

EQUALITY AND DIVERSITY IMPACT ASSESSMENTS
On grounds of age, disability, gender, race, religion, sexual orientation

YOUR FUNCTION OR POLICY AREA....Supporting People, Housing Services.....
OFFICER COMPLETING THE ASSESSMENT.....Claire Truscott and Lizz Higgins....TEL..01803 208377.....
BUSINESS UNITHousing Services.....DATE.....5 November 2007.....

Part One	GENERAL
1	<p>Please provide a brief description of the main function and/or policy(ies) including its aims and objectives</p> <p>Procurement of housing related support services in Torbay to be funded by Supporting People grant. Services provide housing support to help vulnerable people live independently in the community and include supported housing, a homeless hostel, a women’s refuge, sheltered housing for older people, and floating support where a worker visits people in their own homes. Services are going out to tender in client group sectors and have been strategically planned. Aims and objectives of the procurement process are to:</p> <ul style="list-style-type: none"> • Implement a common framework for the procurement of Housing Related Support services. • Achieve cashable and non-cashable savings through the strategic commissioning process. • Identify joint commissioning opportunities and align systems and processes to facilitate this. • Adopt a project management approach to the commissioning of Supporting People services • Promote a “mixed economy” of service provision to create competition and greater choice and deliver best value for the customer. • Ensure fairness and transparency throughout all procurements, taking into account the issues faced by Small Providers, BME Providers and voluntary organisations. • Develop and implement a contract management system to effectively measure performance, deliver continuous improvement and maximise overall value for money for Supporting People services. • Develop a plan that balances the need for both generic Housing Support with a strong preventative focus and more specialist services including clear objectives for the provision of accommodation based services. • Ensure that all services are able to meet diverse needs and that an understanding of equality and diversity issues a key requirement of successful tenders. • Develop and maintain diversity within the sector

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2	Please list the main stakeholders/beneficiaries in terms of the recipients of the function or the target group at whom the policy is aimed
	The procurement strategy 2006-2010 effects the organisations who bid to run a service, stakeholder agencies and the current service providers. Also affected are the people who use a Supporting People service, approximately 1600 people in Torbay at any one time.
3	If the function is provided by another partner, organisation, contractor or agency on behalf of the Authority, please give the names of these organisations/agencies (see question 19)
	Supporting People services are provided by housing associations, private companies, and private individuals. They are contracted to Torbay Council to provide a Supporting People service
4	Do you have any research data, about traditionally excluded groups? Does this research highlight any disparities or adverse impact?
	<p>Supporting People Team carried out an in depth needs assessment in 2006 and 2007. This has informed what is procured and the timetable for procurement. This examined statistical data and anecdotal information from a wide variety of sources within Torbay and nationally – it found where the need is for housing related support services in Torbay and where the gaps were in the current provision. The assessment looked at each client group separately and issued recommendations for ongoing data collection and for commissioning. Ongoing data collection is taking place for each client group area. Examples of need are: further refuge places and a floating support service for victims of domestic violence, services for young people, particularly homeless young people, and services for offenders.</p> <p>Supporting People has 6 ‘strategy sub groups’ representing different client group areas. Their function is to plan the future procurement / development of services for their client group area. They are made up of stakeholders, service users and service providers. They use the needs assessment and have carried out service mapping. They are continually collecting information and pooling knowledge about their client group area and identifying and monitoring the needs of their client group areas.</p> <p>There was a lack of information found regarding support needs specific to disability, gender, race, religion and sexual orientation, although some information was found. Further work is being undertaken by the ‘strategy sub groups’, but more specific work should be planned.</p>

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5	<p>Have you compared your policy/function with similar local authorities, if so with what results?</p> <p>The Torbay Supporting People procurement strategy is based on the National Procurement Strategy and Torbay Council Procurement Strategy. Torbay has consulted with the Supporting People Value Improvement Project in Plymouth. This is a Communities and Local Government funded initiative that aims to make cashable and non-cashable savings. Due to local needs for greater clarity of intent the Torbay Supporting People strategy was significantly shifted from these frameworks.</p> <p>The needs assessment that has informed the procurement process compared Torbay to a ‘nearest neighbour group’ of Local Authorities deemed similar, with some additions from the Crime and Disorder Partnership comparator group. Results included: Torbay has highest proportion of older people in the population, comparison indicates undersupply of Supporting People services for older people, domestic violence, offenders/ex offenders and teenage parents.</p>
6	<p>Does this policy area have high, medium or low potential impact on traditionally excluded groups?</p> <p>High</p>

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	IF THE POLICY OR FUNCTION HAS A HIGH OR MEDIUM POTENTIAL IMPACT ON RACIAL MINORITIES OR OTHER TRADITIONALLY EXCLUDED GROUPS PLEASE CONTINUE WITH Part 2 of the assessment
Part Two	CONSULTATION
7	Please list any consultation activity with internal or external customers carried out over the last year or two: e.g. satisfaction surveys, focus groups, Citizens Panel exercises etc and how the results are publicised?
	<p>The procurement strategy was seen and influenced by members of the Strategy Sub Groups- referral agencies, service users and service providers. The needs assessment involved interviews with many referral agencies about the needs and gaps in housing support provision. This has informed the procurement strategy and the actual procurement of services.</p> <p>Every tender panel for the procurement of a new service contains a service user, service provider and stakeholder agencies.</p>
8	Please list any alternative arrangements you have made or are planning for consulting with hard-to-reach groups within the community
	<p>The Supporting People service user group includes people from a range of services. They are involved in decision making in the development of services and the Supporting People programme. Service users who do not wish to belong to the group are involved in other ways – visiting them in their services etc. It is planned that service users will help carry out monitoring and review of services.</p> <p>The Council has employed a BME Inclusion worker who Supporting People draws on for support and development. Housing Services also contract with Project 58, a day centre for homeless people, and ensure a strong network of links and consultation with them.</p>
9	Please state how you consult with members of your staff about your function/policy
	Team meetings and questioning

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10	Please list any changes to your function or policy that you have made, or you plan to make as a result of consultation with different groups (Include future ones in your improvement plan summary attached)
	<p>Service users are involved in the selection of services. The way they are involved has changed due to consultation with the service user who took part the first time. It was felt that due to the large volumes of paperwork and the large amount of time involved that it was more productive for service users to be involved only at the final selection stage when the bidder(s) present to the panel, unless they wanted to do otherwise.</p> <ul style="list-style-type: none"> • Consultation with referral agencies such as the Care Trust’s Sensory Team revealed the need for a floating support service for physical/sensory disability, acquired brain injury and long term condition which has been commissioned • A floating support service for people in temporary accommodation has been procured due to consultation with the housing partnership and strategy sub groups for homelessness, criminal justice and mental health • A floating support service for people with drug and alcohol problems has been procured due to consultation with stakeholders • The level of generic floating support has been significantly increased after the need was highlighted by service providers and stakeholders <p>The procurement function has been changed due to feedback from service providers and stakeholders. It has been changed to ensure quality is a priority for services, not just costs. The clarity of intent around the method of procurement has been defined.</p>
DISCRIMINATION	
11	Please list any evidence you have of the function or policy having an adverse impact on different groups or relations between groups – this can be internal or external
	<p>The Torbay Supporting People policy is new and as such cannot be assessed. Issues relating to small diverse providers were identified in this policy and these issues have been addressed through a further policy for Small Providers, the Private Sector and the Third Sector, specifically considering the needs of these groups.</p>

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12	Have you received any complaints about your function/policy in respect of equality issues? If so, please give a brief description
	No
SERVICE DELIVERY	
13	Please list any alternative ways designed to improve access to or use of your service by different groups, (and include this in your improvement plan summary attached)
	<p>Small providers, specialist providers, and voluntary and community sector organisations are unlikely to be able to compete effectively in procurement without developmental support. Supporting People Team are helping to build the capacity of these service providers through a Small Providers, Private Sector and Third Sector Strategy. Other specific methods are outlined in the procurement strategy. It is recognised that further planning is needed in this regard.</p> <p>Ensuring that all services are able to meet diverse needs and have an understanding of equality and diversity issues is integrated into the tender selection process as outlined in the procurement strategy. Service providers will also be required to carry out Equality Impact Assessments of their policies and functions.</p>
14	Please list any alternative ways designed to improve access to information about your service by different groups (and include this in your improvement plan summary attached)
	Improving access to information about procurement by small providers, specialist providers and voluntary and community sector organisations will be planned as identified in the first paragraph of Q13
MONITORING	
15	Please describe how you carry out monitoring of take up of your function/policy by equality group?
	Torbay Council's Procurement Team keeps a record of organisations that bid for services. This allows us to see the types of organisations that are bidding, whether they are smaller, diverse or specialist. and allows us to identify concerns about lack of competition

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16	How are the results of any monitoring analysed, reported and publicised?
	The record of organisations that is described in Q15 above needs to be analysed and used in a systematic way to report on types of organisations bidding/not bidding for tenders. It needs to, if applicable, find out why certain types of organisation are not bidding or are not being successful in their bids, and to try and redress this.
17	Does an analysis of your customer base against baseline population figures for the borough show that you are reaching all groups within your remit? If not, which groups are adversely affected? --
	Groups who are possibly currently not reached are: people with HIV/AIDs, people with dual diagnosis, gypsies and travellers. The needs of these groups have been examined and Strategy Sub Groups are dealing with this. Some of these groups may be using services but may not be put into these categories
18	Please list any changes to your function or policy that you have made or plan to make as a result of monitoring
	Joint commissioning of services with agencies for people with complex needs and to help service users use different agencies in a seamless manner – this change will need to be addressed in a future update of the Procurement Strategy. The development of a Small Providers, Private Sector and Third Sector Strategy
MISCELLANEOUS	
19	If your function is provided by a private sector or voluntary sector organisation on a contract basis, (see q 3) please list any arrangements have you made or plan to make to ensure that these comply with equality
	The procurement function is provided internally. Services procured are contracted to Torbay Council. The procurement process builds safeguards into contracts to ensure good practice in the equality groupings. Providers must meet the Torbay Council corporate equal opportunities policy.
20	Does your function or policy result in any financial support being given to community groups within the voluntary and community sector. If yes, please list organisations and amounts, including the equality monitoring on nature of the groups
	Yes but by contract – there is no equality monitoring on the nature of these groups. Records are kept as services are

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	put out to tender and are recommissioned.
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IMPROVEMENT PLAN List any recommendations for action as a result of this impact assessment. **INCLUDE IN BUSINESS PLANS**

ISSUE	ACTION REQUIRED	LEAD	TIME SCAL E	COSTS	COMMENTS
Lack of specific data available on housing support in regards to traditionally excluded groups	Supporting People 'strategy sub groups' to work on collecting specific information on housing support needs in relation to disability, gender, race, religion and sexual orientation in each of their client group areas	FM	31 Dec 08	£2,530 Est 1 mth	The Physical Disability, Sensory Loss and ABI strategy sub-group will be collecting data on disability for all groups. Information to be collected through Community Group and Provider process. Information available about current take up, but further work with stakeholders service users and the HUB for those not being met through current provisions. May involve developing a project to be taken to Strategy Sub-groups.
Ensuring procurement is accessible to all types of organisations	Planning is needed to implement the actions of the Small Providers, Private Sector and Third Sector Strategy	LH	31 Dec 08	£2,530 Est 1 mth	Implementation of the Small Providers, Private Sector and Third Sector Strategy

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Ensuring procurement is accessible to all types of organisations	Supporting People Team to analyse the records kept by the Procurement Team of organisations expressing an interest in tenders, bidding or not bidding for tenders, and look at which types of organisations are bidding.	CT	31 Jul 08	£130 Est 1 day	Contact with Procurement Section
Ensuring procurement is accessible to all types of organisations	Use the information gathered above to plan further ways of making procurement accessible to all types of organisation	LH/CT	31 Dec 08	£670 Est 5 days	To be dealt with through team involvement/provider consultation/community group involvement/strategy sub-group consideration
Joint commissioning of services	Update the Procurement Strategy to include changes made because of the use of joint commissioning of services	LH	31 Dec 08	N/A (see notes)	Incorporated in Continuous Strategy Update Below
Continuous Update of strategy	Ensure that the strategy is updated yearly to reflect changes and concerns	LH	31 Dec 08	£540 Est 4 days	Incorporating “Joint Commissioning Update” recommendation above.

Notes:

Estimates based on £18.4 per hour (based on cost calculation using standard SP tools)

Monthly estimates based on 19 days

All figures rounded to nearest \$10.