

## Appendix A

### SSA EQUALITY IMPACT AND NEEDS ANALYSIS

<b>Directorate</b>	<b>Chief Executive's Group</b>
<b>Service Area</b>	<b>Community and Partnerships</b>
<b>Service/policy/function being assessed</b>	<b>Community Advice Services</b>
<b>Which borough (s) does the service/policy apply to</b>	Wandsworth
<b>Staff involved</b>	<b>Melissa Watson, Harriet Steele</b>
<b>Date approved by Policy and Review Manager</b>	

#### SUMMARY

**Please summarise the key findings of the EINA.**

Wandsworth Council is re-commissioning its Community Advice Services. Community advice includes both generalist and specialist advice and can relate to information, advice and guidance on rights, responsibilities, entitlements and duties in relation to Welfare Benefits, Debts and Financial problems, Housing, Employment, Immigration and related areas of law for those people who live in Wandsworth. Where appropriate, people may be signposted to relevant specialist advice providers either within the Borough or on a wider basis. As part of their remit, community advice providers are also involved with key strategic forums.

The three Community Advice Service contracts for expert generalist advice and specialist advice for vulnerable adults and people with mental health needs end on 31 March 2018.

The current provider of generalist advice services is Citizens Advice Wandsworth and the specialist welfare benefits advice service (the DASCAS service) is also provided by Citizens Advice Wandsworth. In addition the specialist advice service for people with mental health needs is provided by St George's Mental Health NHS.

This EINA was developed to support the commissioning process and was updated to reflect the commissioning decision.

It is proposed that a direct award (subject to negotiation) be made to the incumbents for a period of two years with an option to extend for a further two years in yearly increments. The Council is seeking to identify savings in the region of 10% and is working with the incumbents to agree how this can be achieved over the lifetime of the contract through a revised service model which maintains its focus on vulnerable residents, whilst

agreeing reductions in the level of funding, including back-office costs, and exploring better ways of delivering services through partnerships with other organisations and using new technology.

Expert generalist and specialist advice services continue to be a Council priority recognising the significant contribution it makes to well-being, prevention agenda, and the financial health of the local population (for example reducing debt, council tax and rent arrears, and maximising benefits income). These benefits will continue for vulnerable residents.

## 1. Background

### **Briefly describe the service/policy or function:**

Wandsworth Council is re-commissioning its Community Advice Services. Community advice includes both generalist and specialist advice and can relate to information, advice and guidance on rights, responsibilities, entitlements and duties in relation to Welfare Benefits, Debts and Financial problems, Housing, Employment, Immigration and related areas of law for those people who live in Wandsworth. Where appropriate, people may be signposted to relevant specialist advice providers either within the Borough or on a wider basis. As part of their remit, community advice providers are also involved with key strategic forums.

The three Community Advice Service contracts for expert generalist advice and specialist advice for vulnerable adults and people with mental health needs end on 31 March 2018.

The current provider of generalist advice services is Citizens Advice Wandsworth and the specialist welfare benefits advice service (the DASCAS service) is also provided by Citizens Advice Wandsworth. In addition the specialist advice service for people with mental health needs is provided by St George's Mental Health NHS.

The intention is to directly award (subject to negotiation) a contract for two years (with an option to extend for up to two years in yearly increments of up to 12 months) to Citizens Advice Wandsworth and to South West London and St George's Mental Health NHS. The direct award is subject to negotiation which seeks to identify savings in the region of 10% of the contract value of each of the three contracts. Commissioners are working with the providers to explore different service models to mitigate the impact of a funding reduction.

## 2. Analysis of need and impact

Protected group	Findings
Age	<p><b><u>Population data</u></b></p> <p>Of the population in Wandsworth approximately 16% are aged 0-15year, 75% working age (16-64 years) and 9% are aged 65+<sup>1</sup>. Wandsworth has a large percentage of younger people and the mean age for the borough is 34.5 years. The wards of West Putney, East Putney and St Mary's Park have the highest percentage of older people (aged 65+). The number of people aged 65+ in the ward of West Putney makes up just 12.9% of the total population<sup>2</sup>. There are more females within all older age groups but particularly within the 80 to 84 age range (almost 60 per cent female) and the 85 and over age range (66 per cent female). 25% of people over 75 are Council tenants (Census 2011).</p> <p>The age structure of the population in the UK is getting older and in Wandsworth the proportion of those aged 65+ is estimated to increase by 9% from 2015 to 11% by 2030<sup>3</sup>.</p> <p><b><u>Service User data</u></b></p> <p>Current generalist service data shows that in 2015/2016 higher numbers of clients were aged 35-39 and 45-54 years. The breakdown of figures was:</p> <ul style="list-style-type: none"> <li>15-19 years – 0.4%</li> <li>20-24 years – 4.2%</li> <li>25-29 years – 9.1%</li> <li>30-34 years – 10.7%</li> <li>35-39 years – 11.9%</li> <li>40-44 years – 11.3%</li> <li>45-49 years – 12%</li> <li>50-54 years – 11.7%</li> <li>55-59 years – 10.2%</li> <li>60-64 years – 6.8%</li> <li>65-69 years – 4.6%</li> <li>70-74 years – 2.8%</li> <li>75-79 years – 2.4%</li> <li>80-84 years – 1.4%</li> <li>85-89 years – 0.4%</li> <li>90-94 years – 0.4%</li> </ul> <p>Current specialist service data shows that in 2016/2017 the majority of services users were aged over 60 years. This is significantly above the borough average for residents aged 60+ and reflects the focus of the service</p>

<sup>1</sup> 2011 Census Data -

[http://www.wandsworth.gov.uk/downloads/file/7876/ward\\_level\\_key\\_statistics\\_analysis\\_census\\_2011](http://www.wandsworth.gov.uk/downloads/file/7876/ward_level_key_statistics_analysis_census_2011)

<sup>2</sup> GLA London Datastore interim 2015-based population projections

<sup>3</sup> GLA London Datastore interim 2015-based population projections

	<p><b>Consultation</b></p> <p>The consultation brought out the increasing needs of the older population, particularly those with dementia or those who care for others. Young people were also highlighted as a group where there is currently a lack of appropriate, accessible advice.</p>
<b>Disability</b>	<p><b>Population data</b></p> <p>From the 2011 Census data there are 34,386 people in Wandsworth with a health problem or disability that limits their daily activity (11.2% of the borough's population). Across London 14.16% have a health problem or disability that limits their daily activity. The wards of Roehampton and Putney Heath (15.5%) and West Putney (14.4%) have higher numbers of people with a health problem or disability that limits their daily activity<sup>4</sup>. The percentage of people in the borough with a limiting long term health condition or disability who are from an ethnic minority is 47.3%<sup>5</sup>.</p> <p><b>Service User data</b></p> <p>Current generalist service data shows that 33% of their clients had a disability or long term health condition. This is above the borough average according to the Census.</p> <p>Current specialist service data shows that all clients had a type of disability including mental health issues, but this is to be expected as this is the client focus for this service.</p> <p><b>Consultation</b></p> <p>The consultation highlighted that people with learning disabilities may struggle to access services and that they need to be made more accessible and appropriate for them.</p>
<b>Gender (sex)</b>	<p><b>Population data</b></p> <p>Of the total population of 315,134<sup>6</sup> in Wandsworth, this is made up of 48% males and 52% females.</p> <p><b>Service User data</b></p> <p>Current generalist service data shows that of their clients 60% were female and 40% were male. This means that more females access these services than the borough profile.</p> <p>Current specialist service data shows that of their clients 56% were female and 44% were male.</p> <p><b>Consultation</b></p> <p>No specific comments raised in the consultation</p>
<b>Gender reassignment</b>	<p><b>Population data</b></p> <p>There is no current population data for this element.</p>

<sup>4</sup> 2011 Census Data -

[http://www.wandsworth.gov.uk/downloads/file/7876/ward\\_level\\_key\\_statistics\\_analysis\\_census\\_2011](http://www.wandsworth.gov.uk/downloads/file/7876/ward_level_key_statistics_analysis_census_2011)

<sup>5</sup> 2011 Census Data -

[http://www.wandsworth.gov.uk/downloads/file/7876/ward\\_level\\_key\\_statistics\\_analysis\\_census\\_2011](http://www.wandsworth.gov.uk/downloads/file/7876/ward_level_key_statistics_analysis_census_2011)

<sup>6</sup> GLA London Datastore interim 2015-based population projections

	<p><b><u>Service User data</u></b> There is no current service data for this element.</p> <p><b><u>Consultation</u></b> No specific comments raised in the consultation.</p>
<b>Marriage and civil partnership</b>	<p><b><u>Population data</u></b> There is no current population data for this element.</p> <p><b><u>Service User data</u></b> There is no current service data for this element.</p> <p><b><u>Consultation</u></b> No specific comments raised in the consultation.</p>
<b>Pregnancy and maternity</b>	<p><b><u>Population data</u></b> There is no current population data for this element.</p> <p><b><u>Service User data</u></b> There is no current service data for this element.</p> <p><b><u>Consultation</u></b> No specific comments raised in the consultation.</p>
<b>Race/ethnicity</b>	<p><b><u>Population data</u></b> Wandsworth is quite a diverse borough. Approximately 28.7% of the population are from a black or ethnic minority background, compared with 40% in London as a whole. The wards of Tooting, Graveney, Latchmere and Furzedown have the highest numbers of BME residents in Wandsworth. For 11.6% of people in the borough English is the First Language of no one in the household<sup>7</sup>.</p> <p>Census data shows that a quarter (25.3%), some 7,160, of the 2014 population aged 65 years and older, are from Black and Minority Ethnic (BME) groups. This is slightly lower than the proportion for all ages which is just under 30%. Further breakdown of the BME population reveals that the Black population account for 12.0%, Asian 10.3% and Other (including mixed ethnicity) 3.0% of the older population in Wandsworth.</p> <p><b><u>Service User data</u></b> Current generalist service data shows that of their clients 51% were from an ethnic minority. This is above the borough average for all residents and above the borough average for BME residents aged 65+</p> <p>Current specialist service data shows that of their clients 46% were from an ethnic minority. This is above the borough average for all residents and above the borough average for BME residents aged 65+</p>

<sup>7</sup> 2011 Census Data -

[http://www.wandsworth.gov.uk/downloads/file/7876/ward\\_level\\_key\\_statistics\\_analysis\\_census\\_2011](http://www.wandsworth.gov.uk/downloads/file/7876/ward_level_key_statistics_analysis_census_2011)

	<p><b>Consultation</b></p> <p>The consultation highlighted that more support is needed for people who have English as a second language to make sure that advice is accessible and appropriate.</p>
<b>Religion and belief, including non-belief</b>	<p><b>Population data</b></p> <p>From the 2011 Census data 53% of people in Wandsworth identified themselves to be of the Christian faith. This was greater than the average for London (48.42%). There were small numbers of people in Wandsworth who identify themselves as Muslim (8.1%) or Hindu (2.1%). 27% of the population of the borough indicated no religious belief and 7.9% did not state their religion<sup>8</sup>.</p> <p><b>Service User data</b></p> <p>There is no current service data on this element.</p> <p><b>Consultation</b></p> <p>No specific comments raised in the consultation.</p>
<b>Sexual orientation</b>	<p><b>Population data</b></p> <p>There is no formal data on the Lesbian, Gay, Bisexual or Trans population in Wandsworth.</p> <p>In 2015, the population of London had the largest percentage who identified themselves as Lesbian, Gay or Bisexual at 2.6%<sup>9</sup>. This may be associated with a young age structure or the ethnic diversity of the population of London.</p> <p>2.6% of the Wandsworth population is 7,878 and the borough does have a young and fairly diverse population, which could influence numbers.</p> <p>The LGBT community may have specific advice needs, particularly around the issues of discrimination and harassment (e.g. in employment, health, education and housing). Future advice provision needs to take into account the needs of LGBT community and be accessible.</p> <p><b>Service User data</b></p> <p>There is no current service data on this element.</p> <p><b>Consultation</b></p> <p>No specific comments raised in the consultation.</p>

### Data gaps.

<b>Data gap(s)</b>	<b>How will this be addressed?</b>
<p>Current advice service providers do not systematically collect data on</p> <ul style="list-style-type: none"> <li>gender reassignment status</li> </ul>	<p>In the new contract, providers will be asked to collect this information where it is relevant to the delivery of their services to ensure any</p>

<sup>8</sup> 2011 Census Data -

[http://www.wandsworth.gov.uk/downloads/file/7876/ward\\_level\\_key\\_statistics\\_analysis\\_census\\_2011](http://www.wandsworth.gov.uk/downloads/file/7876/ward_level_key_statistics_analysis_census_2011)

<sup>9</sup> Sexual identity, UK: 2015 -

<https://www.ons.gov.uk/peoplepopulationandcommunity/culturalidentity/sexuality/bulletins/sexualidentityuk/2015>

<ul style="list-style-type: none"> <li>• marriage or civil partnership status</li> <li>• pregnancy &amp; maternity</li> <li>• Religion and belief, including non-belief</li> <li>• sexual orientation</li> </ul>	<p>impact on these new categories is measured.</p>
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### 3. Impact

Protected group	Positive	Negative
<p><b>Age</b></p>	<p>There are more older residents using the service than the borough average. This reflects the current aim of the service. The focus of the new specification takes this into account and also the feedback from the consultation that the needs of the older population are increasing, particularly those with dementia or those who care for others. This is reflected in the specification.</p> <p>There are more older clients using the service than younger clients so the service needs to remain appropriately accessible for the older clients, however the consultation also highlighted that given the numbers of younger people in the borough the service provider will also need to take into account how to serve this population. This is being taken forward in the specification</p> <p>The proposal to direct award will mean that there will be minimal disruption to current service users.</p>	<p>The current service is accessed by older residents who may be impacted by changes to the location or method of service delivery (e.g. online access only). The Council is not intending to change the areas in which the services are currently delivered. Although the CAB service is open-access the re-commissioned service will continue to prioritise vulnerable residents and ensure there are accessible means by which those individuals gain access to appropriate advice.</p> <p>The direct award is subject to negotiation which seeks to identify savings in the region of 10% of the contract value of each of the three contracts. In order to mitigate the impact of this on current and future service users commissioners are working with the providers to explore different service models to mitigate the impact of a funding reduction on frontline services. The service user profile of the 3 services will continue to be monitored and any changes will be discussed with the providers.</p>
<p><b>Disability</b></p>	<p>33% of current users of the generalist contract are disabled. As this is above the borough average the re-tendering of this service with a refreshed specification should therefore positively impact on disabled residents</p> <p>The consultation highlighted that people with learning</p>	<p>33% of current users of the generalist contract are disabled and this is above the borough average. The Council is not intending to change the areas in which the services are currently delivered. Although the CAB service is open-access the re-commissioned service will continue to prioritise vulnerable residents and ensure there are accessible means by which those individuals gain access to appropriate advice.</p>

	<p>disabilities may struggle to access services and that they need to be made more accessible and appropriate for them. This is reflected in the new service specification.</p> <p>Current specialist service data shows that all clients had a type of disability including mental health issues, but this is to be expected as this is the client focus for this service.</p> <p>The proposal to direct award will mean that there will be minimal disruption to current service users.</p>	<p>Usage of services under the new specification will be monitored and any negative changes will be raised with the provider(s) and action taken.</p> <p>The direct award is subject to negotiation which seeks to identify savings in the region of 10% of the contract value of each of the three contracts. In order to mitigate the impact of this on current and future service users commissioners are working with the providers to explore different service models to mitigate the impact of a funding reduction on frontline services. The service user profile of the 3 services will continue to be monitored and any changes will be discussed with the providers.</p>
<p><b>Gender (sex)</b></p>	<p>52% of current service users were Female. This is in line with the borough average. It is worth noting that more women than the borough average access the current generalist provision. Overall the re-tendering of this service with a refreshed specification should therefore positively impact on female residents.</p> <p>The service is not accessed by as many men as women. It may be that men do not feel the same need for advice, but the possible barriers to men accessing advice services will be looked at by the providers and ways sought to address these.</p> <p>The proposal to direct award will mean that there will be minimal disruption to current service users.</p>	<p>The Council is not intending to change the areas in which the services are currently delivered. Although the CAB service is open-access the re-commissioned service will continue to prioritise vulnerable residents and ensure there are accessible means by which those individuals gain access to appropriate advice.</p> <p>The direct award is subject to negotiation which seeks to identify savings in the region of 10% of the contract value of each of the three contracts. In order to mitigate the impact of this on current and future service users commissioners are working with the providers to explore different service models to mitigate the impact of a funding reduction on frontline services. The service user profile of the 3 services will continue to be monitored and any changes will be discussed with the providers.</p>
<p><b>Gender</b></p>	<p>Advice service providers will</p>	<p>Impact and mitigating actions as above</p>

<p><b>reassignment</b></p>	<p>collect this information where it is relevant for service delivery</p> <ul style="list-style-type: none"> <li>• Additional research will be undertaken e.g. through surveys if there is evidence anecdotally that this group is being discriminated against or being disadvantaged in their access to services.</li> </ul> <p>The proposal to direct award will mean that there will be minimal disruption to current service users.</p>	<p>The direct award is subject to negotiation which seeks to identify savings in the region of 10% of the contract value of each of the three contracts. In order to mitigate the impact of this on current and future service users commissioners are working with the providers to explore different service models to mitigate the impact of a funding reduction on frontline services. The service user profile of the 3 services will continue to be monitored and any changes will be discussed with the providers.</p>
<p><b>Marriage and civil partnership</b></p>	<p>Service providers do not systematically collect data on marriage or civil partnership status.</p> <ul style="list-style-type: none"> <li>• Service providers will be encouraged to collect this information where it is relevant for service delivery.</li> <li>• Additional research will be undertaken e.g. through surveys if there is evidence anecdotally that this group is being discriminated against or being disadvantaged in their access to services.</li> </ul> <p>The proposal to direct award will mean that there will be minimal disruption to current service users.</p>	<p>Impact and mitigating actions as above</p> <p>The direct award is subject to negotiation which seeks to identify savings in the region of 10% of the contract value of each of the three contracts. In order to mitigate the impact of this on current and future service users commissioners are working with the providers to explore different service models to mitigate the impact of a funding reduction on frontline services. The service user profile of the 3 services will continue to be monitored and any changes will be discussed with the providers.</p>
<p><b>Pregnancy and maternity</b></p>	<p>Advice service providers will collect this information where it is relevant for service delivery</p> <ul style="list-style-type: none"> <li>• Additional research will be undertaken e.g. through surveys if there is evidence anecdotally that this group is being discriminated against or being disadvantaged in their access to services.</li> </ul> <p>The proposal to direct award will mean that there will be minimal disruption to current</p>	<p>Impact and mitigating actions as above.</p> <p>The direct award is subject to negotiation which seeks to identify savings in the region of 10% of the contract value of each of the three contracts. In order to mitigate the impact of this on current and future service users commissioners are working with the providers to explore different service models to mitigate the impact of a funding reduction on frontline services. The service user</p>

	<p>service users.</p>	<p>profile of the 3 services will continue to be monitored and any changes will be discussed with the providers.</p>
<p><b>Race/ethnicity</b></p>	<p>Current generalist service data shows that of their clients 51% were from an ethnic minority. This is above the borough average for all residents and above the borough average for BME residents aged 65+. Current specialist service data shows that of their clients 46% were from an ethnic minority. This is above the borough average for all residents and above the borough average for BME residents aged 65+. Overall the continuation of this service with a refreshed specification should therefore positively impact on BME residents. Feedback from the consultation on accessing services will be incorporated into the specification.</p> <p>The proposal to direct award will mean that there will be minimal disruption to current service users.</p>	<p>The percentage of BME service users is above the borough average</p> <p>Impact and mitigating actions as above</p> <p>Usage of services under the new specification will be monitored and any negative changes will be raised with the provider(s) and action taken.</p> <p>The direct award is subject to negotiation which seeks to identify savings in the region of 10% of the contract value of each of the three contracts. In order to mitigate the impact of this on current and future service users commissioners are working with the providers to explore different service models to mitigate the impact of a funding reduction on frontline services. The service user profile of the 3 services will continue to be monitored and any changes will be discussed with the providers.</p>
<p><b>Religion and belief, including non belief</b></p>	<p>Advice service providers will collect this information where it is relevant for service delivery Council services should develop the evidence base on religion and belief discrimination where appropriate to inform future provision. Due to the large number of people choosing not to disclose their belief/non-belief on Council monitoring forms it is difficult to draw conclusions on the impact.</p> <p>Service providers will be required to adhere to the Equality Act and to ensure all service users are treated fairly and equally and are welcomed</p>	<p>The direct award is subject to negotiation which seeks to identify savings in the region of 10% of the contract value of each of the three contracts. In order to mitigate the impact of this on current and future service users commissioners are working with the providers to explore different service models to mitigate the impact of a funding reduction on frontline services. The service user profile of the 3 services will continue to be monitored and any changes will be discussed with the providers.</p>

	<p>to access the service.</p> <p>The proposal to direct award will mean that there will be minimal disruption to current service users.</p>	
<p><b>Sexual orientation</b></p>	<p>Any estimates of the lesbian, gay and bisexual population are likely to be under-estimates. Some people still feel that being open about their sexuality, puts them at risk of harassment or discrimination. Research shows that homophobic bullying is particularly prevalent in schools, and there is concern about homophobic and discriminatory practices in the NHS and the workplace generally.</p> <ul style="list-style-type: none"> <li>• Service providers will be encouraged to collect this information where it is relevant for service delivery.</li> <li>• Additional research will be undertaken e.g. through surveys if there is evidence anecdotally that this group is being discriminated against or being disadvantaged in their access to services.</li> </ul> <p>Service providers will be required to adhere to the Equality Act and to ensure all service users are treated fairly and equally and are welcomed to access the service.</p> <p>The proposal to direct award will mean that there will be minimal disruption to current service users.</p>	<p>The direct award is subject to negotiation which seeks to identify savings in the region of 10% of the contract value of each of the three contracts. In order to mitigate the impact of this on current and future service users commissioners are working with the providers to explore different service models to mitigate the impact of a funding reduction on frontline services. The service user profile of the 3 services will continue to be monitored and any changes will be discussed with the providers.</p>

#### 4. Actions

Action	Lead Officer	Deadline
<p>Current advice service providers do not systematically collect data on</p> <ul style="list-style-type: none"> <li>• gender reassignment status</li> <li>• marriage or civil partnership status</li> <li>• pregnancy &amp; maternity</li> <li>• Religion and belief, including non-belief</li> <li>• sexual orientation</li> </ul> <p>In the new contract, providers will be asked to collect this information where it is relevant to the delivery of their services to ensure any impact on these new categories is measured.</p>	Melissa Watson	January 2018
<p>Service user data will be monitored annually to ensure any negative changes in the profile of service users are identified and actions agreed with the providers</p>	Melissa Watson	January 2018
<p>In negotiating the new contracts the Council will be working with the providers to identify appropriate mitigating actions within the service model which help to manage the reduction in funding and maintain the service focus on vulnerable residents.</p>	Melissa Watson	January 2018

#### 5. Consultation. (optional section– as appropriate)

The current incumbents of the generalist and specialist services were consulted prior to the main consultation work and they also fed into this.

A needs analysis document was produced highlighting the background in the borough, and previous service data. Some of the themes and future needs expected to develop over the lifetime of the contract were also explored along with suggestions on service model and delivery.

A focus group was held to discuss elements of the needs analysis and a closed online consultation – circulated to voluntary sector groups via the advice services mailing list and the voluntary sector mailing list. The online consultation received 22 responses.

As a result of the consultation various suggestions have been added into the specification.

Not mentioned above, the consultation also highlighted that more should be done for the traveller community and unpaid carers as well as people who are illiterate. This will be discussed with the providers about the level of support available for this client group and how the service can be adapted to support these clients.