

## Equality Impact Assessment (EIA) Report

This form should be completed for each Equality Impact Assessment on a new or existing function, a reduction or closure of service, any policy, procedure, strategy, plan or project which has been screened and found relevant to equality.

**Please refer to the 'EIA Report Form Guidance' while completing this form. If you need further support please contact [acesstoservices@swansea.gov.uk](mailto:acesstoservices@swansea.gov.uk).**

Where do you work?	
Service Area:	Adult Social Services-Physical Disability and Sensory Impairment
Directorate:	People

**(a) This EIA is being completed for a...**

Service/ Function	Policy/ Procedure	Project	Strategy	Plan	Proposal
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**(b) Please name and describe below...** This new Commissioning Strategy for Physically Disabled People and People with a Sensory Impairment sets out our strategic commissioning intention based upon the vision for adult social services and the set of co-produced outcomes, sitting within the context of Sustainable Swansea. It seeks to understand current and future demand for care and support and explores strengths and weaknesses of current provision in meeting need and delivering outcomes. It is strong on user and aims to support co-productive approaches. There is a detailed action plan attached which directs a set of activity aimed at delivering outcomes, re-modelling provision and efficiencies

**(c) It was initially screened for relevance to Equality and Diversity on December 2016**

**(d) It was found to be relevant to...**

Children/young people (0-18) .....	<input checked="" type="checkbox"/>	Religion or (non-)belief.....	<input checked="" type="checkbox"/>
Any other age group (18+).....	<input checked="" type="checkbox"/>	Sex.....	<input checked="" type="checkbox"/>
Disability .....	<input checked="" type="checkbox"/>	Sexual orientation .....	<input checked="" type="checkbox"/>
Gender reassignment .....	<input checked="" type="checkbox"/>	Welsh language .....	<input checked="" type="checkbox"/>
Marriage & civil partnership .....	<input checked="" type="checkbox"/>	Poverty/social exclusion.....	<input checked="" type="checkbox"/>
Pregnancy and maternity.....	<input checked="" type="checkbox"/>	Carers (inc. young carers) .....	<input checked="" type="checkbox"/>
Race .....	<input checked="" type="checkbox"/>	Community cohesion .....	<input checked="" type="checkbox"/>

**(e) Lead Officer**

**Name:** Lisa Banks  
**Job title:** Planning Officer  
**Date (dd/mm/yyyy):**

**(f) Approved by Head of Service**

**Name:** Alex Williams  
**Date (dd/mm/yyyy):**

## Section 1 – Aims (See guidance):

Briefly describe the aims of the initiative:

### What are the aims?

To develop a Commissioning Strategy for Physically Disabled Adults and Adults with a Sensory Impairment to ensure we meet our obligations within the Social Services and Wellbeing Act 2014 and work alongside citizens to deliver/organise services and support which will deliver wellbeing outcomes whilst, at the same time, delivering the Sustainable Swansea agenda.

The Commissioning Strategy will establish the basis for the delivery of the National Wellbeing Outcomes and it will outline the structures, processes and actions that will support a co-productive approach to service planning and delivery.

It is intended that this co-productive approach that will ensure the Commissioning Strategy works as intended.

### Who has responsibility?

The development of the Commissioning Strategy emerged through the Commissioning Review process in a desire to take a population approach rather than a service review approach.

The implementation, monitoring and review of the Commissioning Strategy will be the responsibility of the Physical Disability Strategic Commissioning Group co-chaired by Amanda Aldridge, Principal Officer, and Rachel Evans, Principal Officer, Commissioning, Prevention and Wellbeing.

### Who are the stakeholders?

The Commissioning Strategy is aimed at Adults (18+). It will be relevant for citizens who are physically disabled or who have a sensory impairment, their carers and families, providers, partners and care management.

## Section 2 - Information about Service Users (See guidance):

Please tick what information you know about your service users and provide details/evidence of how this information is collected.

Children/young people (0-18) .....	<input type="checkbox"/>	Carers (inc. young carers) .....	<input checked="" type="checkbox"/>
Any other age group (18+).....	<input checked="" type="checkbox"/>	Race.....	<input checked="" type="checkbox"/>
Disability .....	<input checked="" type="checkbox"/>	Religion or (non-)belief.....	<input checked="" type="checkbox"/>
Gender reassignment .....	<input type="checkbox"/>	Sex.....	<input checked="" type="checkbox"/>

### What information do you know about your service users and how is this information collected?

1. Western Bay Population Assessment undertaken in 2017:

<http://www.westernbaypopulationassessment.org/en/healthphysical-disability/>

<http://www.westernbaypopulationassessment.org/en/sensory-impairment/>

Calculating numbers of physically disabled people in the population is complicated, since there is no one, definitive source of information and no 'set' population. It is also difficult to accurately predict numbers of people who are likely to become disabled over time, either as a result of a deteriorating condition or as a result of accident. The Population Assessment recently undertaken across Western Bay highlights this area as a gap in our knowledge.

- The largest cause of visual, hearing and dual sensory loss is the ageing process.
- It is estimated that 1 in 10 people over 65 have some degree of age-related macular degeneration.
- 1 in 5 people aged 75 and over are living with sight loss.
- There are more than 11 million people in the UK with some form of hearing loss; one in six of the population.
- By 2035, it is estimated that there will be 15.6 million people with hearing loss in the UK - that's one in five of the population.
- There are approximately 250,000 people in the UK with both hearing loss and sight loss. Of these 220,000 are aged 70 or over.
- As many as 2 in every 1,000 children are estimated to have sight loss

2. We held ongoing conversations with a wide range of citizen groups and developed a set of outcomes from these conversations that the Commissioning Strategy is committed to deliver, e.g. **Wellbeing (*I know and understand what care, support and opportunities are available to me and I get the help I need, when I need it, in the way I want it*)**

In Swansea this means:

*I receive Information that works for me. It is provided jargon free, in my language and is fully accessible within the Equality Act.*

*I am equipped with information about services and told about what's on in a timely way*

*I make a difference by helping to plan, develop and deliver services by passing on what I have learnt*

*I receive a joint, shared needs assessment that captures my history*

- The issues raised are all being addressed within the Commissioning Strategy Action Plan e.g. *Peer led approach to improving access to be developed, making recommendations based on the conversations we have held with citizens*

Marriage & civil partnership .....

Sexual orientation .....

Pregnancy and maternity .....

Welsh language .....

### Any Actions Required?

- Calculating the numbers of physically disabled adults is complicated as there is no one definitive source of information and this is a gap in our knowledge that requires action. This action is being taken forward by the Western Bay Partnership at a regional level.

## Section 3 - Impact on Protected Characteristics (See guidance):

Please consider the possible impact on the different protected characteristics. This could be based on service user information, data, consultation and research or professional experience (e.g. comments and complaints).

Positive

Negative

Neutral

Needs further investigation

Children/young people (0-18)	→	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Any other age group (18+)	→	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability	→	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment	→	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Marriage & civil partnership	→	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity	→	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Race	→	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion or (non-)belief	→	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sex	→	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual orientation	→	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Welsh language	→	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers)	→	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Thinking about your answers above, please explain in detail why this is the case.**

**Positive**

We are confident that the strategy will be positive for these protected characteristics as we have co-produced the strategy from a broad range of stakeholder conversations about ‘what matters’ to people and what actions can support us to promote more of what matters to people. We have also established co-productive commissioning arrangements, which will ensure continued collaboration with citizens throughout the life of the strategy. Many of the actions within the action plan are led by and for physically disabled people. We are also developing co-productive arrangements within service provision to support people who access services to be involved in the design, delivery and review of services.

**Neutral**

The conversations that we have held with stakeholders have not produced any comments with regard to these protected characteristics.

**Needs further investigation**

We have not reached carers and people from minority communities through our co-productive approach and this is something which we need to investigate further

**What consultation and engagement has been undertaken (e.g. with the public and/or members of protected groups) to support your view? Please provide details below.**

Commissioning Review Workshop with citizens, staff, support providers– January 2016. This workshop identified outcomes that physically disabled people and people with sensory impairment want services to deliver, key issues and strengths and weaknesses of current services in delivering those outcomes. This information is incorporated into the Commissioning Strategy

- Increased demand as people are living longer
- More people lives are saved through medical intervention requiring support  
Younger disabled people are not necessary going to want current traditional residential services leading to increased demand for accessible housing provision and more supported living options
- People are becoming more independent and require services that maintain this independence
- More people are living alone
- Families need more support
- Transition to adult services needs improving
- Need to plan services through life stages
- People expect the co-production of services
- People’s expectations will continue to change
- Need to increase direct payments

1. Focus Groups from February to March 2016 extended the conversation above to a wider network of citizens, especially the deaf community who prefer not to attend large meetings
2. Discussions with citizen representatives led to a change of approach to the development of the Commissioning Review – taking a co-productive and strategic approach in developing a commissioning strategy – May 2016
3. We employed a co-production development officer to support and develop co-productive approaches within commissioning – September 2016
4. Co-produced our strategic commissioning arrangements which produced a Terms of Reference – October 2016
5. Holding “What Matters” conversations with the range of disability groups in Swansea to develop a set of strategic outcomes that form the basis of the Commissioning Strategy – December 2016 – present
6. Strategic Commissioning Group Workshop – March 2017 –agreed a set of strategic outcomes based on the “What Matters” conversations.
7. A citizen workshop was held in July 2017 to agree and prioritise the Commissioning Strategy action plan and this was attended by approximately 20 citizens, representing a range of disability and sensory impairment groups

A public consultation on the draft commissioning strategy and action plan was held from December 2017 to February 2018 and we will also publicly consult on specific areas of activity that come out of the commissioning strategy as this work progresses e.g. Re-modelling of Supported Living. We asked respondents to complete the corporate ‘About You’ form, which has enabled us to understand whether there are any unintended consequences of our proposals on any of the protected characteristics by cross-referencing responses to each of the latter where disclosed.

158 online responses were received across the three Draft Commissioning Strategies. We have analysed and themed the responses. The themes are summarised as follows with an associated response to the issues where required.

The responses noted that the draft strategies lacked detail; specifically on what early intervention and prevention looked like for each group. Some wanted assurance that strategies would be joined up with health. Some people were concerned regarding the resource used to develop strategies at the expense of directly providing services and were sceptical about their impact.

Comments on improving transition planning to adult services have led to a specific action relating to this area being included in the action plan.

Some people felt there should be more focus preparing people for work readiness in order to increase income. This was in conjunction with concerns about welfare reform.

There was a call for increased availability for flexible accommodation for vulnerable people.

There was support for more funding to be prioritised to meet need and improve services for vulnerable individuals along with concerns that any cuts would have an impact on these groups

There were a number of comments related to how the Council funds the delivery of services. There was support for internally provided social care services with the perception of reliability and good quality. There were concerns about contracting with a limited number of profit making private providers who some perceived as delivering less reliably with lower quality of service and public funds going to profit.

There was a suggestion of introducing a multi skilled workforce to avoid duplication limiting the number

of staff a person deals with in Social Services. Some commented at the lack of speed of undertaking the improvement work and the cost of the process.

There were some comments on the Adult Service framework and assessments. There was concern that shifting resources away from those with complex needs towards prevention services is creating inequality and that the equality impact assessments should be published to contextualise this plan. There were comments on the current perceived limited access to service unless in crisis which was felt was against the principles of the new Social Services and Wellbeing Act i.e. early intervention and prevention. There was concern that access to services should be needs led. There was a comment that there was too much reliance on family in care plans and there should be more involvement in developing care plans from primary health Services e.g. GPs as they know people best.

There were a range of comments on how the Council works together with stakeholders. There was an expectation that the general public and those who will use services will be involved in coproducing changes.

The protected characteristics of those who responded to consultation:

Gender	Male	63	39%
	Female	89	55%
	Blank	12	7%
Gender	gender the same as assigned from birth	162	99%
	Blank	1	1%
Age	16-25	3	2%
	26-35	29	18%
	36-45	54	33%
	46-55	26	16%
	56-65	30	18%
	66-75	18	11%
	76-85	1	1%
	over 85	1	1%
	Not say	1	1%
Nationality	Would you describe yourself as.....British	89	55%
	Welsh	66	40%
	English	6	4%
	Irish	5	3%
	Scottish	1	1%
	Non British	1	1%
	Other European	1	1%
	Western European	1	1%
Ethnicity	White British	23	14%
	Asian or Asian British Bangladesh	5	3%
	Asian or Asian British Indian	5	3%
	Asian or Asian British Pakistan	5	3%
	Mixed White & Caribbean	5	3%
	European	1	1%
	Mixed European	6	4%
	White other European	1	1%

Religion	Christian	67	41%
	Muslim	10	6%
	No Religion	73	45%
	Spiritual	5	3%
	Wiccan	5	3%
Actively Practising	Yes	54	33%
Sexual Orientation	Bisexual	1	1%
	Gay/Lesbian	1	1%
	Heterosexual	141	87%
	Other	5	3%
	Not Say	6	4%
	Transgender	5	3%
	Why do you need to know	6	4%
Welsh	Understand Spoken	10	6%
	Speak Welsh	16	10%
	Read Welsh	11	7%
	Write Welsh	11	7%
	Learning Welsh	10	6%
	None	120	74%
Language	English	151	93%
	Welsh	11	7%
	French	1	1%
	Other European	1	1%
	Spanish/Japanese	1	1%
Do you have a long Standing Illness, Disability or infirmity?	Yes	52	32%
Does this illness/infirmity limit your activities	Yes	42	26%

**Any actions required (to mitigate adverse impact or to address identified gaps in knowledge).**

- **Engage with Carers Centre and BME Regional Forum to ensure that we understand the impacts for these groups**

## **Section 4 - Other Impacts:**

**Please consider how the initiative might address the following issues.**

You could base this on service user information, data, consultation and research or professional experience (e.g. comments and complaints).

<b>Foster good relations between different groups</b>	<b>Advance equality of opportunity between different groups</b>
<b>Elimination of discrimination, harassment and victimisation</b>	<b>Reduction of social exclusion and poverty</b>

**(Please see the specific Section 4 Guidance for definitions on the above)**

**Please explain any possible impact on each of the above.**

**Foster good relations**

People with a physical disability and sensory impairment have told they want to contribute to their community and have good relations within their communities. We hope that this strategy will have a positive impact on this area through supporting people to be involved in the Western Bay work on inclusive and accessible communities.

**Advance equality of opportunity**

People with a physical disability and/or sensory impairment experience lack of equality of opportunity. This can be as a result of societal attitude, physical barriers and issues around access to information and services. This issue has come through strongly in the conversations we have had with people and through examining research on this subject.

We hope that through this strategy we will tackle this issue through specific actions in the commissioning strategy to improve access generally and support for people who want to work for example, *Peer led approach to improving access to be developed, making recommendations based on the conversations we have held with citizens*

**Elimination of discrimination...**

Some people with a physical disability and/or sensory impairment do report discrimination and we hope that the strategy will address the issues that matter to people. We will support people to be involved in the Western Bay work on inclusive and accessible communities and we will be working with people to reduce social isolation and discrimination.

**Reduction of social exclusion and poverty**

People with a physical disability and/or sensory impairment are more likely to be socially excluded and live in poverty than the rest of the population. We hope that we will improve this through our strategy for example, *Consider and report on how social isolation and discrimination can be addressed.*

**What work have you already done to improve any of the above?**

We have worked with Disability and Sensory Impairment groups to address issues of access and opportunity within the Council and beyond for e.g. *Peer led approach to improving access to be developed, making recommendations based on the conversations we have held with citizens*

**Is the initiative likely to impact on Community Cohesion? Please provide details.**

The strategy is likely to have a positive impact on community cohesion as it intends to develop more inclusive communities. This element however needs further attention to explore it further.

**How will the initiative meet the needs of Welsh speakers and learners?**

We need to consider how the needs of Welsh speakers and learners can be addressed via consultation to ensure final strategy is compliant with the Welsh Government Framework 'More than Just Words'

**Actions (to mitigate adverse impact or to address identified gaps in knowledge).**



- Explore the impact of the Commissioning Strategy on community cohesion
- Explore how the initiative meets the needs of Welsh speakers and learners

## Section 5 - United Nations Convention on the Rights of the Child (UNCRC):

In this section, we need to consider whether the initiative has any direct or indirect impact on children. Many initiatives have an indirect impact on children and you will need to consider whether the impact is positive or negative in relation to both children's rights and their best interests

Please visit <http://staffnet/eia> to read the UNCRC guidance before completing this section.

**Will the initiative have any impact (direct or indirect) on children and young people? If not, please briefly explain your answer and proceed to Section 6.**

Yes

**Is the initiative designed / planned in the best interests of children and young people? Please explain your answer.**

*This Strategy relates to adults age 18+ however, we have engaged with the parents of young physically disabled children through our co-production arrangements to ensure that the strategy captures the needs of children who will be coming through to adult services in the near future.*

**Actions (to mitigate adverse impact or to address identified gaps in knowledge).**

- Engage with younger people and their carers to explore in more detail the types of services they need
- 

## Section 6 - Monitoring arrangements:

**Please explain the arrangements in place (or those which will be put in place) to monitor this initiative:**

**Monitoring arrangements:** the Physical Disability and Sensory Impairment Commissioning Group that meets on a bi-monthly basis will monitor this Strategy and Action Plan.

**Actions:**

Ensure that the Strategy and Action Plan are monitored through the Commissioning Group

## Section 7 – Outcomes:

Having completed sections 1-5, please indicate which of the outcomes listed below applies to your initiative (refer to the guidance for further information on this section).

Outcome 1: Continue the initiative – no concern



Outcome 2: Adjust the initiative – low level of concern



Outcome 3: Justify the initiative – moderate level of concern



Outcome 4: Stop and refer the initiative – high level of concern.



**For outcome 3, please provide the justification below:**

**For outcome 4**, detail the next steps / areas of concern below and refer to your Head of Service / Director for further advice:

## **Section 8 - Publication arrangements:**

On completion, please follow this 3-step procedure:

1. Send this EIA report and action plan to the Access to Services Team for feedback and approval – [accesstoservices@swansea.gov.uk](mailto:accesstoservices@swansea.gov.uk)
2. Make any necessary amendments/additions.
3. Provide the final version of this report to the team for publication, including email approval of the EIA from your Head of Service. The EIA will be published on the Council's website - this is a legal requirement.

## Action Plan:

Objective - What are we going to do and why?	Who will be responsible for seeing it is done?	When will it be done by?	Outcome - How will we know we have achieved our objective?	Progress
<ul style="list-style-type: none"> <li>Work with Western Bay colleagues to address this information gap.</li> </ul>	Western Bay/Strategic Commissioning Group	March 2019	Our information on the needs of physically disabled adults will be easily accessible	
<ul style="list-style-type: none"> <li>Undertake the public consultation</li> </ul>	Strategic Commissioning Group for Physical Disability and Sensory Impairment	March 2018	We will have undertaken the public consultation and made relevant changes	Public consultation has taken place and the results included in this document. Changes have been made to the Draft Strategies as a result of the consultation
<ul style="list-style-type: none"> <li>Undertake further work with carers centre and BME Regional Forum</li> </ul>	Strategic Commissioning Group for Physical Disability and Sensory Impairment	March 2018	We will have an improved knowledge of the impact of the strategy on carers and minority ethnic groups	
<ul style="list-style-type: none"> <li>Explore the impact of the Commissioning Strategy on community cohesion</li> </ul>	Strategic Commissioning Group for Physical Disability and Sensory Impairment	March 2018	We will have an improved knowledge of the impact of the strategy on community cohesion	
<ul style="list-style-type: none"> <li>Explore how the initiative meets the needs of Welsh speakers and learners through direct conversation with welsh</li> </ul>	Strategic Commissioning Group for Physical Disability and Sensory Impairment	March 2018	We will have an improved understanding of the needs of Welsh speakers and learners	

speakers				
<ul style="list-style-type: none"> <li>Ensure that the Strategy and Action Plan are monitored through the Commissioning Group</li> </ul>	Strategic Commissioning Group for Physical Disability and Sensory Impairment	This is an ongoing responsibility for the duration of the strategy. The group meets bi-monthly and this will be a standing agenda item	The actions will have been completed and success measures achieved	
<ul style="list-style-type: none"> <li>Engage with younger people and their carers to explore in more detail the types of services they need via established forums</li> </ul>	Child Disability Team Family Carers, young people, Commissioning Group	March 2018	Services will be available to support younger people with disabilities in a way which meets their needs	

**\* Please remember to be 'SMART' when completing your action plan (Specific, Measurable, Attainable, Relevant, Timely).**