

Thurrock Council

Community Equality Impact Assessment

Service area and lead officer

Name of service	Potential Increases in Adult Social Care Charges
Lead officer name	Ceri Armstrong
Lead officer job title	Head of Transformation and Commissioning
Lead officer email address	carmstrong@thurrock.gov.uk

Subject of this assessment

What specific policy, strategy, function or service is the subject of this assessment?
Adult Social Care Fees and Charges Policy
Borough-wide or location-specific?
<input checked="" type="checkbox"/> Borough-wide <input type="checkbox"/> Location-specific – please state locations below.
Why is this policy, strategy, function or service development or review needed?
<p>To look at options to enable the continued provision of essential Adult Social Care services to eligible individuals within Thurrock.</p> <p>This CEIA is updated from 2021 when Cabinet agreed a change to the Adult Social Care charging policy (with many services being charged at full cost recovery subject to a means test to identify affordability).</p> <p>This update is required given the Fees and Charges report going to HOSC and Cabinet November 2023 relating to 2024/25 Fees and Charges.</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

Consultation was carried out on the initial decision to move to a 'full cost recovery position', via the councils website and a letter to all ADS services users, the outcome of this consultation is available on request. Response rate 14.42 %,

Reassurance was and will be given that will not impact the level of service that users receive as the underlying duty to meet eligible needs under the Care Act 2014.

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

Department of Health & Social Care MIG rate – to provide narrative in regard to negative impacts being minimised.

Care Act 2014 – in both the 'summary of impacts' and 'mitigation' sections. The narrative explains the legal duty placed on the authority in regard to completing a financial assessment and that charges are made based on ability to pay.

Controcc – our data recording system has been used to provide numbers/percentages of individuals for some for the protected characteristics.

Office of National Statistic – 2021 census information. To add to the narrative in 'summary of impacts' sections.

[Social Care Access for adult BAME and LGBT+ populations: a rapid realist review - NIHR Funding and Awards](#) – to provide additional narrative in the 'summary of impacts' sections for Race and Sexual Orientation.

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?
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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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Individuals may have to pay more towards the cost of their Adult Social Care service. This will be based on the person's ability to pay and contributes to sustaining the provision of all care services for the vulnerable adults within Thurrock.</p> <p>Individual impact can only be fully understood on completion of a financial assessment.</p> <p>Charges are only levied against those who can afford it following individual financial assessment.</p> <p>A greater proportion of people requiring social care support will come from deprived areas of the borough than less deprived areas of the borough. Charges are only levied against those who can afford it following individual financial assessment.</p> <p>Individuals may refuse care where they have been assessed as requiring to pay partially or in full for their care.</p> <p>Individuals may request to have their care reduced where they have to contribute towards the costs.</p> <p>Health & well-being of individuals may be impacted on where assessed provision of</p>	<p>Via means testing to assess the person's ability to pay. Individuals can request a review of their financial assessment at any time.</p> <p>Benefit maximisation is offered to ensure each individual has access to any benefits they are entitled to.</p> <p>Thurrock's Minimum Income Guarantee (MIG) is set at the Department of Health & Social Care MIG rate plus 25%, this allows people to keep more of their income.</p> <p>Disability related expenditure (DRE) – individuals are asked to provide detail of any DRE which will be deducted from any income to assess their ability to pay.</p> <p>The LA has the ability to exempt an individual for care costs on a case by case basis on complex matters such as, waiting for a Continuing Healthcare decision, Ordinary Residency decision.</p> <p>Refer to the Carers Support service – free to access.</p>

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Individuals may have to pay more towards the cost of their Adult Social Care service. This will be based on the person's ability to pay and help sustain the provision of all care services for the vulnerable adults within Thurrock. Charges are only levied against those who can afford it following individual financial assessment.</p> <p>The majority of users of Adult Social Care (ASC) services are age 65+ and therefore increasing charges would have a greater impact on those aged 65+.</p> <p>However, out of those age 65+ just under 20% will be affected. Therefore, whilst this does not disproportionately affect this protected characteristic (as most users of ASC users in Thurrock do not make any contribution to their care) it is however worth noting.</p>	<p>Via means testing to assess the person's ability to pay. Individuals can request a review of their financial assessment at any time.</p> <p>Benefit maximisation is offered to ensure each individual has access to any benefits they are entitled to.</p> <p>Thurrock's Minimum Income Guarantee (MIG) is set at the Department of Health & Social Care MIG rate plus 25%, this allows people to keep more of their income.</p> <p>Disability related expenditure (DRE) – individuals are asked to provide detail of any DRE which will be deducted from any income to assess their ability to pay.</p> <p>The LA has the ability to exempt an individual for care costs on a case by case basis on complex matters such as, waiting for a Continuing Healthcare decision, Ordinary Residency decision.</p>

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>36% of ASC service users are recorded as those with physical, learning or mental disability. This is the second largest client category.</p> <p>Individuals may have to pay more towards the cost of their Adult Social Care service. This will be based on the person's ability to pay and help sustain the provision of all care services for the vulnerable adults within Thurrock. Charges are only levied against those who can afford it following individual financial assessment.</p>	<p>Via means testing to assess the person's ability to pay. Individuals can request a review of their financial assessment at any time.</p> <p>Benefit maximisation is offered to ensure each individual has access to any benefits they are entitled to.</p> <p>Thurrock's Minimum Income Guarantee (MIG) is set at the Department of Health & Social Care MIG rate plus 25%, this allows people to keep more of their income.</p> <p>Disability related expenditure (DRE) – individuals are asked to provide details of any DRE which will be deducted from any income to assess their ability to pay.</p> <p>The LA has the ability to exempt an individual for care costs on a case by case basis on complex matters such as, waiting for a Continuing Healthcare decision, Ordinary Residency decision.</p>

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Gender reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>No specific impacts on grounds of gender reassignment has been identified, this data is not routinely collected from service users.</p> <p>Individuals may have to pay more towards the cost of their Adult Social Care service. This will be based on the person's ability to pay and help sustain the provision of all care services for the vulnerable adults within Thurrock. Charges are only levied against those who can afford it following individual financial assessment.</p>	<p>Via means testing to assess the person's ability to pay. Individuals can request a review of their financial assessment at any time.</p> <p>Benefit maximisation is offered to ensure each individual has access to any benefits they are entitled to.</p> <p>Thurrock's Minimum Income Guarantee (MIG) is set at the Department of Health & Social Care MIG rate plus 25%, this allows people to keep more of their income.</p> <p>Disability related expenditure (DRE) – individuals are asked to provide details of any DRE which will be deducted from any income to assess their ability to pay.</p> <p>The LA has the ability to exempt an individual for care costs on a case by case basis on complex matters such as, waiting for a Continuing Healthcare decision, Ordinary Residency decision.</p>

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Marriage and civil partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Individuals may have to pay more towards the cost of their Adult Social Care service. This will be based on the person's ability to pay and help sustain the provision of all care services for the vulnerable adults within Thurrock. Charges are only levied against those who can afford it following individual financial assessment.</p>	<p>Via means testing to assess the person's ability to pay. Individuals can request a review of their financial assessment at any time.</p> <p>Benefit maximisation is offered to ensure each individual has access to any benefits they are entitled to.</p> <p>Thurrock's Minimum Income Guarantee (MIG) is set at the Department of Health & Social Care MIG rate plus 25%, this allows people to keep more of their income.</p> <p>Disability related expenditure (DRE) – individuals are asked to provide detail of any DRE which will be deducted from any income to assess their ability to pay.</p> <p>The LA has the ability to exempt an individual for care costs on a case by case basis on complex matters such as, waiting for a Continuing Healthcare decision, Ordinary Residency decision.</p>

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"/>	<p>No specific impacts on the grounds of pregnancy and maternity have been identified.</p> <p>Individuals may have to pay more towards the cost of their Adult Social Care service. This will be based on the person's ability to pay and help sustain the provision of all care services for the vulnerable adults within Thurrock. Charges are only levied against those who can afford it following individual financial assessment.</p>	<p>Via means testing to assess the person's ability to pay. Individuals can request a review of their financial assessment at any time.</p> <p>Benefit maximisation is offered to ensure each individual has access to any benefits they are entitled to.</p> <p>Thurrock's Minimum Income Guarantee (MIG) is set at the Department of Health & Social Care MIG rate plus 25%, this allows people to keep more of their income.</p> <p>Disability related expenditure (DRE) – individuals are asked to provide detail of any DRE which will be deducted from any income to assess their ability to pay.</p> <p>The LA has the ability to exempt an individual for care costs on a case by case basis on complex matters such as, waiting for a Continuing Healthcare decision, Ordinary Residency decision.</p>

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Any charges levied are unlikely to impact on grounds of race, it is recognised that some nationalities may have difficulty in understanding any communication received in relation to increased charges due to limited English language skills. Communication needs are noted by staff and information can be made available in other languages, font sizes or easy-read upon request.</p> <p>Individuals may have to pay more towards the cost of their Adult Social Care service. This will be based on the person's ability to pay and help sustain the provision of all care services for the vulnerable adults within Thurrock. Charges are only levied against those who can afford it following individual financial assessment.</p> <p>Whilst this assessment is focused on charges for services. It is worth noting that research carried out in 2019 suggested that some of the people most likely to miss out on social care services are black, Asian or from another ethnic group (BAME) - Social Care Access for adult BAME and LGBT+ populations: a rapid realist review - NIHR Funding and Awards.</p>	<p>Via means testing to assess the person's ability to pay. Individuals can request a review of their financial assessment at any time.</p> <p>Benefit maximisation is offered to ensure each individual has access to any benefits they are entitled to.</p> <p>Thurrock's Minimum Income Guarantee (MIG) is set at the Department of Health & Social Care MIG rate plus 25%, this allows people to keep more of their income.</p> <p>Disability related expenditure (DRE) – individuals are asked to provide detail of any DRE which will be deducted from any income to assess their ability to pay.</p> <p>The LA has the ability to exempt an individual for care costs on a case by case basis on complex matters such as, waiting for a Continuing Healthcare decision, Ordinary Residency decision.</p>

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>No specific impact on grounds of religion or belief has been identified.</p> <p>Individuals may have to pay more towards the cost of their Adult Social Care service. This will be based on the person's ability to pay and help sustain the provision of all care services for the vulnerable adults within Thurrock. Charges are only levied against those who can afford it following individual financial assessment.</p>	<p>Via means testing to assess the person's ability to pay. Individuals can request a review of their financial assessment at any time.</p> <p>Benefit maximisation is offered to ensure each individual has access to any benefits they are entitled to.</p> <p>Thurrock's Minimum Income Guarantee (MIG) is set at the Department of Health & Social Care MIG rate plus 25%, this allows people to keep more of their income.</p> <p>Disability related expenditure (DRE) – individuals are asked to provide detail of any DRE which will be deducted from any income to assess their ability to pay.</p> <p>The LA has the ability to exempt an individual for care costs on a case by case basis on complex matters such as, waiting for a Continuing Healthcare decision, Ordinary Residency decision.</p>

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Individuals may have to pay more towards the cost of their Adult Social Care service. This will be based on the person's ability to pay and help sustain the provision of all care services for the vulnerable adults within Thurrock. Charges are only levied against those who can afford it following individual financial assessment.</p> <p>Women form the largest part of the ageing population and therefore is likely to impact on women more than men, however charges will only be levied following an individual financial assessment .</p> <p>In addition 59% of unpaid carers are female – and provide more hours of unpaid care than men</p>	<p>Via means testing to assess the person's ability to pay. Individuals can request a review of their financial assessment at any time.</p> <p>Benefit maximisation is offered to ensure each individual has access to any benefits they are entitled to.</p> <p>Thurrock's Minimum Income Guarantee (MIG) is set at the Department of Health & Social Care MIG rate plus 25%,this allows people to keep more of their income.</p> <p>Disability related expenditure (DRE) – individuals are asked to provide detail of any DRE which will be deducted from any income to assess their ability to pay.</p> <p>The LA has the ability to exempt an individual for care costs on a case by case basis on complex matters such as, waiting for a Continuing Healthcare decision, Ordinary Residency decision.</p> <p>Carers are entitled to request a carers assessment.</p> <p>Respite to take a break from Caring role/sitting service/day services.</p>

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>No specific grounds on sexual orientation has been identified.</p> <p>Individuals may have to pay more towards the cost of their Adult Social Care service. This will be based on the person's ability to pay and help sustain the provision of all care services for the vulnerable adults within Thurrock. Charges are only levied against those who can afford it following individual financial assessment.</p> <p>Whilst this assessment is focused on charges for services. It is worth noting that research carried out in 2019 suggested that some of the people most likely to miss out on social care services are from lesbian, gay or bisexual communities - Social Care Access for adult BAME and LGBT+ populations: a rapid realist review - NIHR Funding and Awards.</p> <p>It would therefore be reasonable to assume that these experiences of lesbian, gay and bisexual communities in Thurrock replicate national findings.</p>	<p>Via means testing to assess the person's ability to pay. Individuals can request a review of their financial assessment at any time.</p> <p>Benefit maximisation is offered to ensure each individual has access to any benefits they are entitled to.</p> <p>Thurrock's Minimum Income Guarantee (MIG) is set at the Department of Health & Social Care MIG rate plus 25%, this allows people to keep more of their income.</p> <p>Disability related expenditure (DRE) – individuals are asked to provide detail of any DRE which will be deducted from any income to assess their ability to pay.</p> <p>The LA has the ability to exempt an individual for care costs on a case by case basis on complex matters such as, waiting for a Continuing Healthcare decision, Ordinary Residency decision.</p>

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 type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A	N/A
Workforce	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>No specific impacts on the grounds workforce have been identified.</p> <p>Individuals may have to pay more towards the cost of their Adult Social Care service. This will be based on the person's ability to pay and help sustain the provision of all care services for the vulnerable adults within Thurrock. Charges are only levied against those who can afford it following individual financial assessment.</p>	<p>Via means testing to assess the person's ability to pay. Individuals can request a review of their financial assessment at any time.</p> <p>Benefit maximisation is offered to ensure each individual has access to any benefits they are entitled to.</p> <p>Thurrock's Minimum Income Guarantee (MIG) is set at the Department of Health & Social Care MIG rate plus 25%, this allows people to keep more of their income.</p> <p>Disability related expenditure (DRE) – individuals are asked to provide detail of any DRE which will be deducted from any income to assess their ability to pay.</p> <p>The LA has the ability to exempt an individual for care costs on a case by case basis on complex matters such as, waiting for a Continuing Healthcare decision, Ordinary Residency decision.</p>

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
<p>Health and wellbeing of residents</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p>It is likely that the increase in charges may have a negative impact on individuals health and well-being.</p> <p>Individuals may have to pay more towards the cost of their Adult Social Care service. This will be based on the person's ability to pay and contributes to sustaining the provision of all care services for the vulnerable adults within Thurrock.</p> <p>Individual impact can only be fully understood on completion of a financial assessment.</p> <p>Charges are only levied against those who can afford it following individual financial assessment.</p> <p>Health & well-being of individuals may be impacted on where assessed provision of care is refused in part or full. This could lead to informal carer breakdown, hospital admissions, increased crisis, increased usage of Thurrock Urgent Community Response Team.</p>	<p>Via means testing to assess the person's ability to pay. Individuals can request a review of their financial assessment at any time.</p> <p>Benefit maximisation is offered to ensure each individual has access to any benefits they are entitled to.</p> <p>Thurrock's Minimum Income Guarantee (MIG) is set at the Department of Health & Social Care MIG rate plus 25%, this allows people to keep more of their income.</p> <p>Disability related expenditure (DRE) – individuals are asked to provide detail of any DRE which will be deducted from any income to assess their ability to pay.</p> <p>The LA has the ability to exempt an individual for care costs on a case by case basis on complex matters such as, waiting for a Continuing Healthcare decision, Ordinary Residency decision.</p>

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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>No specific impact on grounds of Socio-economic outcomes has been identified.</p> <p>Individuals may have to pay more towards the cost of their Adult Social Care service. This will be based on the person's ability to pay and help sustain the provision of all care services for the vulnerable adults within Thurrock. Charges are only levied against those who can afford it following individual financial assessment.</p>	<p>Via means testing to assess the person's ability to pay. Individuals can request a review of their financial assessment at any time.</p> <p>Benefit maximisation is offered to ensure each individual has access to any benefits they are entitled to.</p> <p>Thurrock's Minimum Income Guarantee (MIG) is set at the Department of Health & Social Care MIG rate plus 25%, this allows people to keep more of their income.</p> <p>Disability related expenditure (DRE) – individuals are asked to provide detail of any DRE which will be deducted from any income to assess their ability to pay.</p> <p>The LA has the ability to exempt an individual for care costs on a case by case basis on complex matters such as, waiting for a Continuing Healthcare decision, Ordinary Residency decision.</p>

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Veterans and serving members of the armed forces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>No specific impact on grounds of Socio-economic outcomes has been identified.</p> <p>Individuals may have to pay more towards the cost of their Adult Social Care service. This will be based on the person's ability to pay and help sustain the provision of all care services for the vulnerable adults within Thurrock. Charges are only levied against those who can afford it following individual financial assessment.</p>	<p>Via means testing to assess the person's ability to pay. Individuals can request a review of their financial assessment at any time.</p> <p>Benefit maximisation is offered to ensure each individual has access to any benefits they are entitled to.</p> <p>Thurrock's Minimum Income Guarantee (MIG) is set at the Department of Health & Social Care MIG rate plus 25%, this allows people to keep more of their income.</p> <p>Disability related expenditure (DRE) – individuals are asked to provide detail of any DRE which will be deducted from any income to assess their ability to pay.</p> <p>The LA has the ability to exempt an individual for care costs on a case by case basis on complex matters such as, waiting for a Continuing Healthcare decision, Ordinary Residency decision.</p>

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
Service users can request a review of their financial circumstances, this is also carried out at review which occurs on an annual basis	On going	Financial Assessment Officers
Continue to monitor the application of increases to fees and charges in relation to protected characteristics	On-going, as and when changes are made to our policy	Head of Transformation and Commissioning
Review any additional feedback from engagement and update this CEIA accordingly	January 2024	Head of Transformation and Commissioning
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

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

Sex: women form the largest part of the ageing population, and therefore this has the potential to impact more on women.

Race: some nationalities may have difficulties understanding the policy due to limited English Language skills.

Sexual Orientation: whilst not in relation to increases in charges, research suggests that accessing services is limited for this particular protected characteristic, no

Disability: more people with disabilities are in receipt of care and support services than those without disabilities. The policy has the potential to impact more on disabled people than non-disabled people.

Age: more older people are in receipt of care and support services than younger people. The policy has the potential to impact more on older people than younger people.

Deprivation: those in receipt of adult care and support services are likely to be amongst the most deprived.

Health and Well-Being: there is potential that increases to fees and charges, where applicable, may negatively impact some individuals.

5. Sign off

5.1. This Community Equality Impact Assessment must be authorised by the relevant project sponsor, head of service, or assistant director. Officers authorising this assessment are responsible for:

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

Name	Role	Date
Ceri Armstrong	Head of Transformation and Commissioning	5 th October 2023
Jayne Middleton-Albooye	Interim Head of Legal Services	9 th November 2023
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Thurrock Council

Community Equality Impact Assessment

Service area and lead officer

Name of service	Adult Social Care
CEIA Lead Officer	'Bosa Osunde
CEIA Lead Officer job title	Head of Social Work Support
CEIA Lead Officer email address	iosunde@thurrock.gov.uk

Subject of this assessment

What specific policy, strategy, function or service is the subject of this assessment?
Expansion of Community Led Support Teams to include all Social Work Teams
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>This proposal is in line with Thurrock Transformation Programme and the aim is to develop an integrated social work team – reducing unnecessary bureaucracy, improving place-based working for all teams, and ultimately improving the experience for the person being supported. Having an integrated team will ensure that all team members have good awareness of each other's areas of work and are better able to identify, develop and deliver integrated solutions at first point of access. The Team will continue to form a network with other professionals working in the same area of the Borough to be able to provide integrated solutions beyond social work.</p> <p>The project is required as people's experiences with health and care are often fragmented. The health and care system has developed to respond to individual needs and conditions rather than the person. This is also the case in social care. People requiring support can often get caught between 'generic' and 'specialist' teams. The project will start with the person and the outcomes most important to them, and build an integrated response that prevents, unless necessary, the person from requiring different access points, pathways, and responses. This will also be the most effective use of available resource.</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

There is significant evidence, reported nationally and locally, that the system is fragmented and not focused on achieving the best outcomes for people. There is also evidence that the way that the system has been operating is the least efficient – waiting until people get to crisis point or are ‘needy’ enough to meet eligibility criteria and various thresholds. Evidence supports the system being redesigned to a) act as early as possible, and b) provide integrated solutions that focus on the outcomes an individual wishes to achieve.

Through drop-in sessions known as ‘Talking Shops’, ongoing consultation and engagement takes place through which feedback is and can be used to further develop and improve what is offered and how it is offered.

- 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 believe the best way to serve a community is to be a part of it. Social workers are encouraged to work remotely from various locations within their communities to get a true feel for the area. This makes them more familiar to the residents, which can remove some of the barriers that often exist. Ensuring bureaucracy is the absolute minimum it has to be, people get the right support and information, and advice at the right time and the main principle behind this is the Human Learning Systems model of change.

We have worked with the National Development Team for Inclusion for a number of years. The NDTI own the CLS concept. The NDTI has carried out significant research and provided data and intelligence from all members which has helped to support our initiative.

We have also recently carried out an evaluation of our integrated social work initiative which has been positive and shown the benefits of working in place and across social work teams that were previously separate.

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"/>	Integrated Social Work Teams will reduce the possibility of 'hand offs' and failure demand and make social care more accessible. As teams are based within communities, they will be able to understand the communities they serve far better and be able to offer a greater range of innovative and strength-based solutions.	<p>Implementation group implemented, which would include key leads and support a collaborative approach to integrated working to remove silo working teams and any existing barriers.</p> <p>We are aware of demand of each one of our community-based teams and the resource required, and will continue to monitor potential impact.</p> <p>Approaches to monitoring</p> <ul style="list-style-type: none"> • Case studies and mapping exercise • Community engagement exercises • Staff engagement and feedback
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	As 'local communities in general'.	There are no concerns identified - age should not impact ability to work within the integrated teams.

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	As 'local communities in general'.	There are no concerns identified - any disability concerns have not been raised during scoping exercises, information gathering and implementation processes
Gender reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>The proposal will be applied across the service with the potential to impact all groups considered by this CEIA.</p> <p>Diversity data relating to gender reassignment is not presently collected for individuals that are service users to determine impact specific to this characteristic.</p>	There are no concerns identified - any gender reassignment concerns have not been raised during scoping exercises, information gathering and implementation processes
Marriage and civil partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>The proposal will be applied across the service with the potential to impact all groups considered by this CEIA.</p> <p>Diversity data relating to marriage and civil partnership is not presently collected for individuals that are service users to determine impact specific to this characteristic.</p>	There are no concerns identified - any marriage and civil partnership concerns have not been raised during scoping exercises, information gathering and implementation processes

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"/>	<p>The proposal will be applied across the service with the potential to impact all groups considered by this CEIA.</p> <p>Diversity data relating to pregnancy and maternity is not presently collected for individuals that are service users to determine impact specific to this characteristic.</p>	Any staff on maternity leave will receive letters in writing and will be offered 1:1 session's to discuss via HR process- no concerns raised during scoping exercises, information gathering and implementation processes
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Information about race will be recorded as part of any care and support assessment. No implications have been identified.	There are no concerns identified - any race concerns have not been raised during scoping exercises, information gathering and implementation processes
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Information and data is collected in relation to the care and support assessment, but this proposal is about ability to reduce failure demand and to have greater accessibility within the community itself. Implications on religion or belief per se have not been identified.	There are no concerns identified - any religion or belief concerns have not been raised during scoping exercises, information gathering and implementation processes
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	We collect information on sex in relation to care and support assessments, but changes being made have no implications on sex.	There are no concerns identified - any sex concerns have not been raised during scoping exercises, information gathering and implementation processes

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	None identified	There are no concerns identified - any sexual orientation concerns have not been raised during scoping exercises, information gathering and implementation processes
Location-specific impact, if any	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No anticipated impact that is location specific.	<p>No anticipated impact that is location specific. Monitored via</p> <ul style="list-style-type: none"> • Case studies and mapping exercise • Community engagement exercises • Staff engagement and feedback
Workforce	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The proposal will impact some members of the workforce in that they may have a change of line manager or be responsible for managing different staff or service users.	<p>To be supported by Change Management process.</p> <p>Workforce diversity data will be considered as part of the review process to determine if there are any disproportionate impacts across all groups.</p>

<p>Health and wellbeing of residents</p>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<p><input type="checkbox"/> Community members and people who live and work within place, will have a better understanding of support available at an earlier point, they will have direct access to place-based teams and be able to seek advice and guidance at the earliest opportunity to reduce escalation of crisis.</p> <p>Place based teams offer consistency to people, there will be a reduced number of case transfers to different teams, this provides people with familiar staff, who they have already built relationships with, making it easier for people to gain trust, they will not need to repeat their story and establish new relationships with different case workers.</p> <p>All tasks are managed at place through integrated working partnerships, place based teams work collaboratively with partners, this reduces onward referrals as many solutions can be found by working collaboratively with a multi-agency team approach , this means there are opportunities for joint visits and coworking with partner organisations, this reduces the person having to repeat their</p>	<p>No anticipated impact that is location specific. Monitored via</p> <ul style="list-style-type: none"> • Case studies and mapping exercise • Community engagement exercises • Staff engagement and feedback
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Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
				story or speak to multiple staff members from different teams, a true person centred approach and ensuring the right support at the right time	
Socio-economic outcomes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No anticipated impact on socio-economic outcomes.	<p>No anticipated impact that is Socio-economic specific outcomes. Monitored via</p> <ul style="list-style-type: none"> • Case studies and mapping exercise • Community engagement exercises • Staff engagement and feedback
Veterans and serving members of the armed forces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No anticipated impact on veterans and serving members of the armed forces.	<p>No anticipated impact that is Veterans and serving members of the armed forces specific. Monitored via</p> <ul style="list-style-type: none"> • Case studies and mapping exercise • Community engagement exercises • Staff engagement and feedback

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
Are there any routine monitoring cycles relating to feedback from staff and individuals that are service users.	Ongoing	Principal Social Worker
Review CEIA after consultation with staff	Ongoing	Principal Social Worker / Transformation team
Review any additional feedback from engagement and update this CEIA accordingly	January 2024	'Bosa Osunde
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Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.
Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

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

People too often receive fragmented care from services that are not effectively co-ordinated around their needs. This can negatively impact their experiences, lead to poorer outcomes, and create duplication and inefficiency.

Implications for individuals that are service users will be considered through case studies and mapping, community and staff engagement, and service and day to day interaction with members of the workforce.

Workforce- Potential loss of income

As public servants working for local authority, we must ensure the best possible use of public funds whilst ensuring we provide the best possible service to individuals using the resources and funds available. We need to be transparent and ensure that any additional payments to workforce either via overtime or shift allowance are reasonable, justified and fair.

Standard rota (Fixed or Variable Hours) – A standard rota is defined as working hours which are irregular and on a rota basis including hours which fall outside of normal working hours (outside 8:00 to 20:00 Monday to Friday). A rota will apply for service cover which includes Saturday and Sunday working. The rota may be planned with fixed rota hours or variable in nature depending on the service needs. Variable rotas may fluctuate and vary from day to day. Staff working standard rotas will receive a premium of 7.5% of their basic pay.

We have agreed that no changes will be made to HSWT who currently have the opportunity to receive additional income immediately, this needs to be explored and reasoning found behind the need should be understood, overtime is not guaranteed and is payable to any staff who work additional hours over and above contractual hours.

Workforce- Wellbeing

Any changes will be mindful of team structure and where possible we will endeavour to ensure supervisors remain the same.

The HSWT will play a key role in planning the new operational model. The implementation and planning stage will take time and the HSWT will be key drivers.

The transformation team are here to support staff as well as senior leaders to adjust to change. TBC provides support with staff who may struggle with change and enable them to build resilience in the evolving workforce of Health and Social care.

- [Health and well-being events](#)
- [Health and well-being support](#)
- [Employee Assistance Programme \(EAP\)](#)
- [My Health and Well-being and Stress Management Policy \(EDRMS link\) \(312.00 B\)](#)
- [Here For You newsletter shared with team- a confidential mental health and wellbeing service available to all health, social care and voluntary sector workers across Essex and Hertfordshire](#)
- [Change management support.](#)

- Full CLS training available to support with upskilling and understanding community working.

Local communities in general

Having an ASC team based within the community who can access a wide range of skills within their team benefits the individuals we support.

Community Led Support Core Principles

- People can get support and advice easily, when they need it, so crises are avoided
- The culture is based on trust, empowerment and shared values within and across teams and organisations
- There is a focus on 'place' and on the 'whole' person
- Coproduction brings people and organisations together around a shared vision
- The system is responsive, proportionate and focussed on outcomes
- Bureaucracy is the absolute minimum- it has to be
- Support is strength based, building independence, control, and community connections

As we start to explore true integrated teams at place consisting of a range of service both statutory and voluntary, it is crucial that hospital discharge and pathways from acute are linked into the CLS teams to ensure the best possible outcome for the patient.

We are also exploring transfer of care hubs which will support us to bring in therapies, reablement and supporting services to minimise the risk of unsafe discharge and admission avoidance. By aligning discharge to place staff will have greater access to resources and be able to use a more collaborative approach toward discharge and explore longer term needs of our residents.

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 Transformation & Commissioning, AHH	07/11/2023
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Thurrock Council

Community Equality Impact Assessment

Service area and lead officer

Name of service	Waste & Recycling Services
CEIA Lead Officer	Anthony Fletcher
CEIA Lead Officer job title	Performance & Support Manager
CEIA Lead Officer email address	afletcher@thurrock.gov.uk

Subject of this assessment

What specific policy, strategy, function or service is the subject of this assessment?
Alternate Weekly Collections (AWC), chargeable garden waste and food collections
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?
This project is required to deliver an operational cost saving from the waste collections services. It involves changing the collection frequency for residual waste collections from weekly to fortnightly, introducing a boroughwide separate weekly food waste collection service and a chargeable fortnightly 'green waste' service. The new garden waste service will be an opt in service, meaning only those households that use the service will subscribe.

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

A full consultation with residents was undertaken at the beginning of 2020, to ascertain views around key aspects of the waste strategy.

Additionally the strategy has been developed with the input of a Cross Party Working group to ensure that all political viewpoints have been consulted. This has further ensured that the voice of residents has been heard.

- 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

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Collection Service – presentation of bins	Current operations provide for additional assistance for those who are unable to present their own bins for collection on a weekly basis. This will be retained.
Gender reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No Impact	No Impact
Marriage and civil partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No Impact	No Impact
Pregnancy and maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Collection Service – presentation of bins	Current operations provide for additional assistance for those who are unable to present their own bins for collection on a weekly basis for a temporary period.
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No Impact	No Impact
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No Impact	No Impact
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No Impact	No Impact
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No Impact	No Impact
Location-specific impact, if any	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No Impact	Waste Collection Services and communication across all areas will be consistent.
Workforce	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Any impact on the workforce will be reviewed on an ongoing basis	Subject to ongoing review
Health and wellbeing of residents	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	To be informed through engagement	To be informed through engagement
Socio-economic outcomes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	To be informed through engagement	To be informed through engagement
Veterans and serving members of the armed forces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No Impact	No Impact

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
Continuation of the Assisted Bin Programme	Already in place with the consideration of adding Pregnancy and Maternity to be confirmed	Edward Brotherton, Waste Services
Accessible communication	A communications plan needs to be developed, agreed and rolled out 21/10	Corporate Communication Team
Review any additional feedback from engagement and update CEIA	January 2024	Paul Southall
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Click or tap here to enter text.	Click or tap here to enter text.	Click or tap here to enter text.

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
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The refreshed Waste Strategy proposes changes to the waste collection regime as well as to levels of communication with a focus on Education and Empowerment. There are no proposed changes that will adversely impact any groups within the Borough and care will be taken to ensure that communications are accessible. Furthermore the existing assisted bin collection programme will be retained as a feature of the service supporting any residents who are unable to present their bins for collection.

A communications plan will be developed.

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
Ed Brotherton	Head of Service, Waste & Recycling	21/10/2023
Paul Southall	Assistant Director - Street Scene and Leisure	21/10/2023
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Thurrock Council

Community Equality Impact Assessment

Service area and lead officer

Name of service	Children's Services
CEIA Lead Officer	Michele Lucas
CEIA Lead Officer job title	Assistant Director – Education and Skills
CEIA Lead Officer email address	mlucas@thurrock.gov.uk

Subject of this assessment

What specific policy, strategy, function or service is the subject of this assessment?
Home to School Transport Policy Update – Post 16 SEND Transport Statement and Review of taxi/minibus spend
Borough-wide or location-specific?
<input checked="" type="checkbox"/> Borough-wide <input type="checkbox"/> Location-specific – please state locations below.
Why is this policy, strategy, function or service development or review needed?

SEND home to school transport is a statutory duty on the Local Authority, we have further duties where we place a primary child two miles from the school and secondary pupil three miles from the school. The LA does not have a statutory duty to transport post 16 SEND students however it must ensure that young people can access an educational offer. The SEND home to school transport has seen a significant increase due to the increase in demand for Education Health Care Plans (EHCPs). The current policy needs a complete review, in line with the changes to the home to school transport policy nationally and the proposed changes to the current offer for post 16 SEND students.

We have recently undertaken a benchmarking exercise across the eastern region to gain a better understanding of which authorities have introduced changes which may include a charging system to post 16 students.

The current Home to School transport budget was realigned as part the 2023/24 estimates. This baselined and reflected the year on year overspend due to the continual increase in demand and our statutory duty to provide transport. We have, over the past two years, introduced a range of options for parents which has led to some reductions in the overspends reported. An example is offering fuel reimbursement or bus/train tickets rather than contracted vehicles. In addition to this travel assistance already offered, we will also be considering an option to include a travel assistance budget provided to the parent where this is more cost effective.

Alongside the policy, there will be a supporting review of taxi/mini-bus spend to secure better value for money and greater consistency of spend per pupil (home to school transport).

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

An engagement exercise is required when any changes are made to a home to school transport policy. We will undertake an engagement exercise and ensure that factors in the policy changes. We have already started consultation with our parent carer forum and are working closely with them on the proposed changes.

Negotiations will take place with operators with a view to reducing spend on taxi/mini-bus services related to home to school transport.

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

Benchmarking has been undertaken with other Local Authorities around the policy and post 16 statements that they have and the options that have been included around the post 16 transport offer.

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 type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	Any change to a home to school transport policy is likely to be viewed negatively particularly as we engage around options that may include a contribution from parents around post 16 SEND transport.	Our commitment to work at an early stage with our parent carer forum and the consultation exercise we will undertake will enable the voice of the community to be heard.

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Age	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	There is likely to be a disproportionate direct impact on 16–18-year-old SEND learners.	We are working at key transitions points in schools yr. 9 and yr11 to discuss and consider how we can support independent travel training to support young people with SEND into adulthood.
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The likely changes to post 16 learners will have a disproportionate direct impact anticipated on the basis of disability.	We are working at key transitions points in schools yr. 9 and yr11 to discuss and consider how we can support independent travel training to support young people with SEND into adulthood.
Gender reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No disproportionate direct impact anticipated on the basis of gender reassignment.	N/A
Marriage and civil partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No disproportionate direct impact anticipated on the basis of marriage and civil partnership.	N/A
Pregnancy and maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No disproportionate direct impact anticipated on the basis of pregnancy and maternity.	N/A
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No disproportionate direct impact anticipated on the basis of race.	N/A
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No disproportionate direct impact anticipated on the basis of religion or belief.	N/A

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No disproportionate direct impact anticipated on the basis of sex.	N/A
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No disproportionate direct impact anticipated on the basis of sexual orientation.	N/A
Location-specific impact, if any	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This proposal has the potential to cause parents of post 16 learners' frustration and concern.	We will work closely with the parent/carer forum to ensure we are communicating well any changes to the offer around SEND post 16 students.
Workforce	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No disproportionate direct impact anticipated for the council's workforce.	N/A
Health and wellbeing of residents	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	The potential changes to the policy are likely to led to concern for residents with post 16 SEND students.	Clear communication plans will be put in place to ensure parents can comment on as part of the consultation around the proposed policy changes.
Socio-economic outcomes	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	This proposal will potentially impact transport operators as we look at a range of options as to how to support post 16 SEND learners to access education.	Regular meetings are held with transport operators, and we will ensure any proposed changes that subsequently implemented will communicated at the earliest opportunity.
Veterans and serving members of the armed forces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No disproportionate direct impact anticipated for veterans and serving members of the armed forces.	N/A

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 whom
Review any additional feedback from engagement and update this CEIA accordingly	January 2024	Michele Lucas
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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
An initial consideration of impacts for communities and protected groups is set out in section 2 of this CEIA. An engagement exercise will inform an updated Community Equality Impact Assessment related to the Home to School Transport Policy – Post 16 SEND Transport Statement and the outcomes from a review of taxi/minibus spend.

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
Mark Bradbury	Director Place	16 October 2023
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Thurrock Council

Community Equality Impact Assessment

Service area and lead officer

Name of service	Communications – Chief Executive’s Office
CEIA Lead Officer	Mary Patricia Flynn
CEIA Lead Officer job title	Interim Director of Communications
CEIA Lead Officer email address	mpflynn@thurrock.gov.uk

Subject of this assessment

What specific policy, strategy, function or service is the subject of this assessment?
Reduction in Central Communications Budget
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 Communications Team delivers traditional and digital communications for the whole organisation. This involves proactive campaigns, reputation enhancing, and support for council priorities. Most of the communications annual budget is allocated to salary for the communications specialists employed by the council. The remainder of the budget is mostly allocated to campaign promotion and necessary subscriptions for the essential communications tools. A move to digital will reduce costs associated with expensive print costs. A review of the service is also underway.</p> <p>The proposed savings have been identified by the Head of Communications as being achievable by reducing the campaigns budgets. There are alternative ways to promote messaging that are separate from the traditional campaigns budget. Services will be engaged with about the potential changes in the campaigns budget and will have an opportunity to input and review proposals arising.</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

The communications service is about to enter a full review which will include looking at the use of all communications tools to improve the way we share information. The focus will be a proactive and modern communications function with increased engagement.

- 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

A new communications strategy approach has been agreed at Improvement and Recovery Board and will be developed in line with the main corporate strategy that is emerging. This will enable a different approach and way of promoting the council's core priorities.

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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>Reducing the spend on communications reduces the potential impact of council communications at a time when communications has been identified by commissioners as key to the council's recovery. This has the potential to impact all groups.</p> <p>A reliance on digital communications has a risk of providing a lesser service to those without digital access.</p>	<p>There is less reliance on costly print materials than in previous budget years. Targeted social media advertising has advanced in effectiveness and is less expensive than universal print solutions. Print and location advertising is still relevant and used for non-digital members of the community in a more targeted and analysed way.</p>
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>There is minimal differing impact as the changes are designed to cater to different audiences in different ways.</p>	N/A
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>There is minimal differing impact as the changes are designed to cater to different audiences in different ways.</p>	N/A
Gender reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<p>There is minimal differing impact as the changes are designed to cater to different audiences in different ways.</p>	N/A

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Marriage and civil partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is minimal differing impact as the changes are designed to cater to different audiences in different ways.	N/A
Pregnancy and maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is minimal differing impact as the changes are designed to cater to different audiences in different ways.	N/A
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is minimal differing impact as the changes are designed to cater to different audiences in different ways.	N/A
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is minimal differing impact as the changes are designed to cater to different audiences in different ways.	N/A
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is minimal differing impact as the changes are designed to cater to different audiences in different ways.	N/A
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is minimal differing impact as the changes are designed to cater to different audiences in different ways.	N/A
Location-specific impact, if any	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is minimal differing impact as the changes are designed to cater to different audiences in different ways.	N/A

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Workforce	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No anticipated impact.	N/A
Health and wellbeing of residents	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is minimal differing impact as the changes are designed to cater to different audiences in different ways.	N/A
Socio-economic outcomes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is minimal differing impact as the changes are designed to cater to different audiences in different ways.	N/A
Veterans and serving members of the armed forces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	There is minimal differing impact as the changes are designed to cater to different audiences in different ways.	N/A

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
As part of the production of the new Communications Strategy, an annual campaigns plan will need to be created and agreed by services. The annual campaigns plan has a cycle of checks and reviews, each quarter being assessed for whether it is meeting objectives	To follow quarterly calendar year cycle	Alix Macfarlane
Review any additional feedback from engagement and update this CEIA accordingly	January 2024	Alix Macfarlane

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

The new Communications Strategy will set out a different approach and way of promoting the council's core priorities. There are no fundamental impacts for the community or members of the workforce as resources will be used more effectively.

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
Alix Macfarlane	Interim Director of Communications	14/11/2023
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Thurrock Council

Community Equality Impact Assessment

Service area and lead officer

Name of service	Adult Social Care
CEIA Lead Officer	Dawn Wakeling
CEIA Lead Officer job title	Business Team Manager
CEIA Lead Officer email address	DaWakeling@thurrock.gov.uk

Subject of this assessment

What specific policy, strategy, function or service is the subject of this assessment?
Caring for Thurrock
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>Following the impact on the service post the pandemic there is now over capacity in staffing and under capacity in commissioned hours.</p> <p>This business case seeks to maximise the capacity within Well Being Teams to enable the completion of an evaluation with a view to externalising the service.</p> <p>The retirement and resignation of some staff provides further opportunity to make changes to the Community Services structure to support the needs of the service users within Thurrock to maximise financial efficiency.</p> <p>There will be changes to the way the service is delivered across the borough with existing staff expected to work across Thurrock rather than in small village patches to meet the needs of individuals accessing the service. Rotas within the Community Home Care Service are also subject to change.</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

Consultation proposed in line with Change Management Policy to change working practices and contracts.

Existing staff were consulted and asked to amend their roles to support taking on tasks of others. Due to the reduction in support being provided within Well Being and Community Teams the Service Planners and Coordinator have capacity to support with taking on tasks of those staff who have left. Some staff have been very engaged in taking on new tasks to broaden their work knowledge.

The consultations were conducted as group meetings and also 1:1's, all staff were given the opportunity to respond after the meetings once they had considered the proposals.

Regular meetings and supervisions will be undertaken with encouragement of staff to feedback issues that arise to be considered by Management in the future.

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

Data was gathered as part of the staff consultation process. The information gathered was a review of the care provision in hours provided across the service 12 months ago and compared with current service provision – which showed a reduction.

The removal of vacant posts will not be detrimental to service users. The sharing of staff across services to support with care calls has been a positive and helped to reduce overtime and stress on existing staff.

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 type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No specific impact anticipated.	To be monitored through feedback and satisfaction monitoring from individuals that are service users.

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Individuals that are service users are often older members of the community. The impact for this group is currently considered neutral and will be the subject of ongoing review.	Workforce diversity data will be considered as part of the review process to determine if there are any disproportionate impacts on the basis of age.
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Individuals that are service users are frequently affected by disability. The impact for this group is currently considered neutral and will be the subject of ongoing review.	Workforce diversity data will be considered as part of the review process to determine if there are any disproportionate impacts on the basis of disability.
Gender reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Diversity data relating to gender reassignment not presently collected for individuals that are service users.	Workforce diversity data will be considered as part of the review process to determine if there are any disproportionate impacts on the basis of gender reassignment.
Marriage and civil partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Diversity data relating to marriage and civil partnership not presently collected for individuals that are service users.	Workforce diversity data will be considered as part of the review process to determine if there are any disproportionate impacts on the basis of marriage and civil partnership.
Pregnancy and maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Diversity data relating to pregnancy and maternity not presently collected for individuals that are service users.	Workforce diversity data will be considered as part of the review process to determine if there are any disproportionate impacts on the basis of pregnancy and maternity.

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Diversity data relating to race is collected for individuals that are service users.	Workforce diversity data will be considered as part of the review process to determine if there are any disproportionate impacts on the basis of race.
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Diversity data relating to religion is sometimes collected for individuals that are service users.	Workforce diversity data will be considered as part of the review process to determine if there are any disproportionate impacts on the basis of religion or belief.
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Diversity data relating to sex is collected for individuals that are service users.	Workforce diversity data will be considered as part of the review process to determine if there are any disproportionate impacts on the basis of sex.
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Diversity data relating to sexual orientation is not collected for individuals that are service users.	Workforce diversity data will be considered as part of the review process to determine if there are any disproportionate impacts on the basis of sexual orientation.
Location-specific impact, if any	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No anticipated impact that is location specific.	No anticipated impact that is location specific.

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Workforce	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The proposal will impact some members of the workforce in that they may have a change of line manager or be responsible for managing different staff or service users.	To be supported by Change Management process. Workforce diversity data will be considered as part of the review process to determine if there are any disproportionate impacts across all groups.
Health and wellbeing of residents	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The proposal may impact some residents in that they may have a change of keyworker	We will communicate with residents as changes occur
Socio-economic outcomes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No anticipated impact on socio-economic outcomes.	N/A
Veterans and serving members of the armed forces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No anticipated impact on veterans and serving members of the armed forces.	N/A

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
We are currently undertaking regular meetings to review the processes and the services we provide to the community. We will be doing this on a monthly and quarterly basis.	31/3/2024	Business Team Manager
Ongoing review of future changes in capacity will be undertaken to ensure that there is enough support in the budget to provide the services with the care provision they need.	Monthly	Head of Service and Team Managers

Review any additional feedback from engagement and update this CEIA accordingly	January 2024	Dawn Wakeling
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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

Data will be gathered as part of the staff consultation process to inform an updated version of this CEIA that will be the subject of ongoing review. Implications for service users will be considered through regular feedback cycles e.g. satisfaction service and day to day interaction with members of the workforce.

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
Angela Clarke	Head of Service	02/11/2023
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