



WORCESTERSHIRE COUNTY COUNCIL EQUALITY IMPACT ASSESSMENT TEMPLATE

Please read the brief guidance which provides essential information for anyone who is unfamiliar with the County Council Equality Impact Assessment process.

Background information:

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Service area:	Public Health
Directorate:	DASH
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Date assessment commenced:	02/10/2018
Date assessment completed:	Click here to enter a date.

Function, strategy, project, policy or procedure being assessed:

Name of the function, strategy, project, policy or procedure being assessed:	Living Well Service – Cessation of service
Is this a new or an amended policy?	Amended
Does the policy form part of a wider programme which has already been screened for equality relevance?	No

Stage 1 - Please summarise the main objectives, aims and intended outcomes of this policy

Aims/Objectives:	<p>Commencing in April 2015 the Living Well service operated for a 3 year period with a further one year extension being granted in April 2018 until 31.03.2019.</p> <p>The purpose of this service is to work with individuals from disadvantaged communities (Indices of Multiple Deprivation (IMD) profiles 1 and 2) and those with a BMI of over 30, who require advice and practical support to make healthy lifestyle changes. The service offers service users targeted and evidenced information, advice and support. The service also provides follow up monitoring and support, as well as onward referral to specialist services to enable service users to make long term, sustainable healthy lifestyle changes.</p> <p>The Living Well Service offers service users up to 6 months support. Length of engagement will vary and is based on the needs of the service user. The interventions offered by the service</p>
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	<p>are tailored to service user needs and include one to one support, group support, signposting, community groups and clubs participation.</p> <p>The contract period for this service is due to come to an end on 31st March 2019. The current contract will not be extended or re-tendered.</p> <p>The Living Well Service contract value is £450,000 per Annum. The payment structure for this service is based on a block and Payment by Results arrangement.</p>
Intended outcomes:	<p>Based on performance of the service and the outcomes achieved by individuals accessing the service an alternative way of meeting the purpose of this service is to be considered. This is alongside development of other lifestyle/behavioural change services with the objective of seeking increased value for money and better outcomes for service users through a new service delivery model.</p> <p>This equality impact assessment is being completed to ensure through closure of the existing service, no service users who are from one or more of the protected characteristic groups are disadvantaged and that there are alternative ways of meeting their service needs available.</p>
Please summarise how these outcomes will be achieved?	<p>A detailed exit strategy is being developed for the service cessation which will ensure all service users' needs are considered. Appropriate and timely signposting pathways are to be identified and implemented to facilitate a seamless change in the way those needs are met for all service users</p> <p>Regular meetings will be undertaken with the current provider to review progress against agreed activity to be completed to facilitate a successful closing down of the existing service. The exit plan will ensure the legacy of elements of support offered by the service can be carried forward and sustained within the community.</p> <p>A comprehensive communications plan will be developed to ensure all stakeholders and service users (existing and potential) are kept informed of progress and how their needs can be met in the future</p> <p>A service modelling programme and project group has been established to identify alternative service delivery options and methods to meet service user needs for the future.</p>
Where an existing policy is to be amended please summarise principle differences between the existing and proposed policies?	<p>These differences are not yet known as future service modelling is yet to be completed.</p>



Stage 2 - Information gathering/consultation

<p>Please give details of data and research which you will use when carrying out this assessment:</p>	<ul style="list-style-type: none">• Service Performance data against contract stated Key Performance Indicators.• Joint Strategic Needs Assessment• Service User satisfaction survey results• National service trends and best practice of other local authority areas
<p>Please give details of any consultation findings you will use when carrying out this assessment:</p>	<p>No consultation has been completed to date in relation to the service exit strategy and closure of the existing service.</p> <p>A Stakeholder workshop was held on 30th November 2018 to obtain feedback on potential to be considered in the modelling of an Integrated Wellbeing Offer. This event was attended by professionals from a range of organisations across Worcestershire including representation from the Living Well service.</p> <p>The behaviour change service modelling is being undertaken, which will review how service user needs for lifestyle/behaviour changes can be met in the future. It will also consider any consultation needs and undertake further consultation and stakeholder engagement activity as required.</p> <p>Uptake of this service has predominately been from women who are white British. Access to the service by BME groups and people with disabilities has been minimal. Data to validate access to the service by people with a disability is included on the DCRS database and reported on the dashboard monthly as part of Contract Performance meetings since January 2018. Data prior to that date is available and can be extracted on request.</p>
<p>Do you consider these sources to be sufficient?</p>	<p>Yes</p>
<p>If this data is insufficient, please give details of further research/consultation you will carry out:</p>	<p>N/A</p>
<p>Please summarise relevant findings from your research/consultation:</p>	<p>The Living Well Service received 845 referrals during 2017-2018. The number of referrals received from April 2018 until November 2018 was 730 to date.</p> <p>The monitoring data available indicated that there has been minimal engagement from the target groups</p>



	<p>within IMD1 and 2. It also indicates that understanding the long term outcomes achieved is difficult to monitor accurately. This is due to difficulties in contacting service users once they have left service to establish if the outcomes achieved while receiving an intervention have been maintained post discharge.</p> <p>Access from BME client groups has been minimal. Further exploration needs to be undertaken to improve uptake from people in these groups, as well as clients with other protected characteristics as part of the redesign work taking place currently.</p> <p>Throughout this contract there have been a number of changes to the way data is collected and monitored to enable better analysis of performance of this service and outcomes achieved for service users.</p>
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Stage 3 - Assessing the equality impact of the policy

Based on your findings, please indicate using the table below whether the policy could have an adverse, neutral or positive impact for any of the protected groups:

Protected characteristic	Adverse	Positive	Neutral
Age	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marriage and civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Race	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion and belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Please provide details of all positive and adverse impact you have identified:	<p>The ending of this service before alternative services have been developed to aid lifestyle behavioural change has been fully considered and steps taken to review the wider system of care delivery before implementing future service changes to improve outcomes. Alternative services which can meet needs in the short term are being promoted, whilst a full integrated wellbeing offer is developed.</p> <p>A full Equality Impact Assessment will be undertaken as part of the development of the integrated wellbeing offer.</p>
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<p>Where possible please include numbers likely to be affected:</p>	<p>The current Living Well Service has a target of 100 referrals per month (1200pa) to be achieved; data shows number of referrals actually received is less than that target. Of those referrals circa 50% proceed to receive support (approximately 50% of these are from IMD 1 & 2). Percentage achieving outcomes is circa 65-75%</p>
<p>Where potential adverse impact has been identified, can continuation of the proposed policy be justified?</p>	<p>Yes</p> <p>If yes, please explain your reasons:</p> <p>There will be signposting opportunities to other services which will provide alternative sources of support whilst the Integrated wellbeing offer is developed and implemented. Currently a model of social prescribing is being piloted across the County which will also assist in capturing and signposting service users to alternative provision to meet their needs on a case by case basis</p>
<p>Do you consider that this policy will contribute to the achievement of the three aims of the Public Sector Equality Duty?</p>	<p>Please indicate which of these aims is achieved through this policy:</p> <p>All three aims will be achieved through this policy and the modelling work to be undertaken in the coming months.</p> <p>By not extending or re-tendering the current contract this will offer the opportunity to develop an integrated wellbeing offer model which will enable:</p> <ul style="list-style-type: none"> • Removal or minimisation of the disadvantages suffered by people with protected characteristics. • Taking steps to meet the needs of people from protected groups which may differ from the needs of other people. • Encouraging people from protected groups to participate in public life or in other activities where their participation is currently disproportionately low. <p>Please explain how the policy contributes to achievement of any aims you have selected:</p> <p>The opportunity to redesign behavioural change services and the work being undertaken to identify alternative services and opportunities for encouraging behavioural change will develop services which are more attractive for all people including those with protected characteristics.</p>
<p>The Public Sector Equality Duty has the following three aims:</p> <ol style="list-style-type: none"> 1. To eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010. 2. To advance equality of opportunity between persons who share a relevant Protected Characteristic and persons who do not share it. 3. To foster good relations between persons who share a relevant Protected Characteristic and persons who do not share it. 	

[Stage 4 - Action planning and time frames](#)



Please list any actions you will take to mitigate any adverse impact you have identified:

Planned action	By who	By when	How will this be monitored
Project group to be established to develop a full integrated wellbeing offer	Liz Altay	November 2018	Regular feedback to directorate leadership meetings and alliance programme board
Integrated Wellbeing Offer to be implemented	Liz Altay/ Rachael Leslie/Judith Burgess/Claire Mitchell	TBC	Regular feedback to directorate leadership meetings and alliance programme board
Development and implementation of concise exit strategy to oversee end of contract arrangements and service user signposting	Claire Mitchell/Rosie Winyard	March 2019	Contract and Performance Meetings

Please indicate how these actions will be taken forward as part of your team/service/directorate planning:	These changes are part of regular review at DLT and part of the directorates Business Plan for 2018-2019 and 2019-20
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Stage 5 - Monitoring & Review

How frequently will proposed action be monitored?	Monthly
How frequently will intended outcomes be evaluated?	Monthly
Who will be responsible for monitoring and evaluation?	Responsibility for monitoring will sit across a number of roles based within the Public Health Directorate
How will you use the monitoring and evaluation results?	Monitoring and Evaluation results will be used to assess effectiveness of service delivery in meeting service user's needs, the added value alternative service delivery options provide and the outcomes achieved by service users. It will also offer evidence to support gaps in service and inform Joint needs assessment process and future commissioning intentions to reduce/alleviate those gaps.

Stage 6 - Publication



worcestershire countycouncil

Worcestershire County Council requires all assessments to be published on our website. Please send a copy of this assessment to the Corporate Equality and Diversity Team for publication.

	Signature	Date
Completing Officer:	Judith Burgess	30/11/2018
Lead Officer:	Rosie Winyard	27/01/2019
Service Manager:		Click here to enter a date.