

14 August 2012

Cabinet

Name of Cabinet Member:

Cabinet Member (Health and Community Services) – Councillor Mrs Lucas

Director Approving Submission of the report:

Director of Community Services

Ward(s) affected:

All

Title:

Outcome of consultation on proposals to modernise and improve the Council Provided Day Opportunities Service for Older People

Is this a key decision?

Yes – the proposals within the report may impact on residents in two or more wards within the City.

Executive Summary:

The Council has been working to modernise day opportunities for older people since 2007/8. All external day opportunity services were re-tendered in 2010 with new contracts commencing in 2011. As part of this tender process the Council sought to commission an extended range of day opportunities that provided alternatives to centre based services.

Proposals were developed to complement this change and respond to a reducing demand for the City Council's centre based services. A report was presented to the Cabinet Member (Health and Community Services) on 14 February 2012 requesting permission to consult on these proposals. The consultation took place between 27 February and 21 May 2012.

This report updates Cabinet on the outcome of the consultation and recommends consolidating the number of sites from which Council provided day opportunities are offered, ceasing service provision at St Thomas' in Longford and Samuel Hayward in Bell Green, whilst protecting services for people who currently use them. This will enable the Council to offer a wider range of choices to people using the service on the remaining 3 sites.

Recommendations:

Cabinet is recommended to approve:

1. the consolidation of Council provided day opportunities services for older people on three sites.

2. ceasing to provide services at St Thomas' and Samuel Hayward for reasons detailed in section 2 of this report.
3. the response to the proposition presented in Petition 619 to keep St Thomas' open on the grounds that this service is financially unsustainable due to the low numbers of people choosing to attend that service.
4. cease weekend services at Gilbert Richards.
5. consider the discharge of the duty under section 149 of the Equality Act 2010 following the equality impact assessment on existing and potential users included at Appendix 1.

List of Appendices included:

Appendix 1 - Equality Impact Assessment

Other useful background papers:

Cabinet report - More Choice for Older People - Personalising Older Peoples Day Opportunities - 4 December 2007

Cabinet Member (Health and Community Services) report - Modernising and improving the Council Provided Day Opportunities Service for Older People -14 February 2012

Cabinet Member (Health and Community Services) report – 21 June 2012 – Response to Petition: Keep St Thomas' Day Centre Open

Has it or will it be considered by Scrutiny?

No

Has it, or will it be considered by any other Council Committee, Advisory Panel or other body?

No

Will this report go to Council?

No

Report title:

Outcome of consultation on proposals to modernise and improve the Council Provided Day Opportunities Service for Older People

1. Context (or background)

- 1.1 Currently the Council provided day opportunities service for older people operates from 5 separate sites across the city. These sites and the capacity offered at each are as follows:
- Gilbert Richards Day Centre (40 places per day, Monday to Friday and 15 places per day Saturday and Sunday) Current number of attendees - 74
 - Milan Day Service at Frank Walsh House (16 places per day Monday to Friday and 8 places on Saturday) Current number of attendees - 11
 - Risen Christ Day Centre (12 places per day Monday to Friday) Current number of attendees - 28
 - St Thomas' Day Centre (15 places per day Monday to Friday) Current number of attendees - 5
 - Samuel Hayward Day Centre (12 places per day Monday to Friday) Current number of attendees - 0
- 1.2 In addition to these sites there is also a specialist day opportunity for people with dementia at Maymorn. This service is not affected by the proposals in this report.
- 1.3 Services are delivered in a traditional building based model where people are collected from their home in the morning, and taken home again at the end of the day. Centres generally operate between 9.00am or 10am and 4.00pm. Attendance is on a full day basis and the reliance on transport creates little room for flexibility. The services remain well liked by the people that continue to use them but are less popular with people looking for support options for the first time.
- 1.4 In the Cabinet report, 'More Choice for Older People - Personalising Older Peoples Day Opportunities' 2007, it was identified that plans would be implemented to improve the range of options so that older people have day opportunities provided in ways that support them in achieving the outcomes they require by making better use of the range of resources available with providers doing things differently.
- 1.5 During the past 18 months the Council has re-contracted all its day opportunities provided externally through a new framework contract, whereby external providers delivered a range of building based and non-building based day opportunities. Since this framework has been in place the number of older people accessing building based services has reduced. The Council's day opportunities provide building based services only, with the independent sector providing both building based and community based services. Now this framework contract is in place, and people are choosing options other than centre based services the Council need to consider how its own day opportunities services are delivered so that they remain effective for the people that continue to access them.
- 1.6 As part of the move to personalisation in adult social care, people who need support are able to choose the types of support that suit them best. As a consequence demand over the last 12 months for traditional day services has reduced, with only around 70% of places within non-specialist day services being taken up. Services at the weekend are offered at Gilbert Richards and the Milan day service. No-one currently attends Gilbert Richards at the weekend.

- 1.7 In July 2011 services normally provided at Samuel Hayward temporarily moved to Risen Christ due to low attendance at Samuel Hayward. Since then all the people attending Samuel Hayward have chosen to continue to receive their support at Risen Christ. Therefore the Samuel Hayward building is not currently being used.
- 1.8 From December 2011 to February 2012 St Thomas's building had to be closed for health and safety reasons, and services were provided from Gilbert Richards. When St Thomas' reopened, 8 of the 13 people using St Thomas' chose to move to different locations (5 to Gilbert Richards and 3 to Risen Christ) to receive their service as they preferred to go to a centre with more people and more choice of activities.
- 1.9 The number of people currently attending St Thomas' is 5 people in total, with no more than 4 people attending on any one day, and only 16 out of 60 places filled each week. This equates to a vacancy rate of over 70%. Table 1 below shows the attendance at St Thomas' as of 6 July 2012.

Table 1: Current attendance at St Thomas'

	Monday	Tuesday	Wednesday	Thursday	Friday
Daily Attendance	3	3	3	4	3
Home Postcodes	CV6 F CV6 D CV2 S	CV6 F CV6 B CV2 S	CV6 F CV6 G CV6 D	CV6 F CV6 B CV6 D CV2 S	CV6 F CV6 D CV2 S

- 1.10 A report was presented to the Cabinet Member (Health and Community Services) on 14 February requesting permission to consult on proposals to consolidate the number of sites and cease provision of services at St Thomas' and Samuel Hayward.
- 1.11 A petition (619) was received on 21 February 2012 and signed by 80 people and submitted to Councillor Duggins. The petition was entitled 'Keep St Thomas' Day Centre open'. The petition focusing on ensuring people continued to have a healthy hot dinner and the impact on Longford residents having to travel further to access their support. The petition stated that the journey time to Gilbert Richards was unacceptable.
- 1.12 A report was presented to the Cabinet Member (Health and Community Services) on 21 June 2012 responding to the petition. The petition was denied.
- 1.13 As the petition was received at the beginning of the consultation it was also considered alongside other consultation responses.

2. Options considered and recommended proposal

- 2.1 Due to the declining demand for this service, it is considered not to be financially sustainable for the Council to continue to operate day opportunities for older people from five sites when the current and predicted future demand can be met from three sites. It is recommended that the Council offers the service from fewer sites with more opportunities for people to engage in a wider range of activities, whilst protecting the level of service offered to people currently using the services and releasing savings to the Council.
- 2.2 It is recommended that the Council cease provision of services at St Thomas' and Samuel Hayward House, with the people currently using them offered a choice of transferring to

one of the other 3 remaining sites or to an alternative independent sector provider. People transferring to a different site will continue to be provided with transport to the new site.

- 2.3 Due to low demand it is also recommended that weekend services at Gilbert Richards cease.
- 2.4 These recommendations would protect the level of support to people currently using the services and also mean that people would be able to access a wider variety of activities than can otherwise be offered in smaller services with fewer people. By offering a choice of sites it will be possible to keep journey distances to an acceptable level. See table 2 below.
- 2.5 The potential to stop service delivery at Risen Christ, also in the North of the City was considered but rejected on the grounds that 28 different people attend Risen Christ. Risen Christ also has a thriving luncheon club which would be at risk if the Day Service ceased. The potential impact of changes at Risen Christ and the people who use that service are therefore considered to be of a significantly greater magnitude and level of risk than those associated with St Thomas'.
- 2.6 It would not be appropriate to consider ceasing services at the Milan day service at Frank Walsh House because of the success of that service of meeting the needs of people from the local Asian communities and the significant negative equality impact that this would have.
- 2.7 People would be offered equivalent support at and transport to the Risen Christ in Wyken, the Milan day service in Hillfields or the Gilbert Richards Centre in Earlsdon or other independent day services. Current and alternative journey distances for the 5 people who attend St Thomas' are shown below. There is capacity at these and other centres to take all the people from St Thomas'. Table 2 below shows different distances between St Thomas' and other day opportunities for older people. This shows that if the distance to Gilbert Richards is unsettling, there are other options with a shorter distance.

Table 2: Home to day opportunity service distance

Home Post Code		Current (to St Thomas)	Gilbert Richards Centre	Risen Christ	Frank Walsh	St Barnabas	Change in Journey
CV6	F	0.6	4.1	2.4	2.8	2.3	1.7
CV6	G	2.3	3.7	4.0	3.1	2.6	0.3
CV6	B	0.3	4.6	2.9	3.2	2.8	2.5
CV6	D	1.0	4.9	2.7	3.6	3.1	1.7
CV2	S	0.7	4.8	2.1	3.2	2.6	1.4

3. Results of consultation undertaken

- 3.1 A 12 week consultation period took place from 27 February to 21 May 2012. The Council wrote to all current users of day opportunities for older people, to partner and voluntary organisations, user and carer groups to consult on the proposals. For people who have a significant cognitive impairment or who lack capacity, arrangements were made to engage with families and carers. The proposal was also formally presented at the Older People's Partnership Board on 2 April 2012.
- 3.2 All people currently using the service were spoken to within their day service and their views sought. Everyone using the service, who expressed an opinion, agreed that reducing the number of centres is the right thing to do as there are more people attending the other

three centres and there is more company and a wider choice of activities for them, which improves their experience of the service.

- 3.3 The people who had reservations about ceasing to provide a service at St Thomas's accepted that the choice of activities were better elsewhere, but were concerned about the increased journey time for people living in Longford, and in particular the amount of time it takes to get from Longford to Gilbert Richards Centre in Earlsdon.
- 3.4 Two written responses were received from individuals. One expressed full support for the changes, the other recognised that the changes offered better activities but was concerned about the longer journey needed to get to the other centres.
- 3.5 A petition signed by 80 people and submitted by Cllr Duggins to Council on 21 February 2012. The petition was entitled 'Keep St Thomas's Day Centre Open'. The petition focused on ensuring people continued to have a healthy hot dinner and the impact on Longford residents having to travel further to access their support. The petition stated that the journey time to Gilbert Richards in Earlsdon was unacceptable. Table 2 shows that for the 5 people who still use St Thomas', the average journey to an alternative centre is considerably shorter than the distance to Gilbert Richards, so the impact on journey times will be significantly less than those objected to in the petition.
- 3.6 A verbal response was received from the Clerk of Parochial Church Council (PCC) of St Thomas' Church. The PCC were not in favour of the proposal.
- 3.7 In parallel with the public consultation, the Council has consulted with staff and unions about this proposal and the impact of these changes on staff. The consultation period ran from 1 May to 30 May 2012, and during this time all staff affected were invited to one of three briefing sessions, and three meetings were held with the Trade Unions. Minor changes were made to the staffing proposals in agreement with the Trades Unions, as a result of this consultation.

4. Timetable for implementing this decision

- 4.1 Subject to Cabinet approval, all people using St Thomas' would be offered a review to determine the best way to provide alternative support. No-one would have to move until this process is complete.
- 4.2 All staff affected by the proposal would be offered 1:1 meetings with support from their Trade Union or a representative in accordance with the Council's Security of Employment agreement. Changes would only be implemented once this process is complete.

5. Comments from Director of Finance and Legal Services

5.1 Financial implications

The consolidation of services from 5 sites to 3, and the associated deletion of 9 posts would generate a saving in the order of £130k to £160k per annum.

These proposals will also deliver property related savings. Samuel Haywood would be declared surplus to requirements and transferred to City Development. The lease at St Thomas' would be ended and this will also deliver a further saving. Current property budgets are £16,085 for St Thomas' and £5,147 for Samuel Haywood and savings on these budgets will contribute to the 2012/13 property rationalisation/sustainability savings target. Samuel Hayward has been valued at £20,000 for capital receipt purposes.

5.2 Legal implications

The Chronically Sick and Disabled Persons Act 1970 requires social care services to provide, whether at centres or elsewhere, facilities for occupational, social, cultural and recreational activities which include day centres in its various forms.

The public sector equality duty under section 149 of the Equalities Act 2010 came into force on 5 April 2011. Decision makers must have on-going due regard to avoid discrimination and advance opportunity for anyone with the relevant protected characteristics which are disabilities, age, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation. "Due regard" requires more than just an awareness of the equality duty. It requires rigorous analysis by the public authority, beyond broad options.

Three months' notice of termination of the lease would need to be given to St Thomas'.

The contracts which provide services, including cleaning, to those centres which are intended to close will have to be terminated and there may be financial implications arising from the termination.

6. Other implications

6.1 How will this contribute to achievement of the Council's key objectives / corporate priorities (corporate plan/scorecard) / organisational blueprint / LAA (or Coventry SCS)?

This will enable the Council to more cost effectively protect its vulnerable residents.

6.2 How is risk being managed?

The risks associated with implementing the proposal will be considered during the implementation and appropriate risk management plans will be established to manage any identified risks. Consultation has taken place with employees and Trade Unions in line with the Council's standards.

6.3 What is the impact on the organisation?

26 posts are affected by these proposals, 9 posts would be deleted, but placing only 4 existing employees at risk due to current vacancies. These 4 members of staff would be covered by the Security of Employment Agreement. In order to increase staffing flexibility it is proposed that all catering, care and support staff will move to service wide contracts. The table below identifies the posts that would be deleted and employees subject to the Security of Employment Agreement.

Grade	Number deleted	Number to SoE
Grade 6 Centre Manager	1	1
Grade 4 Day Centre Officer/Lead Support Worker	2	2
Grade 3 Support Workers	4	0
Grade 3 Cooks	1	1
Grade 2 Caterer	1	0
Total	9	4

Under these proposals some staff would be required to change work location and it is proposed that all staff move to service wide contracts. Some staff would lose weekend working supplements as working patterns would change.

It is possible that there will be an impact on City Services and Development Passenger Transport staff and vehicles. This will be managed in accordance with their normal processes for matching resources with demand.

6.4 Equalities/EIA

An Equalities Impact Assessment (EIA) was undertaken in August 2011 to support the City wide review of day opportunities. This identified that attendance at day opportunities for people from Asian communities was lower than expected. The proposal to continue to offer the specialist Asian focused service from Milan Day service is expected to have a positive equalities impact.

An EIA was undertaken prior to consultation, and this has been updated since to address specific issues from this proposal and the final recommendations address the equality issues identified. See Appendix 1.

6.5 Implications for (or impact on) the environment

A reduction in venues could potentially result in a reduction in travel routes.

6.6 Implications for partner organisations?

There are implications for St Thomas' Parochial Church Council (PCC) in Longford as they would lose the rental income of £4,600 and a contribution of 90% to the utility bills for the Church Hall. This contribution was approximately £10,000 for 2011/12.

Report author(s):

Name and job title:

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Directorate:

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David Wilson	Assets Manager	City Services and Development	6.7.12	16.7.12
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Finance: Ewan Dewar	Finance Manager – Community Services	Finance and Legal Services	6.7.12	11.7.12
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**EQUALITY IMPACT ASSESSMENT (EIA)
SERVICE FORM 2010-2011**

Background/ Scope

Name of service	Modernising day Opportunities for Older People (internally provided services) Revised 6 July 2012 following Consultation
Directorate	Community Services
Head of EIA Team	Andrew Reece
Other members of the EIA team	Anne Rooney, General Manager Anne Higgs, Day Opportunities Manager April Dearden, General Manager David Wilson, Strategic Property Management Lizzie Edwards, Carers Lead Officer (at the time) Denise Connolly, Value for Money and Policy Manager

1. Is this EIA being carried out on:

- An existing service
 A new service, or significantly changed service

2. Who are the stakeholders? Are there any other services, directorates, organisations or groups involved in the delivery of this service? Please list below.

People who use day opportunities and their carers
 Existing staff in day opportunities
 Carers Lead
 Adult Social care Commissioning Team
 City Services and Development Directorate – transport services and staff
 Owners of St Thomas' and Risen Christ buildings

3. Briefly describe the purpose of this service.

Social services authorities are required to provide, whether at centres or elsewhere, facilities for occupational, social, cultural and recreational activities which include day centres in various forms. In Coventry this is currently provided by 5 day centres for older people who meet the adult social care eligibility criteria. The council has been working to modernise day opportunities for older people since 2007/08. All externally provided

day opportunities were retendered with new contracts starting in 2011. The process sought to extend the range of day opportunities that provided alternatives to centre based services.

4. Who does this service affect or benefit, and in what way? e.g., school children, all Coventry residents etc.

Day opportunities provide support to older people who meet adult social care eligibility criteria to help people to maintain their independence in the community and is usually provided to support an informal carer.

5. What do you know about any equalities issues for this type of service both in Coventry and nationally?

Currently the Council provided day opportunities service for older people operates from 5 separate sites across the city. These sites and the capacity offered at each are as follows:

- Gilbert Richards Day Centre (40 places per day, Monday to Friday and 15 places per day Saturday and Sunday) Current number of attendees 74
- Milan Day Service at Frank Walsh House (16 places per day Monday to Friday and 8 places on Saturday) Current number of attendees 11
- Risen Christ Day Centre (12 places per day Monday to Friday) Current number of attendees 28
- St Thomas' Day Centre (15 places per day Monday to Friday) Current number of attendees 5
- Samuel Hayward Day Centre (12 places per day Monday to Friday) Current number of attendees 0

In addition to these sites there is also a specialist day opportunity for people with dementia at Maymorn. This service is not affected by the proposals in this report.

As part of the move towards personalisation in adult social care, people who need support are able to choose the types of support that suit them best. As a result of this demand over the last 12 months for the traditional day services (above) has reduced with only around 70% of spaces within non-specialist day services being taken up.

Services are currently available at the weekends at Gilbert Richards and the Frank Walsh/Milan day services. No-one currently attend Gilbert Richards at the weekends.

From December 2011 to February 2012 St Thomas's building had to be closed for health and safety reasons, and services were provided from Gilbert Richards. When St Thomas' re-opened, 8 of the 13 people using St Thomas' chose to move to different locations (5 to Gilbert Richards and

3 to Risen Christ) to receive their service as they preferred to go to a centre with more people and more choice of activities.

Consultation

This section on consultation should be completed if this EIA relates to a new or significantly changed service- please see the guidance note on how to carry out consultation

6. Please state who you have consulted with about this service, how you have consulted, whether consultation responses have been received, plus any other relevant information.

A 12 week consultation period took place from 27 February to 21 May 2012. The Council wrote to all current users of day opportunities for older people, to partner and voluntary organisations, user and carer groups to consult on the proposals. For people who have a significant cognitive impairment or who lack capacity, arrangements were made to engage with families and carers. The proposal was also formally presented at the Older People's Partnership Board on 2 April 2012.

All people currently using the service were spoken to within their day service and their views recorded. Everyone using the service, who expressed an opinion, agreed that reducing the number of centres is the right thing to do as there are more people attending the other three centres and there is more company and a wider choice of activities for them, which improves their experience of the service.

The people who were spoken to and had reservations about ceasing to provide a service at St Thomas's accepted that the choice of activities were better elsewhere, but were concerned about the increased journey time for people living in Longford, and in particular the amount of time it takes to get from Longford to Gilbert Richards Centre in Earlsdon.

Two written responses were received from individuals. One expressed full support for the changes, the other recognised that the changes offered better activities but was concerned about the longer journey needed to get to the other centres.

A petition signed by 80 people and submitted by Cllr Duggins to Council on 21 February 2012. The petition was entitled 'Keep St Thomas's Day Centre Open'. The petition focused on ensuring people continued to have a healthy hot dinner and the impact on Longford residents having to travel further to access their support. The petition stated that the journey time to Gilbert Richards in Earlsdon was unacceptable. However, for the 5 people who still use St Thomas', the average journey to an alternative centre is considerably shorter than the distance to Gilbert Richards, so the impact on journey times will be significantly less than those objected to in the petition.

To keep journey times to a minimum, people would be offered equivalent support at the Risen Christ in Wyken, the Milan day service in Hillfields or at Gilbert Richards Centre in Earlsdon or at St Barnabas Day Centre, CV6.

In parallel with the public consultation, the Council has consulted with staff and unions about this proposal and the impact of these changes on staff. The consultation period ran from 1 May to 30 May 2012, and during this time all staff affected were invited to one of three briefing sessions, and three meetings were held with the Trade Unions.

7. Please summarise the outcome of the consultation exercise.

Following the consultation it will be recommended that the Council cease provision of services at St Thomas' and Samuel Hayward House, with the people currently using them offered a choice of transferring to one of the other 3 remaining sites or to an alternative independent sector provider. Due to low demand it is also recommended that weekend services at Gilbert Richards cease. These recommendations would protect the level of support to people currently using the services and also mean that people would be able to access a wider variety of activities than can otherwise be offered in smaller services with fewer people. By offering a choice of 3 sites it will be possible to keep journey distances to an acceptable level.

Services would no longer be provided at Samuel Hayward and St Thomas' and people would be provided with alternative support at the Risen Christ in Wyken, the Frank Walsh/Milan day service in Hillfields or at Gilbert Richards Centre in Earlsdon. The Saturday service at the Milan day service would continue, but weekend services at Gilbert Richards would cease. As there is no-one currently attending Gilbert Richards at the weekend this change has no impact.

The potential to stop service delivery at Risen Christ, was considered but rejected on the grounds that 28 different people attend Risen Christ with a vacancy level of 0%. Risen Christ also has a thriving luncheon club which would be at risk if the Day Service ceased. The potential impact of changes at Risen Christ and the people who use that service are therefore considered to be of a significantly greater magnitude and level of risk than those associated with St Thomas'.

It would not be appropriate to consider ceasing services at Frank Walsh House because of the success of that service of meeting the needs of people from the local Asian communities and the significant negative equality impact that this would have.

People would be offered an equivalent level of support at the Risen Christ in Wyken, the Milan day service in Hillfields or at Gilbert Richards Centre in Earlsdon or at other independent day services.

Journey times for people will increase, but it is considered that these are within the average range and are reasonable. The increase in journey time is mitigated by the improved service offered at other centres with a wider choice of activities available.

Data collection

8. What is your data telling you about your service with regard to equalities?

Please consider issues relating to race, gender (including transgender), disability, sexual orientation, age, religion or belief, poverty, looked after children, and any other issues that you consider to be relevant- inequality is disadvantage in all forms.

People who use the Day Opportunities Service

The breakdown of current service users is as follows:

Overall Ethnicity of older people using day opportunities:

- 83% White British or Irish
- 16% Asian background
- 1% Black Caribbean

Frank Walsh/Milan day service offers a specialist service for people from the Asian Community - this service will be maintained.

The St Thomas' centre is currently used by 5 White British older people all of whom are 85 or over, 4 of whom are female and 1 male.

Gender of all older people using day opportunities:

- 35% Male
- 65% Female

Ward

Users are spread across all wards. The breakdown by postcode is as follows:

- 9% CV1 – Centre
- 27% CV2 – North East
- 12% CV3 – South East
- 5% CV4 – South
- 14% CV5 – North West
- 33% CV6 – North

Of the 5 people affected if services cease at St Thomas' based in Longford (CV6) the breakdown of where they live by postcode is:

- CV6 - 4 people
- CV2 – 1 person

Employees

26 posts are affected by these proposals, of which only 22 are filled. Of these 22 staff, the equalities breakdown is as follows

- 21 female, 1 male
- 16 White British, 4 Asian, 1 Polish, 1 White Irish
- 1=18-30, 10=31-45, 6=46-55, 4=56-65, 1=66 or over

9 posts would be deleted, affecting 4 existing employees due to current vacancies. These 4 members of staff would be covered by the Security of Employment Agreement.

In order to increase staffing flexibility it is proposed that all catering, care and support staff would move to service wide contracts. Under these proposals some staff would be required to change work location and it is proposed that all staff move to service wide contracts. Some staff would lose weekend working supplements and working patterns would change.

It is possible that there will be an impact on City Services and Development Passenger Transport staff and vehicles. This will be managed in accordance with their normal processes for matching resources with demand.

9. Is there any way in which you think you need to improve your monitoring systems, so that you can collect better equalities data for this service?

Please refer to the Council's Equality Monitoring Guidance for further information (available on the intranet or from your Directorate Equality Officer)

No

Assessment

10. How does this service positively promote equality?

The service supports the key principles of independent living for those older people eligible for social care and support. In particular it will support people having choice and control over their own lives and allow them to participate in everyday activities, using universal services.

11. How does this service contribute towards improving relationships between different communities?

The support offered to older people and their carers is to help them maintain their independence in their local community, broadening their experience and enabling them to mix with the wider community.

12. Are there any areas of low or high take-up by different groups of people?

Yes No

If yes, please give details.

The service has 65% female and 35% male users. This reflects statistics in the Coventry health profile 2007 which show that within Coventry there are marginally fewer men than women. However from age 40 plus the number of women increasingly outnumber men. At the age of 85 onwards there are 3 times more women than men.

83% of service users are White British/ Irish - the majority of day centres are predominantly accessed by this group. Most people from minority groups attend Frank Walsh/Milan.

13. Does analysis by ward or area show that there are different parts of the city that are particularly disadvantaged or excluded?

Yes No

If yes, please give details.

Data shows that 75% of older people attending day opportunities live in the North of the City. However, all day services can provide a city wide transport service to get people to and from each venue and there are older people from all wards using day opportunities services.

14. Are there any barriers to equal access?

Yes No

If yes, please give details.

Access to the service is via the adult social care eligibility criteria.

15. Are there any barriers to equality of outcomes for different service users?

Yes No

If yes, please give details.

Has there been any improvement?

N/A

Summary

16. Please indicate which of the following best describes the outcome of your EIA. You may tick both the first two boxes if both are applicable.

This service is having a positive equalities impact

- This service has identified a need to address some equalities issues
- There wasn't enough information to be able to draw any conclusions.

- This service is having no equalities impact

Developing equality actions

If this EIA has identified that this service needs to be improved in order to promote equality and diversity positively, please explain how you plan to do this.

You should develop equality actions and insert the key actions in the table below. Strategic equality actions should be embedded into operational plans.

Action	Timescales /Milestones	Who will monitor this?	How/ where will this be embedded?
All people using St Thomas' would be offered a review to determine the best way to provide alternative support. No-one would have to move until this process is complete.	August/ September 2012	Ian Bowering/ Andrew Reece	6 week reviews would be competed to confirm the new services are meeting identified needs

Approval

This EIA has been completed by:



Signed (Head of EIA Team)

Name (please print) Andrew Reece

Date 17 July 2012

Countersigned: (Director/ Head of Division)



Name (please print) Mark Godfrey

Date: 17 July 2012