

Thurrock Council

Community Equality Impact Assessment

Service area and lead officer

Name of service	Unpaid Carers Support, Information and Advice
CEIA Lead Officer	Hayley Bird
CEIA Lead Officer job title	Commissioning Manager
CEIA Lead Officer email address	Hbird@thurrock.gov.uk

Subject of this assessment

What specific policy, strategy, function or service is the subject of this assessment?
This assessment is on the Support, Information and Advice service for Unpaid Carers.
Borough-wide or location-specific?
<input checked="" type="checkbox"/> Borough-wide <input type="checkbox"/> Location-specific – please state locations below.
Click or tap here to enter text.
Why is this policy, strategy, function or service development or review needed?
<p>The current contract for this service is coming to an end on 31st March 2025. To meet the local authority's statutory duty to provide such a service, we must undertake a tender process for continuation of this provision.</p> <p>No significant changes are being proposed. There are therefore unlikely to be any negative impacts associated with the procurement exercise.</p> <p>We are moving towards adopting a Human Learning System way of working along with locality-based working, so services and solutions provided will become more person-specific and available close to home..</p>

1. Engagement, consultation and supporting information

1.1. What steps you have taken, or do you plan to take, to engage or consult (where applicable) the whole community or specific groups affected by this development or review? **This is a vital step.**

Steps you have taken, or plan to take, to engage or consult

This service specifically provides support, information, and advice services to unpaid carers, already a group comprised of a protected characteristic, and we have further engaged with a diverse group of carers that support a wide range of physical and cognitive health concerns. Both male and female from a range of ethnic backgrounds and ages ranges. Below I have listed the consultation undertaken and planned;

Consultation:

- Extensive consultation was carried out by Healthwatch for the purpose of the strategy development, speaking with hundreds of carers. The health needs of those being cared for varied and a diverse range of respondent views were captured.
- An independent steering group will be led by Healthwatch, consultation around the tender process and specification shaping from those with lived experience and partner agencies have been undertaken and captured.
- Those with lived experience will be sought to be part of the tender evaluation process.

1.2. What data or intelligence sources have you used to inform your assessment of the impact? How have these helped you understand who will be affected by the development or review?

Sources of data or intelligence, and how they have been used

We have undertaken a review of the protected characteristics of the people who use the service and compared this to survey respondents and the census data.

Analysis on data gathered from the consultation event has enabled us to understand what carers need and also the barriers that they face. This has been fed in to the tender process and associated Strategy.

2. Community and workforce impact

2.1. What impacts will this development or review have on communities, workforce and the health and wellbeing of local residents?

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Local communities in general	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	We are moving to locality working and this will provide a more accessible service for our carers, specially those requiring face to face support. This is hoped to improve identification and improve the outcomes by personalising support, in term leading to the HLS approach.	It is hoped that users of the service will experience an improved service, by embedding locality working alongside the central base within the borough. No negatives have been identified.
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Neither positive nor negative impact have been identified	Neither positive nor negative impact have been identified
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Neither positive nor negative impact have been identified	Neither positive nor negative impact have been identified
Gender reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Neither positive nor negative impact have been identified. We do not have enough data to draw any meaningful conclusions.	Neither positive nor negative impact have been identified
Marriage and civil partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Neither positive nor negative impact have been identified	Neither positive nor negative impact have been identified

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Pregnancy and maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Neither positive nor negative impact have been identified	Neither positive nor negative impact have been identified
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Neither positive nor negative impact have been identified	Neither positive nor negative impact have been identified
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Neither positive nor negative impact have been identified	Neither positive nor negative impact have been identified
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Neither positive nor negative impact have been identified	Neither positive nor negative impact have been identified
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Neither positive nor negative impacts identified. We do not have enough data at this time. However, we are aware that nationally (although still awaiting local analysis) that people from the LGBTQ+ community are more likely to be an unpaid carer than the general population. As such, this is considered in that section.	Neither positive nor negative impacts identified.

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Location-specific impact, if any	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The service will be provided on a locality basis, which will ensure greater integration and accessibility to services across the borough.	The provider will draw on local assets to assist in its signposting for its support, information, and advice, specifically for its locality.
Workforce	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	More attractive recruitment prospects for long term employment with the provider also has a positive impact on local recruitment.	As well as removing the obstacle of unsustainable employment terms. Whilst there is security in TUPE law, the onboarding of new staff will be more attractive with the stability of a longer contract.
Health and wellbeing of residents Please also see: WHIASU Population Groups Checklist.pdf phwwhocc.co.uk	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	It is our duty under the Care Act 2014 to provide an information and advice service for all carers about what be done to help them and prevent, reduce or delay the development of longer term needs and to help them look after their own wellbeing	By meeting our statutory duty, we will in turn be sure to meet the health and wellbeing needs of residents. We will seek to maximise these positive impacts by applying a HLS approach, ensuring we adapt and change based on our learning.

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Socio-economic outcomes	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Intentions to seek longer contract lengths will bring value in stability to the community and individual localities that the services embed in, providing social value in continuity of service and provision.	By tendering for longer contracts we will be allowing the service to embed into the community, minimising issues around provider longevity being a barrier for uptake and engagement.
Veterans and serving members of the armed forces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Neither positive nor negative impact have been identified	Neither positive nor negative impact have been identified
Unpaid carers	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	The service is specifically to support unpaid carers in their caring role and provide required information and advice. The service is of positive value to unpaid carers across Thurrock with no adverse impacts identified.	The service aims to deliver the service in line with HLS principles, to personalise support, information and advice and embed locality working in order to enrich the life's of carers, realise and release their potential and keep physically and mentally well.

3. Monitoring and review

- 3.1. How will you review community and equality impact once the policy, strategy, function or service has been implemented? These actions should be developed using the information gathered in sections 1 and 2 and included in your service area's business plans.

Action	By when	By who
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We are committed to reviewing the CEIA as part of the ongoing development and implementation of our Unpaid Carers Strategy	Various – if any changes or modifications are made within the lifetime of the contract to the service provided causing impact, review will be undertaken	Commissioning Team – Adult social Care
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4. Next steps

4.1. The information gathered must be used to inform reports presented to Cabinet or overview and scrutiny committees. This will give members a necessary understanding of the impact their decisions will have on different groups and the whole community.

Summarise the implications and customer impact below. This summary should be added to the committee reports template in the Diversity and Equality Implications section for review and sign-off at the consultation stage of the report preparation cycle.

Summary of implications and customer impact

For this tender there are no changes to the current service other than embedding the Human Learning System (HLS) approach so there will be a level of change and adaption through learning – which will impact positively on carers. However, there are no changes to the service that have had any adverse impacts identified. We will ensure regular review with any proposed changes that could have impact on residents within the life of the contract.

5. Sign off

5.1. This Community Equality Impact Assessment must be authorised by the relevant project sponsor, strategic lead, or assistant director. This should not be the CEIA Lead Officer. Officers authorising this assessment are responsible for:

- the accuracy of the information
- making sure actions are undertaken

Name	Role	Date
Ceri Armstrong	Head of ASC Transformation and Commissioning	26/03/24
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