

Equality Impact Assessment Template

Requirement	Detail
Name of proposal/policy	Preventative Social Care Support for Hearing Impaired
Service area responsible	NASS Commissioning
Name of completing officer	Tom Grozdoski
Approved by Director / Assistant Director	Ashley Leduc
Signed off by NCC Equalities Lead	Simon Bryant
Budget number (if applicable)	
Cabinet meeting date	
Date EqIA created	12/10/2020
Date of approval	19/10/2020
Date of sign off	20/10/2020

The Equality Act 2010 places a ‘General Duty’ on all public bodies to have ‘Due regard’ to:

- Eliminating discrimination, harassment and victimisation
- Advancing equality of opportunity
- Fostering good relations

We do this by undertaking equality impact assessments (EqIAs) to help us understand the implications of policies and decisions on people with protected characteristics – EqIAs are our way of evidencing this.

All assessments must be published on the NCC equalities web pages. All Cabinet papers where an EqIA is relevant MUST include a link to the web page where this assessment will be published. To have your EqIA published, please contact equalities@northamptonshire.gov.uk

PART A

1. Description of current provision/policy and main beneficiaries/stakeholders

NASS currently commissions an advice and support service to people with hearing loss/ impairment. This service is currently being delivered by DeafConnect, who provides a service for people of all ages throughout Northamptonshire who are hearing impaired, deaf, deafened and hard of hearing and who, in the case of those over 18 years of age, are not eligible for support from NCC under the Care Act across a range of needs, through support for individuals and group-based work and community activity. Last year Deafconnect supported 649 clients across Northamptonshire. This doesn't include the numbers of family members, friends and cares whose lives have changed due to help provided to the individuals.

The service helps deaf and hard of hearing adults to continue to live independently in their own home, with their family or carer(s). It includes the provision of information, advice and support service as well as access to specialist equipment and interpreting services. The service that is being delivered includes the following support:

- Making Telephone calls
- Letter writing
- Access to other services
- Letter reading – understanding documents
- Making appointments with other organisations
- Booking interpreters for meetings with other organisations
- Housing problems – housing association and private
- Household management – support dealing with utilities when you cannot use a phone.
- Tinnitus – advice and support
- Debt – understanding their debt and accessing appropriate support
- Access to Leisure activities
- Crime prevention
- Complaints to other service providers
- Benefits applications and accessing DWP support
- Assistive equipment
- Lip reading classes
- Health – understanding conditions, medication and accessing services
- Deaf awareness understanding
- Care packages accessing social services
- Parenting skills
- Accessing the legal system

- Support to parents with children in the education system
- Support with and to employers
- Accessing employment services and Tax
- Access to education and training

The service provided currently is a very good quality and it represents a very good value for money. The contract expires on 31 March 2021.

Contract Annual Value is £37,800 (£18,450 funded through NASS and £18,450 funded through Children's.

2. Description of proposal under consideration/development

This proposal is to secure an outcome based service for Sensory Hearing Impaired for a further year whilst unitary authorities are established and priorities set for the long-term future service delivery in their geographical areas.

The new service will also provide services for people of all ages throughout Northamptonshire who are hearing impaired, deaf, deafened and hard of hearing across a range of needs, through support for individuals and group-based work and community activity. However, the new service will be outcome based and the potential provider will be expected to support the use of the three conversations model, closely working with social care and other partners through the innovation hubs located in North and West of the county. The principle being that improved links and partnership working will be encouraged, involving voluntary organisations, parish councillors, churches and local groups, health colleagues and GPs. There will be more direct face to face contact with people who are hearing impaired, deaf, deafened and hard of hearing across a range of needs, and the potential Service Provider will be expected to work creatively with people in their localities to meet their desired outcomes.

Furthermore, Children's Services, who are also financially supporting this service, will be moving to a Trust and there will be a requirement to strengthen the links between the new service and the Adult Social Care and the Children's Trust, to ensure that the service users are appropriately referred and supported.

The contract for the proposed new service will include the requirement to report equalities information as part of the quarterly monitoring returns. The information will be reviewed as part of the 'Review' phase of the commissioning process. This EIA will be refreshed in the event of any further changes to services.

3. Data used in this Equality Impact Assessment

a. Data Source (include link where published) – quantitative or qualitative

Population projections: visual and hearing impairment Projections from PANSI and POPPI unless otherwise stated.

b. What does this data tell us?

There are over 11 million people in the UK are deaf or hard of hearing. There are 151,000 BSL users in the UK. Deaf people are more likely to have poor mental health up to 50%, compared to 25% for the general population. They are more likely to be unemployed, only 65% of working age deaf people are in employment compared to 79% of the general population.

In Northamptonshire, there is estimate that 76,400 people have a moderate or severe hearing impairment, and 1,650 people have a profound hearing impairment. An estimated 4,570 people are living with some degree of dual sensory loss in Northamptonshire and of these people, it is estimated that 1,740 are living with severe dual sensory loss.

In terms of severe hearing loss for people over 65, there are 10,686 people in Northamptonshire and over the next 14 years there is predicted increase of 78%.

4. Please give details about planned consultation or engagement with communities and other stakeholders that are likely to be affected by the policy/decision/service change. Contact the Consultation, Equalities & Accessibility Team (ceat@northamptonshire.gov.uk) for advice or complete the online form with details of your consultation/engagement activity. If you are not carrying out any consultation or engagement activity, please provide reasons why you think this is not necessary.

The reason that no consultation has taken place is that the actual proposal is to recommission the same service for one year whilst the new unitary authorities are established. The only change is that the new service will be outcome based, which will have a significant positive impact to service users. The service will be focused on delivering meaningful outcomes with focus on achieving greater independence for service users as well as encouraging co-production and innovation in service delivery.

5. If consultation or engagement has been carried out in the past, please provide details. If so, what were their views and how have their views influenced the work to date?

N/A

6. Protected characteristics as set out in the Equality Act 2010: Based on the above information, what is the likely impact on the following groups? Please explain why you have made this assessment. If you are unsure, set out what you will do to get enough information to make an assessment.

Characteristic	Impact	Explanation	Mitigations/Actions
Sex	Unsure		
Gender reassignment	Unsure		
Age	Unsure		
Disability	Positive	With the outcome based service delivery, the service will be focused on delivery outcomes that are meaningful to service users, achieving the service users' needs. This will also place a	<ul style="list-style-type: none"> Put in place outcome measures for the service in form of standardised and validated questionnaires, to be

Characteristic	Impact	Explanation	Mitigations/Actions
		greater emphasis on prevention and co-production with incentives for innovation and to work in partnership with service users, their family and carers.	<p>completed by service users, their carers, family and other partners</p> <ul style="list-style-type: none"> • Ensure that service users actively participate in planning process for delivery in effective and efficient outcome measures • Utilise feedback tools focussed on capturing service users' experience of the overall service and their experiences of their individual support • Observations of participants and focus groups or individual interviews to explore complex issues with the service journey • Ensure effective contract management to deliver the expected positive outcomes
Race & Ethnicity	Unsure		
Sexual Orientation	Unsure		
Religion or Belief (or No Belief)	Unsure		
Pregnancy & Maternity	Unsure		

7. Cross-cutting considerations: Based on the above information, what is the likely impact on the following groups? Please explain why you have made this assessment. If you are unsure, set out what you will do to get enough information to make an assessment.

Group	Impact	Explanation	Mitigations/Actions
<p>Human Rights – relevant articles and local authority context:</p> <ul style="list-style-type: none"> • Article 2 – Right to life • Article 3 – Freedom from torture and inhuman or degrading treatment • Article 4 – Prohibition of slavery and forced labour • Article 5 – Right to liberty and security • Article 6 – Right to a fair trial • Article 8 – Right to private and family life • Article 9 – Freedom of thought, belief and religion • Article 10 – Freedom of expression • Article 11 – Freedom of assembly and association • Article 14 – Protection from discrimination • Article 1 of the First Protocol: Protection of property • Article 2 of the First Protocol: Right to education 	Positive	The service has positive impacts on a number of Articles – Right to life, freedom from torture and inhuman or degrading treatment, right to a fair trial, right to private and family life.	
Rural Isolation	Unsure		
Socio-economic exclusion	Unsure		
Health and wellbeing considerations, for example:*	Positive	It is acknowledged that the services have a positive impact on health and wellbeing considerations .Further work as part of the strategy development will help to inform the future service delivery	

Health and Wellbeing considerations note: Depending on the scale of the impact identified, there may be a recommendation for a full Health Impact Assessment to be completed

Part B

If you are undertaking any further work before the decision on this policy or service change is made, please complete Part B and then make a final assessment based on this additional information.

1. Consultation, follow up data and information gathered from actions identified above

Action Undertaken	What does this information tell us?
Note: Describe any consultation or engagement that you have carried out since you completed Part A and number of responses/event attendees/contacts	
Note: Describe any further work you have undertaken since completing Part A – have you had further discussions with providers? Has the budget changed? Are alternative proposals being considered? Have you been able to fill in any gaps in information that you had identified?	

2. Protected characteristics as set out in the Equality Act 2010: Based on the above information, what is the likely impact on the following groups? Please explain why you have made this assessment. If you are still unsure, please explain what you plan to do in future to address this.

Characteristic	Impact	Explanation	Mitigations/Actions
Sex	Positive / neutral / negative / unsure		
Gender reassignment	Positive / neutral / negative / unsure		
Age	Positive / neutral / negative / unsure		

Characteristic	Impact	Explanation	Mitigations/Actions
Disability	Positive / neutral / negative / unsure		
Race & Ethnicity	Positive / neutral / negative / unsure		
Sexual Orientation	Positive / neutral / negative / unsure		
Religion or Belief (or No Belief)	Positive / neutral / negative / unsure		
Pregnancy & Maternity	Positive / neutral / negative / unsure		

3. Cross-cutting considerations: Based on the above information, what is the likely impact on the following groups? Please explain why you have made this assessment. If you are still unsure, please explain what you plan to do in future to address this.

Group	Impact	Explanation	Mitigations/Actions
Human Rights – (Please see articles in the toolkit for more information)	Positive / neutral / negative / unsure		
Rural Isolation	Positive / neutral / negative / unsure		
Socio-economic exclusion	Positive / neutral /		

Group	Impact	Explanation	Mitigations/Actions
	negative / unsure		
Health and wellbeing considerations, for example:*	Positive / neutral / negative / unsure		

4. Final impact analysis (taking the findings from Part B into account) – including review date if required