

## Equality Impact Assessment

Reference: EQIA317398187

Submitted: 18 March 2021 12:44 PM

### Executive summary

**Title of policy or decision:** Award of contract for care and support services at Freeman Court Extra Care Scheme

**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 run by Landlords and where residents have their own accommodation but where the Council commissions the onsite care and support service.

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 CMA and this EqlA relate to one such scheme, Freeman Court, where the contract for the onsite care and support services ends on 18 September 2021. Freeman Court is a 65-unit Extra Care scheme in Chelmsford. The Council has nomination rights for all 65 of the units within the scheme.

Approval is being sought to award the onsite care and support five-year contract to the landlord of Freeman Court, Notting Hill Genesis. The recommended re-procurement approach will ensure that this scheme continues as Extra Care and residents within this scheme continue to receive appropriate onsite care and support services to meet their needs. Notting Hill Genesis is a registered provider with experience of providing Extra Care services both within Essex and nationally. Having the landlord as the onsite care and support provider should provide a seamless service and allow for efficiencies to be gained across the scheme. This in turn should reduce costs to the Council and residents.

There are two components to the contracted onsite care and support service provided within all Extra Care schemes:

- i. The provision of planned care for residents who wish to receive their personal care package through the onsite Care and Support Provider; and
- ii. the delivery of a 'Peace of Mind' service. This provides a 24/7 presence to respond to any unplanned care needs/emergencies. This service is available to all residents.

**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 EqlA relates:** CMA - Award of contract for care and support services at Freeman Court Extra Care Scheme

**Please upload any documents which relate to this EqlA, for example decision documents:** CMA - Award of contract for care and support services at Freeman Court Extra Care Scheme

# 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 contracting approach in the CMA paper will ensure that Freeman Court continues as Extra Care upon expiry of the current contracts on 18th September 2021. This means that residents within the scheme 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 scheme 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.

As part of the negotiation process we will assess Notting Hill Genesis 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 Notting Hill Genesis.

The contractual arrangements for the provision of onsite Care and Support services does not tie the Council or residents into having to purchase care packages from Notting Hill Genesis. 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 Notting Hill Genesis.

The Service specification and Performance Standards within the care and support contract will require that Notting Hill Genesis, as a minimum, meets the Council's quality standards and adhere 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 Notting Hill Genesis to report on and for the Council to monitor.

From July 2019 to December 2019, Healthwatch Essex engaged with a total of 188 people across 13 Extra Care schemes, which included Freeman Court. The aim of this engagement was to understand what is working well and what could be improved within Extra Care schemes across the County to improve the lived experience for residents and for staff working within extra care schemes. A number of recommendations were made. These recommendations ranged from; having a linked social worker associated to a scheme to help the referral process, to developing joint and consistent approaches to activities provided within schemes. These recommendations are at various stages of being implemented and are reflected in the Extra Care service specification and Landlord expectations document for Freeman Court.

Through the negotiation process we will ensure that Notting Hill Genesis has 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 or 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. Notting Hill Genesis 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.

Notting Hill Genesis 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. Through the negotiation process with Notting Hill Genesis we 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?:** Chelmsford

**Will the policy or decision influence how organisations operate?:** Yes

**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

**Is the new or revised policy linked to a digital service (website, system or application)?:** No

## Description of impact

**Description of Impact.** If there is an impact on a specific protected group tick box, otherwise leave blank.  
**You will be given the opportunity to rate identified impacts as positive, negative or neutral on the next page:** Age, Disability - learning disability, Disability - mental health issues, Disability - physical impairment, Disability - sensory impairment

**I confirm that I have considered the potential impact on all of the protected characteristics:** I confirm that I have considered the potential impact on all of the protected characteristics

## Age

**Nature of impact:** Positive

**Please provide more details about the nature of impact:** Through the negotiation process we will ensure that Notting Hill Genesis has up to date equality and diversity policies and procedures and that there is the correct training in place for staff. This will be reflected in the minimum quality requirements set out in the contract.

**Extent of impact:** High

**Please provide more details about the extent of impact:** Notting Hill Genesis 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. Notting Hill Genesis 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 negotiation process we will ensure that Notting Hill Genesis has up to date equality and diversity policies and procedures and that there is the correct training in place for staff. This will be reflected in the minimum quality requirements set out in the contract.

**Extent of impact:** Medium

**Please provide more details about the extent of impact:** Notting Hill Genesis 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. Notting Hill Genesis 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 negotiation process we will ensure that Notting Hill Genesis has up to date equality and diversity policies and procedures and that there is the correct training in place for staff. This will be reflected in the minimum quality requirements set out in the contract.

**Extent of impact:** Medium

**Please provide more details about the extent of impact:** Notting Hill Genesis 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. Notting Hill Genesis 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 negotiation process we will ensure that Notting Hill Genesis has up to date equality and diversity policies and procedures and that there is the correct training in place for staff. This will be reflected in the minimum quality requirements set out in the contract.

**Extent of impact:** Medium

**Please provide more details about the extent of impact:** Notting Hill Genesis 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. Notting Hill Genesis 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 negotiation process we will ensure that Notting Hill Genesis has up to date equality and diversity policies and procedures and that there is the correct training in place for staff. This will be reflected in the minimum quality requirements set out in the contract.

**Extent of impact:** Medium

**Please provide more details about the extent of impact:** Notting Hill Genesis 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. Notting Hill Genesis 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 EqlA completed:** 18/03/2021

**Name of person completing the EqlA:** Jo Grainger

**Email address of person completing the EqlA:** Jo.Grainger@essex.gov.uk

**Your function:** Adult Social Care

**Your service area:** Adults Commissioning

**Your team:** Older People Commissioning Team

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

**Email address of Head of Service:** matthew.barnett@essex.gov.uk