

Appendix 4b – Individual Proposals - Equality Impact Analysis

i) Summary

The proposals in the table below have been investigated further to clarify the impact of the proposals on people who share the protected characteristics and have no further action required. A detailed breakdown of their outcomes is shown in section ii) Equality Analysis completed - detailed

| No. | Service Area | Proposal Description |
|-----|----------------------------------|---|
| 12 | Customer & People Services | Increase burial fees |
| 209 | Customer & People Services | Introduction of Automated Switchboard Service |
| 210 | Customer & People Services | Introduction of Automated Telephony Reporting Services |
| 16 | Customer & People Services | Introduction of Standard Headstone & Kerb Sets For Wellington Cemetery (New Section) |
| 5 | Customer & People Services | R&B - Launch a highly publicised single person discount/council tax support amnesty |
| 90 | Customer & People Services | Crisis Assistance Funding |
| 97 | Neighbourhood & Leisure Services | Highways & Transport: illuminated signs and bollards savings |
| 32 | Neighbourhood & Leisure Services | Development of a Council 'brokering service' for tree and landscaping issues |
| 39 | Neighbourhood & Leisure Services | Transport & Highway Development: Increase car park charges in Ironbridge as part of a WHS access strategy and introduce a charge to use the Park & Ride service in line with similar tourist areas. |
| 40 | Neighbourhood & Leisure Services | Transport & Highway Development: Introduce a licence fee for owners of mobile catering vans to trade in lay-bys |
| 41 | Neighbourhood & Leisure Services | Transport & Highway Development: New service for road safety activities - taxi assessments and taxi driver training |
| 172 | Neighbourhood & Leisure Services | Commissioning of the Arts and Music Service and Brokerage for other service areas |
| 147 | Development Business & Housing | As part of improving stock over previous years then a reduction in R&M can be secured through better quality buildings and full repairing leases. |
| 106 | Care & Support | Review of block placements or decommission |
| 181 | Care & Support | Invest in Assistive Technology |
| 118 | Family & Cohesion Services | Teenage Pregnancy |
| 73 | Family & Cohesion Services | In response to demand and suggestion by a number of employees investigate delivery of Work Based Nursery for Ironmaster Way business and area |
| 124 | Family & Cohesion Services | Short Breaks |
| 196 | Public Health | Drugs and Alcohol Support Services contract review/service re-design |
| 198 | Public Health | Sexual Health Services - HIV prevention and testing |

Table A – Proposals investigated

The following savings proposals were identified for additional investigation in relation to the equality duty;

| No. | Service | Description of Saving | Action Required |
|-----|----------------------------|--|---|
| 141 | Care & Support | Savings from reducing the average rates paid for homecare | Equalities officer to follow up with Care and Support Brokerage |
| 178 | Care & Support | Reduction to the cost of packages where Homecare is being supported financially and the cost is above the average residential weekly cost. | Detailed impact analysis required. |
| 180 | Care & Support | Withdraw packages of care for clients with care packages of less than 3 hours and supplement support given to Carers | Detailed impact analysis required. |
| 115 | Care & Support | Pay providers net of contributions and transfer risks of collection of debt | Detailed impact analysis required. |
| 182 | Care & Support | Integration - Review of service areas where further integration within the council and with health partners to generate further management savings | To be recorded in the SFP report appendices – Equalities Officer to work with Lead Officer to embed principles. |
| 185 | Family & Cohesion Services | Highways & Transport: Subsidised Bus Services - consider reducing / removing the subsidy on existing subsidised routes | Detailed impact analysis required on each change. |
| 189 | Family & Cohesion Services | Commissioning Review of Transport and Public Transport | Detailed impact analysis required. |
| 120 | Family & Cohesion Services | Children & Family Locality Services - Special Educational Needs review | Detailed impact analysis required. |
| 229 | Family & Cohesion Services | In line with 2011 proposals for establishing network of community ambassadors. Linked to emerging Early Help Offer opportunity will be taken to review structure across range of EH services including impact of those joining LA in 15/16 | Equalities Officer to engage with lead officer as proposal develops |
| 193 | Family & Cohesion Services | Public Health Contracts - use existing services to provide some of package currently contracted out including smoking, sexual health, school nursing etc | Equalities Officer to follow up with Family & Cohesion Services AD |
| 230 | Family & Cohesion Services | Implementation of Youth Offer | Community Engagement to link with Lead Officer as proposal develops |
| 234 | Safeguarding | Partnership approach to delivery of EDT (20%) | Safeguarding AD to be updated in March 2014 |
| 194 | Safeguarding | Partnership approach to delivery of Adoption Services (20%) | Partnership IA to be ratified by CYP management team by 21/01/13 on its way to Cabinet 20/02/13. Copy of IA to be sent to Equalities Officer to add into the evidence document for the budget report. |

Table B – Proposal where further work is required

ii) Equality Analysis completed to date - detailed

Customer & People Services

12 - Increase burial fees

Burial fees are to be increased broadly in line with inflation.

Whilst appearing to be an equality issue related to religion or belief this proposal has been investigated in previous budget consultation which has established that there is no relevance to the equality duty.

Lead Officer – Andrew Meredith, Customer & Registration Services Manager

209 - Introduction of Automated Switchboard Service

The acquisition of a new Contact Centre phone system gives us the opportunity to implement IVR (Intelligent Voice Recognition) for the Switchboard service removing the need for an employee to deal with those calls. It should be noted that the system would allow a customer to access an officer if they do not wish to use an automated service, but case studies have shown that this will be in limited instances and could be absorbed in the rest of the Contact Centre structure

This proposal adds to the range of contact methods we have available including systems that consistently meet the needs of people with a range of disabilities. Savings will develop through a reduction in manual processing of low level simple requests for service, such as a missed bin to be picked up.

There will be a positive impact to all groups as access will be improved to simple service because the hours available to make a request will increase significantly.

Lead Officer – Andrew Meredith, Customer & Registration Services Manager

210 - Introduction of Automated Telephony Reporting Services

The acquisition of a new Contact Centre phone system gives us the opportunity to implement IVR (Intelligent Voice Recognition) for routine service requests, e.g. Reporting a missed bin, removing the need for an employee to deal with those calls. It should be noted that the system would allow a customer to access an officer if they do not wish to use an automated service, but case studies show that this will be in limited instances. A significant benefit of this service is that it would be a 24/7/365 service

This proposal adds to the range of contact methods we have available including systems that consistently meet the needs of people with a range of disabilities. There is no intention to reduce the number or access to these alternative methods of contacting us. Savings will be developed through a reduction in the amount of manual processing of low level simple requests for service, such as a missed bins.

There will be a positive impact for all groups as general access will be improved to requests from some services as the hours available to make a request will increase significantly.

Lead Officer – Andrew Meredith, Customer & Registration Services Manager

16 - Introduction of Standard Headstone & Kerb Sets For Wellington Cemetery (New Section)

This is the introduction of a restriction at the new section of Wellington Cemetery whereby residents can only be buried in that section in a Standard Headstone & Kerb Set, procured by the Council. It will reduce the maintenance costs for that element of the site and, as they are concrete lined, they will increase the capacity of the site as they will be double depth rather than the current single depth plots. Residents could still have a traditional plot at Dawley or Wombridge Cemeteries.

This proposal will only apply to an extension at Wellington Cemetery. Whilst this reduces some choice for potential service users there are alternatives available. This is unlikely to have any equality or human rights issue although may be raised as such.

Lead Officer – Andrew Meredith, Customer & Registration Services Manager

5 - Launch a highly publicised single person discount/council tax support amnesty

Before commencing the a programme of CTS reviews and issuing of CT penalties, give customers a period of grace in which to inform us of changes to their circumstances that they may have previously failed to do, without fear of prosecution or penalty. This will need to be a highly publicised campaign specifically focused around Single Person Discounts to ensure that the message penetrates the community. Potential cost of running a campaign over a two month window would be: Beacon Radio, £2,500, Telford Journal, (£300 per week) £2,400, Wrekin News (£300 per month) £300 = £5,200. In addition, another external campaign using an external supplier will be repeated. DCLG estimate that around 4% of SPD's are paid our because of fraud or error, so baring in mind that Northgate have recently undertaken some work on this for us, this saving aims to find an additional 0.5% SPD error.

This will need to be a high profile and far reaching publicity campaign which will be developed over the coming months in conjunction with PR. It is likely that one strand of that campaign will to include information about the amnesty with every Council Tax bill that is issued in March 2014, as well as radio, press, posters, etc. This will ensure as wide as possible coverage that should penetrate most of the community. Alternative formats and communication methods will be made available in line with the Communication Support Toolkit.

Lead Officer – Lee Higgins, Benefit Service Delivery Manager

90 - Crisis Assistance Funding

Crisis Assistance funding is money devolved to the Council by Central Government to support individuals and families in need as a last resort. It was previously known as the social fund and administered by the Department for Work and Pensions.

The demand we have had so far for individual applications Crisis Assistance has been dramatically lower than anticipated. The approval rate as of end of October 2013 is 76%. Therefore this proposal is to use some of the funding that is clearly going to remain unspent on individual applications, and instead use it elsewhere in the organisation to fund other projects and initiatives that are designed to assist the financially vulnerable. The use of the fund in this way will not affect the decisions that are made on individual applications.

Lead Officer – Lee Higgins, Benefit Service Delivery Manager

Neighbourhood & Leisure Services

97 - Highways & Transport: illuminated signs and bollards

This relates to lit road signage and traffic bollards only (not pedestrian lighting) and action is limited by legislation. It is the continuation of a savings proposal put forward in 2011/12 Service and Financial Planning process. Consultation was conducted at the time that determined it had no relevance to the equality duty.

Lead Officer – Keith Harris, Service Delivery Manager - Transport & Highway Development

32 - Development of a Council 'brokering service' for tree and landscaping issues

What we do now:

People often live in close proximity to trees, particularly in urban areas. These trees are either their own, their neighbours or may belong to the council. Trees can cause inconvenience to residents when they grow near their dwellings. A dilemma often occurs when the tree makes an important contribution to the local environment but also causes inconvenience to those living nearby. Within the older estates of Telford this is a significant issue.

The Council currently targets resources and responds to Health & Safety issues relating to trees as a priority, rather than nuisance issues such as Falling fruits, nuts, bird droppings, Blossom fall etc. The above are generally considered minor inconveniences, as opposed to legally defined issues, over which the Council has little, if any control over.

Future Policy Direction

By adopting the principles of a co-operative council, the Council can pro-actively alleviate some of the nuisance issues by adopting an urban tree programme addressing people's livability issues through a Total Place concept.

The concept of Total Place is to:

- Consult with the community about the problems associated with the physical components of their very local neighbourhood
- Undertake a thorough evaluation of the local tree population, and undertake works which alleviate a number of issues to improve the quality of life for residents and address Health & Safety concerns.
- To offer a chargeable service to residents to undertake low priority agreed works to help alleviate some of the tree nuisance issues e.g. overhanging branches.

Policy objective

- To create a sustainable approach to managing trees and woodlands which tackles livability and health & safety issues as a whole surrounding urban trees.

The impact upon people

This policy will have a positive impact on residents in the borough. The proactive management of tree issues affecting residents will be thoroughly evaluated and where work is deemed necessary this will be undertaken. This approach will generate substantial savings and increase efficiency by targeting resources, rather than reacting to individual requests for non essential works.

Following the Total Place methodology, many livability issues will be addressed, for example, improving the accessibility and safety of pathways and open spaces will improve the quality of life for older people and people with mobility issues. It is anticipated that requests will be made for non-essential tree works e.g. cutting back over-hanging branches. Where this does not affect trees of high amenity value, or those covered by Tree Preservation Orders (TPO's), agreed works may be undertaken by the authority on a full rechargeable basis to the individual making the request. This work will be based on a single price structure for all individuals.

Lead Officer - Becky Eade, Parks and Open Spaces Manager

39 - Increase car park charges in Ironbridge as part of a WHS access strategy and introduce a charge to use the Park & Ride service in line with similar tourist areas.

A World Heritage Site (WHS) access strategy is needed to minimise congestion in the gorge and sustain the Park & Ride service. Need to work with Ironbridge Gorge Museum Trust (IGMT) to rationalise car park charges across the WHS. There is a cost pressure on the Park & Ride as from March 2015 the DfT grant to operate the P&R ceases.

The change in operation of the service is to maintain a sustainable alternative to the limited parking available in the WHS. The English Concessionary Bus Pass will be accepted on this service so as not to disadvantage older people and disabled people who qualify for the scheme.

Lead Officer – Keith Harris, Service Delivery Manager - Transport & Highway Development

40 - Transport & Highway Development: Introduce a licence fee for owners of mobile catering vans to trade in lay-bys

The licence arrangement would apply to all traders, regardless of the profile of the trader, so in my opinion there are no equality issues with this. The scheme seeks to create greater fairness for those traders across the borough who do pay rents, rates etc to trade from fixed properties, whereas traders who operate from mobile caravans in lay-bys do not. The Highways Act permits the issuing of licences to grant permission to trade on the highway.

Lead Officer – Keith Harris, Service Delivery Manager - Transport & Highway Development

41 - New service for road safety activities - taxi assessments and taxi driver training

The taxi assessment scheme has been requested by and drawn up jointly with the taxi licensing team in Public Protection. It is an optional service to provide instruction and assessment to improve road safety; drivers do not have to buy into this service if they do not wish to.

Lead Officer – Keith Harris, Service Delivery Manager - Transport & Highway Development

172 - Commissioning of the Arts and Music Service and Brokerage for other service areas

The Arts and Music Service will focus on universal offer delivery except where targeted work is commissioned.

This service is dependent on the commissioned funds designed to deliver particular outcomes. The impact of reductions of commissioned funding is outside of the remit of this service area and whilst continued expression of need and discussion are on-going, funding decisions ultimately sit with the commissioning body and their demonstration of the Equality Duty.

Lead Officer – Psyche Hudson, Arts & Culture Manager

Development, Business & Housing

147 - Reduction in repair and maintenance can be secured through better quality buildings and full repairing leases.

As part of the improvement in quality of property and converting leases to full repairing liability we can reduce spend on repairs & maintenance

These saving effectively represents an on-going underspend in repair budgets. As leases lapse and the properties are re-let the contractual responsibility for all repairs falls with the leaseholder as is common practice; previous contracts may have had some shared liability. The level of saving also reflects the disposal of poor quality stock which naturally reduces repair costs.

There will be no impact on community groups or specific protected characteristics.

Lead Officer – James Dunn, Service Delivery Manager, Regeneration and Investment

Care & Support

106 - Review of block placements or decommission

Under utilisation of block contracts results in inefficiencies within the system because spot placements are then procured and paid for. A better system of identifying usage of block beds and maximising this usage to reduce further spot purchasing will reduce the weekly costs of residential and nursing care. In addition a review of usage of block contracts we are engaged in will identify underutilised contracts which can then be discontinued.

This is on a case by case basis; working with providers to explore what efficiencies, without negative impact on service can be made. For example exploring the potential use of assistive technologies, scrutinising back office costs, looking at how the service can be delivered in ways which make it more efficient for example looking at supplies contracts across a number of providers to increase procurement leverage. Some of this may be linked to contact expiry and then testing the market, others is looking at existing contracts and having the discussion.

There will be no impact on the service delivered to older people in need of care.

Lead Officer – Chris Harrison, Service Delivery Manager - Commissioning

181 - Invest in Assistive Technology

The overall proposal of introducing a greater emphasis on the use of an undefined assistive technology to meet the identified unmet social care needs of an individual is commensurate with our enablement approach. Implementation will have the positive effect of increasing an individual's independence and in some cases ease the workload of informal carers, such as a family members and friends.

This savings proposal has also identified a low negative impact in recognition of the potential reduction in contact existing service users may see as a consequence of the further introduction of assistive equipment in their community care packages.

There are 2 identified client groups that will receive the benefit of this proposal; People on the edge of community care services (not eligible for care under the Fair Access to Care Services criteria) and existing social care service users. By their nature both groups contain people with disabilities and older people.

Assistive technology is a wide ranging term for equipment that can support an individual to live a more independent life. The aim of the equipment is to facilitate some or all of their care or prevent worsening of care needs. Some examples include alarms designed to call support, automated medicine dispensing equipment, or mobility aids such as wheelchairs.

This saving proposal will improve equality of opportunity for older people and people with a disability. It will be achieved in different ways for the two client groups;

- People on the edge of care – information advice and guidance will be provided to identify equipment and technology, available commercially, that will stop or delay people from entering the care system.
- Existing service users - the community care review mechanism will have a renewed mainstream emphasis on assistive technology. Whilst alternative methods of meeting unmet need may be identified through the review process, assistive technology will be considered an early preferential option where it meets some of those care needs. Where it is appropriate for the person to receive them, they will be supplied.

An individual's support package is reviewed annually, and whilst exact details of interventions are not available as they will vary on a case by case basis, there are existing safeguards and governance processes in place, to monitor and assure that there are no differential impacts based on the delivery of this proposal.

Interaction between this and other savings proposals that may impact on people within the community care system will be considered in the overall budget impact analysis

Lead Officer – Richard Smith, Service Delivery Manager, Access and Enablement

Family & Cohesion Services

118 - Teenage Pregnancy

Commissioners have been working to this funding reduction for some time. It initially featured in 2011/12 proposals. Following a reconfiguration of services a post previously funded from this budget is now funded elsewhere. Hence the impact on service provision will be minimal.

No impact identified.

Lead Officer – Viv Mckay, Service Delivery Manager, Children and Family Services

73 – Development of Nursery in Ironmasters Way

In response to demand and suggestion by a number of employees investigations into the delivery of a Work Based Nursery for Ironmasters Way businesses and area. There is potential for a significant positive improvement of equality of opportunity for women who are restricted in working opportunities by child care needs.

The proposal is at an early investigative stage and our equalities duty commitments will be embedded in the business case.

Lead Officer – Chris Marsh, Early Intervention Service Delivery Manager

124 - Short Breaks

The proposal is for a further review of short breaks spending and contracts to identify further efficiencies without compromising service offered to disabled persons with an entitlement to service.

This is effectively an under spend in the budget. The Short Break statement demonstrates a proportionate tiered approach to delivering to the needs of the individuals and their families. This will not impact the quality of service.

Lead Officer – Viv Mckay, Service Delivery Manager, Children and Family Services

Public Health

196 – Substance Misuse Services

Substance misuse services in Telford and Wrekin consist of the following provision currently:

- In-House Adult Drug and Alcohol Service provided at Portico House
- IMPACT AAS provide the adult alcohol counselling and support service including support to carers, family and friends
- NACRO provide the Young Peoples substance misuse service and adult service around employability and training
- TACT represents Telford After Care Team, who supports service users recovering from substance misuse and are normalising their lives. They also facilitate access to Mutual Aid
- Probation services – support offenders with substance misuse issues and ensure referrals are made into services
- Additional services provided within Portico House and around Telford are:

- GP Shared Care – Specialist treatment in the community at local surgeries
- Supervised Consumption at Pharmacies, who monitor and supervise individuals whilst they are taking their scripts
- Housing Support
- Inpatient Detoxification
- Psychological Support

The focus recently has changed from a maintenance service to a service based around recovery. The services are being reconfigured going forward and a budget has been agreed providing minimum impact to the overall budget. In the main most contracts will be extended for a further 1 year and the in-house service is being enhanced. The savings target for all extensions and in-house services have been managed by an efficiency saving, where negotiations have been carried out with service providers who in turn have made their own efficiency savings and agreement has been reached where a lower contract value has been agreed for the same level of services.

Where services are high in price or require revising totally, these services have been given their notice and tenders will be carried out to manage these changes and appoint new service providers and in turn achieving the savings

When defining all of the services the service user has been the centre of all decisions and shaping of services ensuring that we use a person centred approach. User consultations through TACT have been carried out as well as stakeholder meetings to agree a way forward. In Line with the Needs Assessment that has been carried out, a strategy with a comprehensive action plan is in development and will be approved by cabinet.

The overall vision is to have a more community focussed service with two thirds of clients accessing services being treated for their addiction in the community through their local GP surgeries and services will also work on a satellite arrangement.

Lead Officer – Bhavna Taank, Commissioning Specialist - Substance Misuse, Care and Support

198 - Sexual Health Services - HIV prevention and testing

This is the re-letting of a tender. There is anticipated to be no change to frontline services but efficiency savings developed in management and promotional costs. Contract management processes will assure consistent delivery of the scheme ensuring no detriment to groups of people at risk of contracting HIV.

Lead Officer – Stacey Norwood, Commissioning Specialist, Commissioning (Children, Families & Transport)