

# Swindon Borough Council and NHS Swindon Diversity Impact Assessment for “Front Door” arrangements

## 1 What’s it about?

Refer to equality duties

What’s it there for? What’s it set up to deliver? What’s the proposed change? What do you want to achieve?

The changes to the “front door” of services are intended to empower residents to be able to resolve their needs by accessing services or information without being required to become “service users” or be subject to assessment. The secondary gain from this approach is that a range of professionals throughout the whole system will also be able to access the same information and so be able to better sign post the people they work with to existing community resources. Experience from other Local Authorities that have adopted this approach indicates that a portal system stimulates the local market to provide services (referred to in Personalisation as Universal services) and resources that local citizens are seeking.

This development is in line with the aims of “stronger together” reducing dependency on Local Authority provision and addressing the need to make savings over and above business as usual savings to meet SBC corporate savings targets for 2011– 14.

What potential is there to meet the equality duties?

There is opportunity for the advancement of equality duties by moving away from traditional support services to person centred individual solutions. Accessibility of information will be improved for most protected groups. The proposed web portal model enables those within protected groups such as visual impairment or non English reading individuals to have access to information through the use of Bolt on “voice functionality” options – which for an additional fee from the purchaser enables service users to have information delivered as online BSL video or spoken text at this stage funding is not secured for this function. Translation is available through Google translate as a built in option in at least one of the products offered.

What equality benefits does it create? (For people, organisation etc...)

It means people will have more flexible options for support that are person centred and locally based.

It provides a platform that has been shown to encourage to the development of services that meet specific cultural needs.

What are the barriers to meeting this potential?

All current initial interfaces with the Public will need to revise their processes to utilise the portals resources.

An awareness raising exercise will be needed to encourage individual (or individuals supported by family, friends etc) direct engagement

## 2 Who’s it for?

Refer to equality groups

Who is expected to benefit or use the service (internal/external)?

The general population of Swindon, with particular emphasis on those people who hitherto had had to undergo assessment in order to access the information or service that they sought.

What do you know about them (evidence)?

Current referral rates are increasing whilst those receiving service following assessment (Local Indicator E82) are falling. This is in part attributed to improvements in signposting already in place. The front door improvements will reduce the need for [people to enter the system in the first place.

Who is missing or may find it difficult to use the service?

- Direct access Individuals with no physical access to the Internet
- Individuals with no expertise in the use of the Internet
- Individuals whose visual needs are not accommodated by the internet

- Individuals whose English reading skills preclude their use of the internet

Indirect access

Individuals who do not have support systems / networks to moderate their requirements

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Do you know why?

Although Swindon has higher than National average engagement with the Internet this is by no means ubiquitous. Programmes to make web based applications accessible through language, format and presentation exist, the package may have limited scope in all of these areas due to overall affordability at the outset.

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### 3 Impact

Refer to dimensions of equality and equality groups  
Show consideration of: age, disability, sex, transgender, marriage/civil partnership, maternity/pregnancy, race, religion/belief, sexual orientation and if appropriate: financial economic status, homelessness, political view

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Is there any potential or real issue which will stop some groups or people getting involved?

(adverse impact)

Age

Older people are over represented as non users of the internet,

Older people can be over represented in terms of social isolation.

Whilst some older people have access to the internet at home or another venue and many have indirect access to the internet through their social network this group overall would have a lower level of access than the general population.

The effect of this is moderated in part by all first points of contact having access to the front door facility therefore accessing information at a stage before formal assessment takes place.

Disability

A range of innovations and applications exist to facilitate access to the internet across a number of disabilities. The level of internet use across all the cohorts of disability is variable. Where not available The effect of this is moderated in part by all first points of contact having access to the front door facility therefore accessing information at a stage before formal assessment takes place.

Sex / Transgender, marriage/civil partnership/maternity/pregnancy

No specific impact anticipated

Race/Religion/Belief

There is potential for greater access to information about or the development of more culturally specific services, issues of language accessibility need to be further explored

Financial economic status

This will improve the information (and in time the range) of options available for individuals to utilise their limited resources in a climate where expectation on individuals to meet their own needs is increasing.

Homelessness / Political views

No specific impact anticipated

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Is that reasonable? Can it be justified or mitigated?

The justification is that funding has to reduce and be better targeted to meet corporate savings. Where individuals have access to Universal Services these can obviate or moderate the level of need that is required to be met from public funds. It will help to modernise support for vulnerable groups by offering an alternative to traditional support models that are more flexible and person centred

How will this service be successfully delivered to a diverse group of people? (positive impact)  
By supporting the development of a more diverse market of provision eligible social care users can access a wider variety of support that can help them achieve outcomes of living independently in their communities. User feedback of the services identified further empowers user choice regarding local universal services.

Nothing in this proposal removes the Local Authorities statutory duty to assess where the individual believes that they are eligible this provides information at an earlier stage that may obviate the need for the assessment, or complement the support package designed to meet eligible need

Is there any innovative thinking, working or technology that could improve delivery?  
Whilst there is proven technology involved (the portal approach being used in a number of Local Authorities) it will be a new step for Swindon Adult Social Care and associated statutory, voluntary, independent and / or private providers.

What consultation has taken place? How has the consultation influenced the service?  
Consultation with individual providers of current services has commenced to consider how existing specifications can be re-provisioned and savings identified  
The consultative processes of budget setting apply to this development consultation with individual providers of current services has commenced to consider how to maximise the use of the portal resource at all initial points of contact existing specifications can be re-provisioned and savings identified

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#### 4 So what?

[Link to business planning process](#)

What changes have you identified?

Access to a portal system is a business critical development for the successful reconfiguration of SEQOL "front door" services

What will you do now and what will be included in future planning?

Further consultation with strategic partners will be needed to ensure effective take up of this resource.

When will this be reviewed?

3 months from final agreement to proceed

How will success be measured?

Required savings achieved, evidence of effective public engagement and the development of marketing intelligence informing the development of new services.

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#### For the record

Name of person leading this DIA John Hughes	Date completed 28/10/11
Names of people involved in consideration of impact Angela King	
Name of director signing DIA	Date signed

# Strategic Planning Framework - Diversity Impact Assessments

## 1 What's it about?

refer to equality duties

- What is it there for? What is it set up to deliver? What is the proposed change? What do you want to achieve?
- What potential is there to meet the equality duties?
- What equality benefits does it create?
- What are the barriers to meeting this potential?

## 2 Who's it for?

refer to equality groups

- Who is expected to benefit or use the service (internal/external)?
- What do you know about them (evidence)?
- Who is missing or may find it difficult to use the service?
- Do you know why?

## 3 Impact

refer to dimensions and equality groups

- Is there any potential or real issue which will stop some groups or people getting involved? (adverse impact)
- Is that reasonable? Can it be justified or mitigated?
- How will this service be successfully delivered to a diverse group of people? (positive impact)
- Is there any innovative thinking, working or technology that could improve delivery?
- What consultation has taken place? How has the consultation influenced the service?

## 4 So what?

- What changes have you identified?
- What will you do now and what will be included in future planning?
- When will this be reviewed?
- How will success be measured?
- Who is signing this off/taking responsibility?

## Considerations

### Our equality duties

1. Eliminate discrimination, harassment and victimisation
2. Advance equality of opportunity
3. Foster good relations

In the areas of age, disability, sex, transgender, marriage/civil partnership, maternity/pregnancy, race, religion/belief, sexual orientation.

Extended by SBC policy to include: financial or economic status, homelessness, political view.

### Dimensions of equality

How will the service affect the life chances of different groups?  
Consider how the service will impact

1. **Life expectancy**
2. **Physical security:** e.g. freedom from violence and physical and sexual abuse.
3. **Health and well-being:** e.g. access to high quality healthcare.
4. **Education:** e.g. being able to be creative, to acquire skills and qualifications, and having access to training and life-long learning.
5. **Standard of living:** e.g. being able to live with independence and security; and covering nutrition, clothing, housing, warmth, utilities, social services and transport.
6. **Productive and valued activities:** e.g. access to employment, a positive experience in the workplace, work/life balance, being able to care for others.
7. **Individual, family and social life:** e.g. self-development, having independence and equality in relationships and marriage.
8. **Participation, influence and voice:** e.g. participation in decision-making and democratic life.
9. **Identity, expression and self-respect:** e.g. freedom of belief and religion.
10. **Legal security:** e.g. equality and non-discrimination before the law and equal treatment within the criminal justice system.