

*Buckinghamshire County Council Equalities Impact Assessment*

<b>Title of strategy / policy / service being assessed:</b> <b>Carers Services</b>		<b>Does this EIA document need to be treated as confidential? N</b>  If yes, please give explanation.	
<b>Assessor: John Everson</b>	<b>Date of Assessment: 01.02.2019</b>	<b>Date of last assessment: 27.09.2018</b>	<b>Date of next assessment: 01.06.19</b>
<b>Head of Service/Service Director sign off for EIA and equalities improvement plan.</b>	<b>Name:</b>	<b>Signature:</b>	
	<b>Date:</b>	<b>Job Title:</b>	
<p>Good impact assessment can help us manage demand and be a more successful, efficient organisation.</p> <ul style="list-style-type: none"> <li>• Understanding the impact of our actions will help us to deliver services fairly, target resources where they are most needed and avoid unintended negative impacts for residents, other parts of the council or other service providers.</li> <li>• Communities with wide inequalities are less likely to self-help and more likely to be higher users of public sector services.</li> <li>• Cohesive, resilient and integrated communities are more able to cope better with economic and environmental crisis and more likely to be able to provide services, take over community assets or volunteer.</li> </ul> <p>Impact assessment also helps us meet our legal duties under the <b>Equality Act 2010, including the Public Sector Equality Duty</b>. The Act says people should not be discriminated against because of one or more relevant protected characteristic(s), when using, or seeking to use, any service provided publicly or privately, whether that service is paid for or not. Neither should they be discriminated against in employment, when seeking employment, or when engaged in occupations or activities related to work because of the relevant protected characteristic(s):</p> <ul style="list-style-type: none"> <li>• Age (18+)</li> <li>• Pregnancy &amp; maternity status</li> <li>• Sex</li> <li>• Marriage and civil partnership (employment related only)</li> <li>• Disability</li> <li>• Race</li> <li>• Sexual orientation</li> <li>• Gender Reassignment</li> <li>• Religion or belief</li> </ul>			
<b>More detailed guidance has been produced to accompany this proforma see intranet under A to Z&gt;Community Cohesion and Equalities.</b>			

*Buckinghamshire County Council Equalities Impact Assessment*

**Section A. To Assess or Not to Assess**

To determine whether an EIA is required, please read the questions below and indicate your answer by putting an X in the box to the right of the “Yes” or “No” at the end of each question.

Does the service affect the public or staff directly?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Does it affect how other services are provided?	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
Is there information e.g. survey data or complaints that suggests that it is affecting particular groups of people?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Does it have employment implications?	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>

If you have answered “Yes” to one or more of the questions listed above, you will need to continue with a full equalities impact assessment (EIA).

However, if you have carried out an assessment of this strategy/policy or service in the past two years, for example, as part of the transformation programme, or there has been an external audit of the service, which has resulted in explicitly stated equalities outcomes, you will not need to continue with an in depth EIA. You will, instead, need to consider any gaps in relation to the groups identified under “Purpose” and agree actions/targets.

If you have answered “No” to all of the above the statements, you will not need to continue with a full EIA because it is not relevant to the strategy/policy or service.

Please send this document to Rebecca Carley, ASC Business Manager, [apmo@buckscc.gov.uk](mailto:apmo@buckscc.gov.uk). Ensure you do this prior to final sign off by the Head of Service/Service Director to enable the challenge process to be applied effectively. The final “signed off” version and all subsequent versions should be returned to [apmo@buckscc.gov.uk](mailto:apmo@buckscc.gov.uk) for filing in the ASC EIA library.

Section B. Reviewing the design	
Questions to consider	The Findings
<p>1. <b>Why is the strategy/policy or service necessary?</b> What are the key aims and objectives? What outcomes is it designed to achieve and for whom?</p>	<p><b><u>Statutory Duties</u></b></p> <p>Local authorities are required as part of their statutory duties to provide a service to support carers (adult carers 18+, young adult carers 18-25 and young carers as children under 18) under the Care Act 2014, Children Act 1989, the Children and Families Act 2014 and the young carer statutory guidance.</p> <p>The Council set out its vision and plan for provision of support for young adult carers and adult carers in the Carers Strategy 2016-2019; this strategy is being updated in line with the new government Carers Action Plan 2018- 2020.</p> <p><b><u>Aims of the service</u></b></p> <p>The following principles have been developed through engagement with young and adult carers through a number of focus group sessions detailed in section 8. They also take account of the findings of our needs assessments which refer to both local and national research around need.</p> <p><b>Children and young people who are young carers will say that:</b></p> <ul style="list-style-type: none"> <li>• I can access service/s that support me to relax and socialise in an environment where I feel accepted, safe and I can make friends</li> <li>• I can access services that support me to learn life skills that help me and my family to keep safe (such as first aid, how to protect my mental wellbeing)</li> <li>• My school and other professionals that work with me and my family understand my caring role and how to support me best</li> <li>• I know what will happen when I am 18 and move from Children’s services to getting support from Adult services,</li> <li>• I can receive 1:1 time with a specialist young carers worker who listens to my challenges and helps me and my family to access additional help when it’s needed</li> <li>• Professionals respect and understand the knowledge I hold about those that I care for</li> </ul>

and I get good information and advice on how to access assessments and support my family

- Someone 'checks in' on my progress to see how I am, whether I have any worries and whether I'm succeeding the best I can
- I feel that the young carers support service is championing me and other young carers by raising awareness of what we do and the difficulties we can face.
- The support I receive is making a real difference to me and my family
- I am asked for my views and feedback to make services better and more relevant to me

**Adult Carers will say that:**

- I am able to access the right information at the right time to support me in my caring role
- I feel that my experience and knowledge is valued and that I am a partner in the care planning process
- I am able to access information online and through referral to other organisations who can offer me specialist advice
- I have a positive experience of accessing services, and feel supported
- I know how to contact the services working with me and my family, I understand how they work together and what I can expect from them
- I know what community services are available to me
- I am aware of volunteering opportunities in my community
- I feel more resilient and able to deal with caring responsibilities because of the support that I receive
- I can access support before I reach crisis point.
- I understand how to navigate different services

**Buckinghamshire County Council and the Clinical Commissioning Group will say that:**

- We have good evidence that the Carers Service is improving outcomes for carers of all ages and their families
- Professionals working in Buckinghamshire are able to identify carers, understand and support their needs
- Services in Buckinghamshire have access to the right information about carers to help them develop their services in a way that meets need

- Services in Buckinghamshire work effectively together to support families where there are carers, and can provide a whole family approach
- Our Carers Service provides good value for money.

**Outcomes**

The Carers Support contract will seek to deliver the following outcomes:

Individual outcomes

- People feel empowered to share their experiences
- Family members and carer's are supported and treated as experts and care partners.
- Individuals have equal access to support
- Carers develop, maintain and regain resilience within their caring role
- Carers are supported to achieve their own life goals
- Carers experience reduced social isolation that can come with the caring role
- Carers are supported to manage their caring role for as long as they wish to do so with
- Young Carers have friendships with other young Carers
- Young Carers feel they have opportunities to have a break from the responsibility of their caring role and have fun with other CYP
- Young Carers are free from mental health issues
- Young Carers who are having mental health issues are receiving support

Partnership Outcomes

- Harnessing the strengthened voice for disabled peoples' organisations (DPO)s and other local voluntary organisations;
- Promote collaboration and networking within the voluntary sector to share knowledge and expertise;

- The service supports clients to establish contact and positive relationships with community organisations to assist them to develop varied and appropriate community services.
- The service, in partnership with other agencies, actively supports clients to engage with volunteering opportunities

Service Provision Outcomes

- Carers are encouraged to consider and plan for their future needs and those of the person they cared for.
- Carers needs are reduced or prevented from escalating.
- Carers are encouraged to make a positive contribution to the design and evaluation of services.
- Carers receive a service that meets their cultural and language needs
- Carers are encouraged to access support groups and training to help them manage their caring role, in a range of settings through a variety of methods

Buckinghamshire County Council want to ensure children and young people are safeguarded against taking on excessive caring duties, so this does not impact on their emotional and physical wellbeing, educational achievement and life chances. An element of the service funded by the provider as added value includes short breaks for young carers.

Since 2015 Buckinghamshire CCG has commissioned Carers Bucks to deliver a carers service which in-reaches into the 'health' setting with particular focus on primary care and the hospital environment. The current contract for this service ends in March 2019; initially funded by Systems Resilience and Quality improvement scheme monies, for 18/19 the funding has been included in the better care fund. Below outline of current service provision:

- Carers Hub –based at Stoke Mandeville Hospital, in place to provide one to one support, information and guidance to carers of in – patients in the hospital setting.
- Primary Care training, information and advice hubs – initially delivered in the Amersham and Chesham locality in 2015/16, in place to provide information and guidance to carers in

*Buckinghamshire County Council Equalities Impact Assessment*

	<p>a primary care setting.</p> <ul style="list-style-type: none"> <li>• GP Investors in carer’s initiative - The Investors in Carers scheme is a framework of good practice, which primary care can utilise to develop their carer awareness and develop ways of working to support carers in their respective surgeries</li> </ul> <p>The Council also funds a small annual contract with YC2 to contribute to a youth club specifically for young carers aged between 7 and 18 years living in the Buckingham and Winslow area. The club offers activities for two age groups - juniors between 7 and 11; and seniors between 12 and 18. There are regular small group outings for young carers and separate annual activity weekends for the two groups</p> <p>The newly recommissioned service will integrate all adult, children’s and health based carer support service activities into a single contract, allowing a single point of access for all carers.</p>
<p>2. Consider your answers at question 1. <b>How have the needs of different groups of people, where relevant/appropriate, been taken into account?</b> What does needs assessment data tell you about who should be benefitting from the strategy/policy or using the service? What else do you know about people’s needs or views? What information do you have from consultations/focus groups, national or local published research reports, satisfaction surveys, service monitoring data, benchmarking with other providers, demographic data or other information that has been used to formulate the design and delivery of the strategy/policy/ or service. Also refer to the council’s “Research” information on the website.</p> <p>If you identify a gap in information, for</p>	<p><b><u>Data analysis highlights:</u></b></p> <p>A needs analysis has been completed and forms an appendix to the Full Business Case.</p> <p><b>1. National and Local Context</b></p> <p>It is estimated that 6.5 million people in the UK provide unpaid care for older, disabled and seriously ill relatives and friends. It has become increasingly apparent and well documented nationally just how much the health and social care system is heavily dependent on the support that carers provide which is estimated to be worth in the region of £132 billion per year. National data suggests that the amount of people that provide full time care is increasing in line with the number of hours of care that are being provided. An estimated 1.6 million people currently provide care for 50 hours + per week – an increase of 33% since 2013.</p> <p>According to the results of the Carers UK survey from September 2018 (which carers in Buckinghamshire were part of), 72% of carers of responding to the survey stated that they had suffered mental ill health such as depression or stress as a result of caring.</p> <p>Locally, the needs of Buckinghamshire residents have been analysed and the findings have been documented in the attached needs assessments (appendices 1 and 2). Keys themes from the analysis show that there is a changing demographic of service users in</p>

example, about the needs of a particular group of people include this as an action point in the equalities improvement plan.

Buckinghamshire which is resulting in more carers taking on multiple roles, as “sandwich” carers, looking after children with disabilities and an increasing older population. Additionally there are a projected higher number of people expected to take on a caring role over the next 10 years and the service that is commissioned must meet the needs of those who require support, information and guidance.

#### **Adult and Young Adult Carers Data**

In March 2018 there were 10,406 adult carers registered with Carers Bucks, the service reports a monthly increase of an average 110 carers. Of the 111 carers registering in March:

- 1.8% of carers were aged between 17 and 25
- 49.54% of carers were aged between 26 - 64
- 3.6% of carers were aged 85+

The data collected about is very similar to the information collated by the State of Caring Survey 2018. The data shows that 1% of new carers are aged 0-24, 4% are aged 25-34, 12% are aged 35-44, 30% are aged 45-54, 33% are aged 55-64, 15% are aged 65-74 and 5% are aged 75 and over. However it is of note that less than 1% of carers nationally responded.

#### **Gender**

From the total number of carers registered with Carers Bucks 24% identified as male, 73% as female. It is recognised nationally that higher number of female carers identify with organisations than males.

#### **Ethnicity**

60% of carers registered identify as white British  
8% of carers registered identify as Asian and Asian British  
1% of carers registered identify as Black or Black British  
27% of carers did not identify their ethnic origin

The ethnicity of registered carers is largely consistent with population of Buckinghamshire as a whole with no underrepresented groups.



**Health conditions**

The following percentages of carers registered support people with the listed conditions:

- 9% are parent carers of children with SEND
- 8% of people care for a person who is Elderly/ Frail
- 2% of people care for a person with Cancer
- 12% of people care for a person who has Dementia
- 2% of people care for a person who has a learning disability
- 6% of people care for a person who has a mental health issue
- 4% of people care for a person who have a neurological condition
- 3% of people care for a person who have had a stroke
- 14% of people care for a person who have a physical disability
- 2% of people care for a person who have issues with substance misuse
- 38% of people care for a people with other

These figures are reflective of the population figures for Buckinghamshire; there do not appear to be any groups that are underrepresented.

**Key messages from this data are:**

- We can see a steady increase in the number of adult carers recognising themselves as carers and seeking support in their role.
- There are a significant percentage of carers registered who are carers to children with SEND
- There are opportunities to include access to universal provision within our offer, which might help us to reach a wider number of older carers
- There are increased opportunities to identify carers who are in contact with partnership organisations providing community services e.g. Mental Health service, Alzheimer's society etc.
- There use of targeted services for male carers is helping men to identify themselves as carers and register with the carers support service.

### **Young Carers**

There's no one reliable data source for the number of young carers there are estimated to be in the county (estimated in 2013 to be approximately 2,000). In 2014/15 the average number of young carers known to and working with the service was 571. In 2016/17 the average number of young carers was 680. As at Quarter 3 2017/18 754 young carers were known to the service, which is approximately 38% of the young carers that there are estimated to be in the county. There needs to be an updated estimate of the number of young carers in Buckinghamshire.

Current data collection under the young carer's contract does not support sufficient analysis of need.

- In 2017/18 the youth service delivered targeted support services to a total of 22 young carers out the total number of 428 CYP who received targeted support through Bucks Youth processes.
- The gender split was relatively equal. The ethnicity split mirrors the pattern in the Carers Bucks service as it's heavily weighted towards white British. It is a concern that such a small number of young carers are accessing targeted support with the youth service, although it could be reflective of demand being met by the Carers Bucks service. By nature of their caring role the young people don't have large amounts of free time so may not be able to access both services
- A small number of young carers registered with the provider have a substance misuse problem themselves

The needs of services users have been taken into consideration and the new service design will incorporate the needs of individuals accessing the service currently and in the future.

### **Engagement**

A number of engagement sessions have been held with current users of the service. The feedback that has been received has been used to develop the above principles. In line with commissioning best practice, the providers bidding will develop the proposed service model in line with these principles.

Two adult engagement focus groups took place on the 5<sup>th</sup> February with 40 carers in Amersham community Centre and on the 25<sup>th</sup> April 2018 in Buckingham 2018 with 32 carers. The feedback was similar across;

- Only a small number of carers seek “active” support from Carers Bucks and that when received this is intensive support for a short period to resolve a particular issue, such as finding a suitable care company to provide support or chasing an assessment with the social services team.
- The larger proportion of carers are passive recipients of information through newsletter etc. The Buckingham group that we attended was a smaller support group that meets regularly for peer support and social interaction.
- Carers require support to understand the dis-jointed approach to service provision and help navigating the Buckinghamshire’s health and social care systems.
- Carers spoke consistently about the need for respite and access to information to support carers to remain in their caring role.
- Carers at both sessions reported that they use other services for support and seemed to be aware that there were a number of local and national organisations that they could approach for financial information, health information including mental health and advice on the cared for specific condition i.e. Alzheimer’s society, MIND.

Commissioning managers have attended a range of different groups of young carers across the age ranges and listened to feedback from children and young people. Children and young people have spoken freely and candidly about what they value about the services, what they find particularly difficult being a young carer and given suggestions for improvements. Key themes from the feedback are as follows:

- Young Adult Carers discussed the stigma associated with being a young carer and the lack of understanding they encountered. They want to address these issues through better identification and support.
- There is a need to improve the knowledge and understanding of young carers within schools and other organisations to ensure identification and help understanding of young carer issues.
- Young carers do not necessarily see themselves as being carers and are often proud of the help that they provide

*Buckinghamshire County Council Equalities Impact Assessment*

- Young carers and Young Adult Carers place a high value on the opportunity to meet other in a similar situation and to have the chance to have a break from their caring responsibilities. Expressions such as having the 'chance to breath', 'get away' and 'have a break' were common place conversations.
- Young carers talked about the value of activities and opportunities for residential trips.
- Young carers spoke consistently about having chances to spend 1 to 1 time with their parent, particularly if the caring needs were coming from one of their siblings who often take up much of their parent/carers time.

All the feedback has been written up into a summary, alongside the needs analysis evidence, and was used to inform the requirements set out in the specification. Carers were involved in developing questions for presentations and were part of the evaluation process.

Questions to consider	The Findings
<p>3. <b>Are other organisations responsible for delivering the strategy/policy or service?</b> If yes, how have you incorporated the council's cohesion and equalities priorities into the procurement process or contractual arrangements? How is compliance monitored? What steps have you taken to reduce the council's legal liability where services are being delivered on our behalf? If not relevant, go on to question 4.</p>	<p>The Buckinghamshire CCG has a contract with the current provider to deliver services within the GP practises and hospital services. The activities, outcomes and budget will be added to this contract.</p> <p>The contract was recommissioned with a joint commissioning with BCC Adults and Children's services, written with input from BCC and its partners Buckinghamshire Clinical Commissioning Group (BCCG).</p> <p>Carers Support is a commissioned service, therefore there are standard clauses in all contracts which relate to the council's cohesion and equalities duties and this would be checked as part of routine contract monitoring arrangements</p> <p>The recommissioning activity provided an opportunity to review and strengthen the way cohesion and equalities priorities are embedded within the service specification and the ongoing contract monitoring arrangements. In particular the new specification will provide improved opportunities for people to access information advice and guidance and signposting to support which is in their local community. This will allow carers to seek support from voluntary sector providers, the commissioned provider and allow access to peers to develop stronger local support networks.</p>
<p><b>Section C. Reviewing the implementation/delivery</b></p>	
<p>4. <b>Does the strategy/policy need to be communicated to the public/our employees or does accessing the service depend on information being communicated to the public?</b> If yes, how will this be achieved? Consider the information we already have</p>	<p>No consultation is required but engagement has taken place with current users to ensure the proposed service specification meets the needs of young and adult carers.</p>

*Buckinghamshire County Council Equalities Impact Assessment*

<p>about how our residents prefer us to communicate with them and consider the ways that different groups of people generally find out information. How do you or how will you ensure that communication is appropriate to meet the different communication needs of different groups of people? If not relevant, go to question</p>	<p>We have worked with the Local Authority and CCG communications team to ensure that there is a robust communication plan to support the recommissioning activity. Following the agreement of the outcome of the tender, the Council will work with the provider to ensure that the new service is promoted effectively.</p> <p>Commissioners will work with the provider to ensure that clear and easy to understand information on the support that will be offered to carers including, how to access it and any eligibility criteria is communicated. This will be done using the providers own website but will also be made available in the care advice bucks website <a href="http://www.careadvicebucks.org">www.careadvicebucks.org</a> and Buckinghamshire Family Information Service (<a href="http://www.bucksfamilyinfo.org">www.bucksfamilyinfo.org</a>). As well as this information being available for carers to access directly, we will need to ensure that professionals and other voluntary sector organisations know where to find this information and are able to use it to refer carers who may require additional support</p>
<p><b>5. Is delivery of the strategy/policy or service dependent upon particular buildings, open space or mode of transport being used by the public?</b> If yes, what facilities and transport access arrangements have been put in place to ensure that the needs of different groups of people have been addressed? See the EIA guidance notes for suggested issues that you need to think about. If not relevant, go to question 6.</p>	<p>Some elements of the service will be delivered from the service provider's office however the newly proposed service will also offer services from other locations across the County.</p> <p>The specification requires that the provider ensures that the service is accessible and that there is quality of access for individuals, Accessibility includes access to the building for people with physical disabilities and service users ability to access activities through local transport links/ car parking etc. This may require the service to utilise other building or spaces within other provider's offices.</p> <p>The service including 1-1 support, training and peer groups will be available across the County.</p>

*Buckinghamshire County Council Equalities Impact Assessment*

Questions to consider	The Findings
<p>6. <b>Review any processes people need to go through to be able to use the service or to benefit from the strategy/policy.</b> For example criteria that are applied to determine eligibility for receiving the service and the completion of forms. Do these processes/criteria effectively prevent groups of people of people from using the service or benefiting from the strategy/policy?</p> <p>(Ideally you should be aiming to only keep those processes and criteria that are essential to implementation/delivery, for example, because they are a legal requirement.)</p>	<p>The cares service is available for all service users aged 5 plus with the referral and assessment processes remain as they are currently – any changes will trigger a review of this EIA.</p>
<p>7. <b>What particular skills and knowledge will relevant staff need to ensure that the strategy/policy is properly implemented or that the service is delivered appropriately to meet people’s individual needs?</b></p>	<p>Mandatory training will be provided to all staff as outlined in the service specification. This will include; safeguarding, Prevent training, health and safety training, child sexual exploitation awareness training, substance misuse training and domestic violence training. The provider will also ensure that all staff are aware of all internal policies around working with children and lone working etc.</p> <p>Through the recommissioning activity an opportunity was identified by commissioners to support enhanced partnership working cross the system to support carers who will often be managing a number of complex problems within the family. This may require additional training for staff as set out in the list but also other opportunities to foster joint working such as attendance at team meetings etc.</p> <p>Commissioners will also need appropriate skills to be able to use data, feedback, contract monitoring etc. to evidence that the contract is delivering expected outcomes.</p>

<p><b>Section D. Assessing for differential impact and discrimination</b></p>	
<p>Consider the answers given in questions 1 through to 7 and assess whether the strategy/policy or service results, or could result, in differential impacts on particular groups of people. <b>Essentially you are looking to identify and deal with any actual or potential unfairness, disadvantage or discrimination.</b> (See the guidance notes for a more detailed explanation.)</p> <p>If you consider that there is a differential impact, or the potential for a differential impact, you will need to assess whether this constitutes discrimination (i.e. detrimental to a group or particular groups of people) and whether the impact is justifiable as a proportionate means of achieving a legitimate business aim. You are required to give your reasons for this.</p>	<p>The specification requires that the key principles and outcomes required will provide carers with an opportunity to increase the flexibility and levels of support that they receive. The intention is to achieve good outcomes for young and adult carers ensuring that they are able to access information, advice guidance and support. This will enable carers to remain in their caring roles whilst ensuring that in particular young carers are not detrimentally impacted by this role. We also want to manage demand better across the system and ensure that carers who require a higher level of support are able to access this and are supported to forward plan to ensure future resilience.</p> <p>To inform the development of our key principles we have used feedback from local and national data, national research and feedback from young carers and adult carers.</p> <p>Whilst we progress through implementation we will continue to work with the provider to improve access and achieve agreed outcomes for Young and Adult carers. Therefore moving forward it will be important that:</p> <ul style="list-style-type: none"> <li>• Robust contract monitoring arrangements are put in place to check that our new services are delivering the right outcomes for children and families. This must include continued engagement with and feedback from young and adult carers and professionals.</li> </ul> <p>The range of services currently being provided is offered to towards carers within all groups and, as already noted, carers are largely providing support to individuals who are disabled or have a long</p>



*Buckinghamshire County Council Equalities Impact Assessment*

	<p>term limiting illness. We have no evidence at this stage that these proposals will result in any group being disadvantaged due to any protected characteristics as this is a countywide service offering support to all carers aged 5 plus.</p> <p>There is no eligibility criteria outside that set out within the Children and Families Act and the Care Act which is a statutory requirement.</p>
--	---

If you have identified a differential impact that constitutes illegal discrimination, you are required to take action to remedy this immediately.

If you have identified a differential impact that is justifiable or legitimate, you may need to consider what actions are necessary to mitigate its effect on particular groups of people. This arises out of the duty to promote good relations between people of different groups and is in keeping with the Council’s approach to “Strong & Cohesive Communities in Bucks”.

**Ensure that these actions are listed in the attached equalities improvement plan.**

If you do not have the authority to take the action required, you will need to alert the relevant service manager to your findings.

**Section E. Ensuring continuous improvement**

<b>Questions to consider</b>	<b>The Findings</b>
<p><b>9. What measures will you be using to monitor the impact of the strategy/policy or service over the next three years?</b></p> <p>The council is committed to mainstreaming equalities, ensuring that it is integrated into our performance management frameworks and subject to continuous improvement through performance monitoring. We also have legal duties to ensure we are not discriminating against groups of people in the provision of goods, services and facilities or in our role as an employer.</p> <p>You should only expect to carry out an equalities impact assessment every three years (unless you are introducing a significant change in the interim). You will, therefore, need to have information systems in place</p>	<p>The new services will be subject to rigorous monitoring arrangements. We will be taking an outcomes based approach so that we can understand the difference the service is making for children and adults. We will need to ensure that our contract monitoring arrangements are robust and that the right data is collected, and analysed to assess whether there is any discrimination in the way the service is delivered. Where necessary advice will be sought from the Council’s equalities lead to support with this process.</p> <p>Strong engagement with carers and co-production will be key principles of the new service so that carers can tell us directly what they think of the service, and can help us continue to develop the offer.</p>

that will enable you to analyse and interpret information to:

- Show the numbers of particular groups using the services and what outcomes they experience
- Show under-use of a service by an equalities group
- Show over-use by an equalities group
- Reveal discrimination
- Demonstrate that services are not discriminatory
- Measure the effectiveness of service changes
- Identify the need for new or changed services

Please refer to the council's equalities monitoring guidance (see intranet) or contact the Research Team to decide what type of monitoring is appropriate and what information you will need to gather.

Also consider whether you need have some targeted actions with particular groups of people to address the issues identified above.  
**Please ensure that these are listed in the attached equalities improvement plan.**

**Section F. Opportunities for community cohesion or promoting good relations between different groups of people**

Community cohesion and equalities are priorities for Buckinghamshire County Council.

Community cohesion is the outcome of understanding and respect between different communities and a sense of identification with a wider community. In essence it's about promoting a sense of connection, trust and belonging both within geographical communities and across groups of people. It is at risk where illegal discrimination exists, or is perceived to exist, when stereotypes and disinformation go unchallenged and where lack of knowledge about, or experience of, different groups of people leads to fearfulness and segregation.

Equalities in Buckinghamshire are at risk when we fail in our duty to provide an appropriate and professional service that takes account of the different needs of groups of people as a consequence of their colour, culture and ethnic origin, gender, disability, age, religion/belief or sexual orientation or as a result of living in a rural community, lower socio economic group or being a new group to this country and/or county (migrant worker, refugee or asylum seeker).

*Buckinghamshire County Council Equalities Impact Assessment*

Questions to consider	The Findings
<p>10. <b>Consider what opportunities and risks to the Council’s community cohesion and equalities priorities could arise</b>, for example:</p> <p>(a) Are there ways in which your service could bring different groups of people together, for example to develop future provision through consultation exercises?</p> <p>(b) Are there ways in which existing groups could interact with the service, for example, as part of ongoing monitoring of service provision?</p> <p>(c) Could the way you provide the service bring different groups of people together to use the service?</p> <p>(d) Does the way in which your service is provided have the potential to lead to resentment between different groups of people? How can you compensate for perceptions of preferential or differential treatment? Consider the role, or potential role, of the media and extremist groups when formulating your communication actions.</p> <p>(e) If the improvement plan identifies addressing a gap in the service for a particular group of people, have you also addressed the potential for perceptions of preferential treatment for the group? How will you ensure that people will understand the need for the actions proposed as a result of this impact assessment?</p> <p><b>Ensure that the actions you identify are put into the attached equalities improvement plan.</b></p>	<p>The new service will integrate adult, children’s and health requirements and funding. This will create an opportunity to further to meet the need of carers of all ages across Buckinghamshire and to recognise the changing demographic of users.</p> <p>The carer’s service will be required to engage with a range of organisations in the public sector across Buckinghamshire to promote carers services and increase identification of carers of all ages.</p> <p>The service provider will play a key role in ensuring that the carers voice is heard. The council is keen to understand the gaps in provision for carers and how we can support them to remain in this caring role for the future, therefore the relationship between the service and the provider in integral.</p> <p>Engagement with users of the service and the wider carer community will be ongoing through the Council’s commissioned engagement providers FACT bucks and Talkback. This feedback will be fed into the ongoing development of the service and to evaluate the delivery of model, evidence of ongoing of engagement with users will be reflected within the monitoring of service performance.</p> <p>The service will provide opportunities for social inclusion and will bring together groups of carers to create peer support within local communities. The service will offer volunteering and development opportunities for cares to become actively involved within the service, this is a performance measure included within the current specification.</p> <p>The service is universally accessible to all people who are in a caring role or may be in a caring role in the future, there is no</p>

*Buckinghamshire County Council Equalities Impact Assessment*

	exclusion criteria for access.
--	--------------------------------

## EQUALITIES IMPROVEMENT PLAN

Please list all the equalities actions and targets that result from the Equalities Impact Assessment (continue on separate sheets as necessary). These also need to be integrated into the relevant service plan for mainstreaming and performance management purposes.

Equalities Targets/Actions	Officer responsible	By when
Implement the newly commissioned services in line with the principles set out in the business case, including the following specific factors that were raised as part of this EIA: <ul style="list-style-type: none"> <li>• Outcomes focus</li> <li>• Strong contract monitoring arrangements</li> <li>• Engagement and co-production with children and families are embedded – including as part of routine contract monitoring</li> <li>• Training, skill and knowledge requirement for staff delivering short breaks, including within universal services.</li> <li>• Review of equalities information that is collected from the provider in relation to service usage</li> <li>• Review the way community cohesion and equalities are included as part of the contract tender, and seek opportunities for this to be embedded as part of routine monitoring processes.</li> </ul>	John Everson – specialist commissioning manager for Carers	April 1st 2019 and ongoing
Capture data related to equalities to ensure the new carers support service does not disadvantage any specific group accessing short breaks.	John Everson – specialist commissioning manager for Carers	July 2019
Devise plan for embedding knowledge of our offer across relevant frontline teams (including Bucks Family Information Service, Care Management, Social Workers etc). This should include a communications campaign to coincide with the launch of the new service but also look for longer term methods for embedding knowledge.	John Everson – specialist commissioning manager for Carers	April 1 <sup>st</sup> 2019 and ongoing

**Once the challenge process has been completed, please return the agreed Equalities Impact Assessment Form (signed by your Head of Service) and equalities improvement plan – and all subsequent versions - to Rebecca Carley, ASC Business Manager [apmo@buckscc.gov.uk](mailto:apmo@buckscc.gov.uk).**