paper - reprourement of care at eight existing Extra Care schemes for Older People

## Assessing the equality impact

**Use this section to record how you have assessed any potential impact on the communities likely to be affected by the policy (or decision):** The recommended re-procurement approaches in the Cabinet paper will ensure that all eight schemes continue as Extra Care upon expiry of the current contracts on 30th September 2019. This means that Adults within the schemes will continue to receive appropriate onsite care and support services to meet their needs and therefore will not be adversely impacted. It will also ensure that the schemes continue to be available for any prospective Adults who would benefit from a home environment with 24-hour onsite care and support that enables their continued independence as an alternative to residential care. Across all of the eight schemes there is currently only an average of 2% voids, highlighting that there is suitable demand for all of these schemes across the different districts that they are located within.

As part of the tender/direct award process we will assess prospective bidders service mobilisation plans and previous experience of mobilising services as well as overseeing the process to ensure there is as seamless a transfer as possible of the onsite care service to successful bidders/the Landlord of the scheme.

The two contractual arrangements for the provision of onsite Care and Support services across the eight schemes does not tie the Council or residents into having to purchase care packages from the onsite care provider. Residents and the Council will be able to choose another care provider or carer to provide their planned care as required. So resident choice is not restricted in relation to who provides their care package. The provider of the Peace of Mind service will not be optional, however, and residents will have their Peace of Mind service delivered by the onsite Care and Support provider.

The Service specification and Performance Standards within the care and support contract will require that the onsite care and support providers for all eight schemes, as a minimum, meets the Council's quality standards and adheres to the service delivery model for Extra Care. Ensuring high quality service provision that maximises independence and that the schemes become community assets, benefiting the wider community as well as the residents within the scheme and there is a strong ethos of social interaction and maintaining and developing relationships. There will be Key Performance Indicators and Management Information for the Provider to report on and for the Council to monitor.

Through the tender process we will ensure that bidders/the Landlords of the scheme have up to date equality and diversity policies and procedures and that there is the correct training in place for staff as well as asking the following question: "In the last three years, has your organisation had a complaint upheld following an investigation by the Equality and Human Rights Commission or its predecessors (or a comparable body in any jurisdiction other than the UK), on grounds of alleged unlawful discrimination?" This will be a pass/fail question.

The service specification also makes it clear that the eligibility criteria for the service, the care and support provided and the general ethos of the scheme must be inclusive for all and that Adults should not be excluded from the service on the basis of their diagnosis or impairment. The Service Providers must accept Adults with a range of needs including Adults living with; sensory impairments, learning disabilities, autism, dementia and mental health issues where Extra Care is deemed to be the most appropriate service to meet their need. The

service providers must be able to provide the right care and support to meet a range of needs, so schemes provide a home for life as far as is practically possible, supporting Adults as their needs change. Bidders/landlords responses to the relevant technical quality tender questions will ensure that the service provided is on this basis and that staff have the correct training, support, access to resources, including access to 'champions' within the organisation such equality and diversity, dementia champions as well as being able to signpost to and access specialist support from recognised organisation to be able to effectively support Adults with a range of needs.

### **Does or will the policy or decision affect:**

**Service users:** Yes

**Employees:** No

**The wider community or groups of people, particularly where there are areas of known inequalities:** Yes

**Which geographical areas of Essex does or will the policy or decision affect?:** Braintree, Brentwood, Colchester, Epping Forest, Harlow, Rochford, Tendring

**Will the policy or decision influence how organisations operate?:** No

**Will the policy or decision involve substantial changes in resources?:** No

**Is this policy or decision associated with any of the Council's other policies?:** No

## **Description of impact**

**Description of Impact. If there is an impact on a specific protected group tick box, otherwise leave blank.:**

Age, Disability - learning disability, Disability - mental health issues, Disability - physical impairment, Disability - sensory impairment

### **Age**

**Nature of impact:** Positive

**Please provide more details about the nature of impact:** Through the tender process we will ensure that bidders/the Landlords of the scheme have up to date equality and diversity policies and procedures and that there is the correct training in place for staff.

**Extent of impact:** High

**Please provide more details about the extent of impact:** The Service Providers must accept Adults with a range of needs including Adults living with; sensory impairments, learning disabilities, autism, dementia and mental health issues where Extra Care is deemed to be the most appropriate service to meet their need. The service providers must be able to provide the right care and support to meet a range of needs, so schemes provide a home for life as far as is practically possible, supporting Adults as their needs change.

### **Disability - learning disability**

**Nature of impact:** Positive

**Please provide more details about the nature of impact:** Through the tender process we will ensure that bidders/the Landlords of the scheme have up to date equality and diversity policies and procedures and that there is the correct training in place for staff.

**Extent of impact:** High

**Please provide more details about the extent of impact:** The Service Providers must accept Adults with a

range of needs including Adults living with; sensory impairments, learning disabilities, autism, dementia and mental health issues where Extra Care is deemed to be the most appropriate service to meet their need. The service providers must be able to provide the right care and support to meet a range of needs, so schemes provide a home for life as far as is practically possible, supporting Adults as their needs change.

## **Disability - mental health issues**

**Nature of impact:** Positive

**Please provide more details about the nature of impact:** Through the tender process we will ensure that bidders/the Landlords of the scheme have up to date equality and diversity policies and procedures and that there is the correct training in place for staff.

**Extent of impact:** High

**Please provide more details about the extent of impact:** The Service Providers must accept Adults with a range of needs including Adults living with; sensory impairments, learning disabilities, autism, dementia and mental health issues where Extra Care is deemed to be the most appropriate service to meet their need. The service providers must be able to provide the right care and support to meet a range of needs, so schemes provide a home for life as far as is practically possible, supporting Adults as their needs change.

## **Disability - physical impairment**

**Nature of impact:** Positive

**Please provide more details about the nature of impact:** Through the tender process we will ensure that bidders/the Landlords of the scheme have up to date equality and diversity policies and procedures and that there is the correct training in place for staff.

**Extent of impact:** High

**Please provide more details about the extent of impact:** The Service Providers must accept Adults with a range of needs including Adults living with; sensory impairments, learning disabilities, autism, dementia and mental health issues where Extra Care is deemed to be the most appropriate service to meet their need. The service providers must be able to provide the right care and support to meet a range of needs, so schemes provide a home for life as far as is practically possible, supporting Adults as their needs change.

## **Disability - sensory impairment**

**Nature of impact:** Positive

**Please provide more details about the nature of impact:** Through the tender process we will ensure that bidders/the Landlords of the scheme have up to date equality and diversity policies and procedures and that there is the correct training in place for staff.

**Extent of impact:** High

**Please provide more details about the extent of impact:** The Service Providers must accept Adults with a range of needs including Adults living with; sensory impairments, learning disabilities, autism, dementia and mental health issues where Extra Care is deemed to be the most appropriate service to meet their need. The service providers must be able to provide the right care and support to meet a range of needs, so schemes provide a home for life as far as is practically possible, supporting Adults as their needs change.

## **Action plan to address and monitor adverse impacts**

**Does your EqIA indicate that the policy or decision would have a medium or high adverse impact on one or more equality groups?:** No

## Details of person completing the form

**I confirm that this has been completed based on the best information available and in following ECC guidance:** I confirm that this has been completed based on the best information available and in following ECC guidance

**Date EqIA completed:** 08/05/2019

**Name of person completing the EqIA:** Sam Graves2

**Email address of person completing the EqIA:** Sam.Graves2@essex.gov.uk

**Your function:** Adult Social Care

**Your service area:** Adult Commissioning

**Your team:** Older People Commissioning Team

**Are you submitting this EqIA on behalf of another function, service area or team?:** No

**Email address of Head of Service:** Lisa.Wilson2@essex.gov.uk