

The **Public Sector Equality Duty** (Section 149 of the Equality Act) requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people carrying out their activities.

The Equality Duty supports good decision making – it encourages public bodies to be more efficient and effective by understanding how different people will be affected by their activities, so that their policies and services are appropriate and accessible to all and meet different people’s needs. The Council’s Equality and Safety Impact Assessment (ESIA) includes an assessment of the community safety impact assessment to comply with section 17 of the Crime and Disorder Act and will enable the Council to better understand the potential impact of the budget proposals and consider mitigating action.

<b>Outcome</b>	<b>People in Southampton live safe, healthy, independent lives</b>
<b>Code</b>	<b>SHIL1</b>
<b>Name or Brief Description of Proposal</b>	Manage demand by offering alternative to home care for new clients by providing care for new clients by providing advice and information, supporting self-management and signposting to partner services.
<b>Brief Service Profile (including number of customers)</b>	
<p>With good quality information, made available via a single point of contact, many people will be able to use their own resources to identify what support is available, how much it might cost and whether or not they need any further help to plan the means of meeting their or their relative or friend’s needs.</p> <p>By providing online self-assessment to identify needs and financial assessment, again many people will be able to make their own decisions with no further support. However, should people feel they need to make direct contact either as a referrer or as a person who may need support, the staff at the single point of access will be experienced and will be able to signpost the majority of people to the most appropriate means of meeting their own needs themselves.</p> <p>It is expected that proactive preventative measures can be provided at this point to support people to be independent for longer and so prevent or delay the point at which they need further involvement with Adult Social Care Services. By providing this advice, a holistic and family focussed service can be given.</p> <p>In Southampton, community teams (clusters) are being developed to make services more localised and being able to respond to meet the needs of the local community. These teams will be made of health, social care, voluntary groups and the community. It is anticipated these clusters will be able to support people to find alternative services to those traditionally provided by social care and health. Community Navigator roles are being piloted in clusters.</p> <p>For those people whose needs cannot be met through the provision of information, advice and signposting, staff in the single point of access will work with them to establish eligibility, develop a plan to meet their immediate needs and manage any risk, and refer them to the reablement service, where appropriate. Where this occurs the Care Assessment will be paused whilst the person accesses reablement or other services. The Council will complete the assessment once the provision of</p>	

the service has been completed.

In cases where it is not appropriate to refer to reablement or to other beneficial activities a referral will be made to the Adult Social Care service to carry out a care assessment. In cases where people require ongoing care, direct payments will be the first option considered, so that the person is able to choose the right care in the right place for them.

### Summary of Impact and Issues

The points below summarise the findings from observations of the Single Point of Access (SPA) team who manage referrals into Adults Services:

- 80% of referrals are from existing clients

Key Volumes:

- Capita Contact Centre calls (33%) 147 per week
- Alerts for welfare (22%) 98 per week
- Direct email (44%) 195 per week
- Winter months show a 30% increase in referrals than a standard week.

There are likely to be additional savings, for example in the cost of providing long-term care, associated with the proposed new ways of working.

### Potential Positive Impacts

The potential positive impacts identified are:

- Individuals being supported in and by local communities in local settings.
- Support at an earlier stage to reduce crisis.
- Being able to better identify and respond to needs of the most vulnerable adults in Southampton.

Further work needs to be completed to ascertain the source of referral, and if duplication can be reduced.

The vision is for an efficient and effective social care support service which takes an “asset based” approach, building on individual skills, strengths and the family and community networks to support individuals to be active participants in tackling the issues they face. The service will be focused on the safety and wellbeing of individuals. This means that it will help people maintain an “ordinary life” continuing to do the things that give them enjoyment, have the opportunity for social involvement, to contribute to society and to use existing networks to cope with change and crisis.

<b>Responsible Service Manager</b>	Sharon Stewart Prioritisation, Safeguarding and Initial Response Service Lead
<b>Date</b>	13 October 2016
<b>Approved by Senior Manager</b>	Paul Juan Acting Service Director – Adults, Housing and Communities
<b>Date</b>	13 October 2016

## Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
<b>Age</b>	<p>This may affect older people who are vulnerable or isolated.</p> <p>Some older people may require support to access new teams, in a different way than they have traditionally done.</p> <p>Some service users have older carers who have their own support needs or who may develop needs in the future.</p>	<p>Needs of all service users will be addressed and individual needs including age, complexity and access issues. However, they may be provided in a different way than usually provided.</p> <p>Working with multi agency team in clusters so that potential problems are identified at an earlier stage.</p> <p>Carers are entitled to assessments in their own right and would be able to access this where necessary.</p>
<b>Disability</b>	<p>The recommendation will impact on people with learning disabilities, physical disabilities, sensory impairment and mental health needs. The recommendation may have either a positive or negative impact depending on the individual and the extent to which they prefer current models of service.</p> <p>A positive impact for some will be the freedom and flexibility to use their personal budget to meet their individual need, and utilise their local community.</p>	<p>Needs of all service users will be addressed and individual needs including age, complexity and access issues. However, they may be provided in a different way than usually provided.</p> <p>Alongside the changes individuals may be able to have a personal budget/take a Direct Payment, and be supported to do so, which will enable people to make arrangements to meet their individual need.</p>
<b>Gender Reassignment</b>	No identified negative impacts.	N/A
<b>Marriage and Civil Partnership</b>	No identified negative impacts.	N/A
<b>Pregnancy and Maternity</b>	No identified negative impacts.	N/A
<b>Race</b>	No identified negative impacts.	N/A
<b>Religion or Belief</b>	A positive impact would be service users may have the opportunity to use the faith groups or communities to provide additional care and support they may not have used in the adult social care provision.	Needs of all service users will be addressed and individual needs including age, complexity and access issues. However, they may be provided in a different way

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
		than usually provided.
<b>Sex</b>	No identified negative impacts.	N/A
<b>Sexual Orientation</b>	No identified negative impacts.	N/A
<b>Community Safety</b>	Positive impact – service users will be aware of their local communities and what are within these communities. As they are familiar with their areas they will take control of their own safety.	Needs of all service users will be addressed and individual needs including age, complexity and access issues. However, they may be provided in a different way than usually provided.
<b>Poverty</b>	Some low income households may not have direct access to the internet.	Promote public access and digital inclusion in places like libraries.
<b>Other Significant Impacts</b>	People with learning disabilities experience a range of health problems earlier than the general population which needs to be factored into the design of alternatives services.	Needs of all service users will be addressed and individual needs including age, complexity and access issues. However, they may be provided in a different way than usually provided.

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