

**CARDIFF COUNCIL**  
**Appendix D**  
**Equality Impact Assessment**  
**Corporate Assessment Template**

<b>Policy/Strategy/Project/Procedure/Service/Function Title:</b>
<b>Supporting People Local Delivery Plan - 2018/19</b>
<b>New/Existing/Updating/Amending: Updating</b>

<b>Who is responsible for developing and implementing the Policy?</b>	
Name: Jane Thomas	Job Title: Assistant Director for Housing and Communities
Service Team: Supporting People Team	Service Area: Communities
Assessment Date: December 2017	

**1. What are the objectives of the Policy?**

<p>The Supporting People Programme (SPPG) provides housing related support services to some of the most vulnerable people in the city. Services include homeless hostels, domestic violence refuges, supported accommodation, floating support provided in the clients own home, and community alarm and warden services.</p> <p>The programme plays a significant part preventing homelessness by providing people with the support they need to live independently in their own homes. Early intervention through the programme can also reduce demand on other services such as health and social services.</p> <p>The Welsh Government require the Council to produce a spend plan each year to set out the way in which the grant funding is used. The programme is overseen by the Cardiff and Vale Regional Collaborative Committee which produces a Regional Commissioning Plan each year.</p> <p>In 2016 Cabinet agreed a phased approach to the recommissioning of services and this report contains an update on progress in this area.</p> <p>The Council has been taking a consultative approach to reviewing current services and developing a way forward for the next financial year and beyond. This is being done to ensure an evidenced based approach is taken, and that services delivered meet the needs of the most vulnerable based on needs and not on tenure.</p> <p>The objective of the policy is to continue to provide greater clarity on who needs support, the types of service that may be delivered using Supporting People funding, and how to determine if an individual is eligible for support.</p> <p>Through distribution of the grant Cardiff Council directly delivers or has contracts in place with charities, third sector organisations, Registered Social Landlords and other providers to deliver the majority of the support projects.</p>
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Support is provided through the grant for people:

- ➔ Where there is an identified need to help someone overcome a crisis or similar event.
- ➔ To resolve an immediate risk to a tenancy and thereby preventing imminent homelessness e.g. negotiating with the landlord with regards to repayment of arrears.
- ➔ To move-on from hostel, or temporary, accommodation e.g. assisting the service user to explore options for alternative housing.
- ➔ To deliver advice and assistance in meeting tenancy conditions e.g. for persistent anti-social behaviour including hoarding.
- ➔ Develop life skills for those leaving institutional care or similar settings.
- ➔ For the development of social skills e.g. support to avoid criminal or anti social behaviour.
- ➔ To encourage the development of Personal Safety e.g. provision of advice on restricting access to the property.
- ➔ To help in managing housing related finances e.g. low-level debt/budget advice or referral to appropriate agencies.
- ➔ To access enabling-based diversionary activities such as training, employment and volunteering e.g. by researching availability and access arrangements to local groups.
- ➔ To remove barriers to accessing community resources and support e.g. by providing advice on using public transport through purchasing tickets, accessing timetables etc.

The indication from the Welsh Government is that funding will remain at the current level of £16.2m for 2018-19. Preparations were being made for reductions in the grant allocation and whilst savings don't now apply this year the intention is to continue to re-align spend and delivery models in a structured and strategic way.

The Council has an ongoing process of procuring Supporting People services on the basis of competitive tendering. It has been identified that there are still a large number of providers and contracts in place for the programme which increases administration and prevents effective contract management; it is more difficult to ensure consistency of service delivery and to monitor quality and it prevents economies of scale being achieved.

In the current economic climate with reductions in funding still likely post 2019, smaller contracts are less likely to be sustainable but demand on housing support services for vulnerable people with complex needs is increasing. Overall there are opportunities to deliver greater economies of scale, reduce administration, improve contract management and improve the sustainability of services by significantly reducing the number of contracts. These efficiencies at a back office level can then be better utilised in front line delivery.

For 2018/19 the proposed approach to efficiently managing the grant are based on a set of agreed principles:

- Ensuring that services are based on need and that the most vulnerable service users are protected
- Delivering support at the appropriate level for the client, to enable and promote independence
- Taking an evidence based approach – considering voids/turnover, outcomes and service user feedback

- Ensuring services are sustainable
- Maximising the time spent on the client and reduce management costs by encouraging collaboration between providers
- Where possible, commissioning support in partnership with other public/third sector organisations
- Working with providers and other partners to develop service specifications that are outcome based and quality focussed

Applying these principles, the Council has implemented changes to the current funding arrangements, although overall the level of intended spend within each spend category is broadly similar to that of the current year. Early indications from the changes made suggest progress is being made and it is our intention to continue to review and refine the delivery of the supporting people programme.

The Local Spend Plan is a reflection of regular and ongoing engagement with all stakeholders and direct discussions with individual providers and reflects our priorities for 2018/19.

Wherever possible a joined up approach has been taken to the delivery of Supporting People services through recommissioning services, working across departmental and grant funding boundaries to commission comprehensive services for clients.

**2. Please provide background information on the Policy / Strategy / Project / Procedure / Service / Function and any research done [e.g. service users data against demographic statistics, similar EIAs done etc.]**

The Supporting People Programme is funded by the Welsh Government to enable housing-related support to be provided to a wide range of vulnerable groups. These services are vital in assisting vulnerable people to develop and maintain skills to live independently, and to prevent homelessness. Services in Cardiff currently receive £16.2 million in total through the Supporting People Programme.

The single funding stream was allocated to local authorities in 2012 to administer with the allocated amount based on a new distribution formula. In addition, multi-sector committees were established to provide a collaborative approach to the administration of Supporting People funding. A multi-agency Regional Collaborative Committee (RCC) for the Vale of Glamorgan and Cardiff has been operating since November 2012.

As a result of the redistribution of the grant, Cardiff's allocation has reduced by 15% between 2013 and 2015/16. Despite this there has been only limited disruption to services as efficiencies have been made by commissioners and service providers.

Consultation has been ongoing with providers for some time, and following on from the formal consultation on the 'Revised Approach to Supporting People Funding' in 2014, consultation has remained a key component and has contributed to the developments within the supporting people programme in Cardiff.

Based on data from service providers relating to 2016/17, the characteristics of the client

base was as follows:

### *Disability*

Nearly 26% of service users described themselves as having a disability.

### *Race*

Service users described their racial background as follows with the racial split for the population of Cardiff as a whole (Source: 2010 MYE ONS) given in brackets:

- ❖ White – 61% (92%)
- ❖ Black – 7% (1%)
- ❖ Asian – 5% (4%)
- ❖ Mixed Race – 5% (2%)
- ❖ Other – 4% (1%)
- ❖ Not Known – 18%

### *Gender*

The gender split of service users was:

- ❖ Female – 53.85%
- ❖ Male – 46.04%
- ❖ Transgender – 0.11%

### **Population predictions are contained below:**

General population information

### *Gender*

Vale and Cardiff (StatsWales 2015)

	<b>2017</b>	<b>2018</b>	<b>2019</b>
Males 18 and over	194,272	196,204	198,133
Females 18 and over	203,360	204,999	206,508
Total 18 and over	397,632	401,203	404,641

### *Age*

Vale and Cardiff (StatsWales 2015)

	<b>2017</b>	<b>2018</b>	<b>2019</b>
18 – 64 years old	318,922	320,886	322,689
65 and over	78,710	80,317	81,952
Total	397,632	401,203	404,641

### **Women experiencing Domestic Abuse**

2012/13 7.1% of women reported having experienced any type of domestic abuse (ONS). Therefore based on the projection of the number of women aged over 18, the following is the projection of women experiencing domestic abuse.

	<b>2017</b>	<b>2018</b>	<b>2019</b>
Cardiff	10,663	10,764	10,860

### **Men experiencing Domestic Abuse**

2012/13 4.4% of men reported having experienced any type of domestic abuse (ONS). Therefore based on the projection of the number of men aged over 18, the following is

the projection of men experiencing domestic abuse.

	<b>2017</b>	<b>2018</b>	<b>2019</b>
Cardiff	6,364	6,439	6,515

### **People with Learning Disabilities**

Daffodil projected 6,967 people with Learning Disabilities (including Downs syndrome) for 2014. Based on these figures the estimates for the number of people with Learning Disabilities based are:

	<b>2017</b>	<b>2018</b>	<b>2019</b>
Cardiff	7,212	7,288	7,363

### **People with Mental Health issues**

Daffodil projected 71,989 people with a mental health issue and early onset dementia in 2014. Based on these figures and the StatsWales population projections the estimates for the number of people with mental health issues are:

	<b>2017</b>	<b>2018</b>	<b>2019</b>
Cardiff	74,516	75,301	76,082

### **People with Substance Misuse Issues (Alcohol)**

Daffodil projected 80,311 for people with a substance misuse issue (alcohol) in 2014. Based on these figures the estimates for the number of people with substance misuse issues (alcohol) are:

	<b>2017</b>	<b>2018</b>	<b>2019</b>
Cardiff	83,131	84,006	84,877

### **People with Substance Misuse Issues (Drugs and Volatile substances)**

Daffodil projected 47,392 people with substance misuse issues (drug and volatile substances) for people aged 16-59 in 2014. There are no statistics on Daffodil for those 60 or over. Based on these figures and the StatsWales population projections the estimate for the number of people with substance misuse issues (drug and volatile substances) are:

	<b>2017</b>	<b>2018</b>	<b>2019</b>
Cardiff	38,256	38,658	39,059

### **People with Criminal Offending History**

Information on the ONS and MoJ websites showed that from October 2011 to October 2012 probation worked with 226,103 people, given the mid-2012 population estimate of 56,567,800 this would equate to 0.4% of the population. Based on these figures and the StatsWales population projections the estimates for the number of people with a criminal offending history are:

	<b>2017</b>	<b>2018</b>	<b>2019</b>
Cardiff	1,185	1,198	1,210

### **People with Refugee Status**

The Welsh Refugee Council identified that in 2006 there were around 13,000 refugees and asylum seekers in Wales. In 2008, 1,640 people were dispersed to Wales with 980 in Cardiff. There are an estimated 35 people dispersed to Wales every week, if the split remains the same as in 2008, this means an additional 1,088 per year arriving in Cardiff. If this trend continues the following are the projections for refugee and asylum seekers:

	<b>2017</b>	<b>2018</b>	<b>2019</b>
Cardiff	19,520	20,608	21,696

### **People with Physical and/or Sensory Disabilities**

Daffodil projected 44,375 Cardiff people to have a hearing impairment, visual impairment and mobility issues in 2014. Based on these figures and the StatsWales population projections the estimates for the number of people with physical and/or sensory disabilities are:

	<b>2017</b>	<b>2018</b>	<b>2019</b>
Cardiff	45,933	46,417	46,898

### **People with Developmental Disorders**

Daffodil projected that 2,798 Cardiff people were on the autistic spectrum in 2014. There are no other specific figures for other development disorders. Based on these figures and the StatsWales population projections the estimates for the number of people with development disorders (i.e. autism) are:

	<b>2017</b>	<b>2018</b>	<b>2019</b>
Cardiff	2,896	2,927	2,957

### **People with Chronic Illnesses (including HIV, Aids)**

Daffodil provides population projections for chronic illness under the categories: Limiting Long term illness; Bronchitis/emphysema; Cancer; Diabetes; Heart Condition and Stroke. The projection for 2014 was 84,386 Cardiff for all of these added together (those with multiple conditions will be counted twice as there is no way to identify them). Based on these figures with the StatsWales population projections the estimates for the number of people with chronic illnesses are:

	<b>2017</b>	<b>2018</b>	<b>2019</b>
Cardiff	2,896	2,927	2,957

### **Young People who are Care Leavers**

StatsWales provides figures on the number of care leavers aged 19, using this data over a number of years provided a figure of 467 Cardiff) care leavers aged 16-24 years old in 2014. Based on these figures along with the StatsWales population projections for 16-24 year olds the estimates for the number of people who are care leavers are:

	<b>2017</b>	<b>2018</b>	<b>2019</b>
Cardiff	2,896	2,927	2,957

### **Young People with Support Needs (16 to 24)**

StatsWales provides population projections by age, the following are the projections for 16 to 24 year olds.

	<b>2017</b>	<b>2018</b>	<b>2019</b>
Cardiff	60,034	59,291	58,861

### **Single Parent Families with Support Needs**

StatsWales provides projections for the number of single parent families, the following are the projections:

	<b>2017</b>	<b>2018</b>	<b>2019</b>
Cardiff	10,128	10,216	10,311

### **Single Parent Families Accepted as Homeless**

In 2013/14 the number of single parent households who were accepted as homeless (StatsWales) for the Cardiff was 250. Based on the estimated number of single parent households this would mean the following projections:

	<b>2017</b>	<b>2018</b>	<b>2019</b>
Cardiff	459	463	467

### **Families with Support Needs**

StatsWales provides projections for the number of families (not including single parent families). The following are the projections:

	<b>2017</b>	<b>2018</b>	<b>2019</b>
Cardiff	31,576	31,977	32,409

### **Families Accepted as Homeless**

In 2013/14 the number of two parent households who were accepted as homeless (StatsWales) for Cardiff was 80. Based on the projections from StatsWales the number of two parent households who may be accepted as homeless are:

	<b>2017</b>	<b>2018</b>	<b>2019</b>
Cardiff	83	84	85

### **Single People with Support Needs not listed above (25-54)**

StatsWales provides population projections by age, the following are the projections for 25 to 54 year olds.

	<b>2017</b>	<b>2018</b>	<b>2019</b>
Cardiff	153,498	155,509	157,139

### **People over 55 years of age with Support needs (excluding alarms)**

StatsWales provides population projections by age, the following are the projections for 55 year olds and over.

	<b>2017</b>	<b>2018</b>	<b>2019</b>
Cardiff	88,394	90,129	91,957

The population projection estimates for 55 and over, are for all in the age group. There is no method for calculating how many of them are covered by the other categories.

### 3 Assess Impact on the Protected Characteristics

#### 3.1 Age

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on younger / older people?

	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Up to 18 years	✓		
18 - 65 years	✓		
Over 65 years	✓		

**Please give details/consequences of the differential impact, and provide supporting evidence, if any.**

Housing-related support services are accessible to vulnerable people aged 16 and over, where they have been assessed to need it, meaning any changes to services will have an effect on all ages. Some services are aimed at particular age groups and changes to some of these projects may have a differential impact. Specific services geared to those aged 16-24 and 60+ will be affected as the model of support will change for many.

#### **Older People**

Welsh Government guidance requires a move away from support based on tenure and towards a service based on need; for example it is no longer possible to fund a warden support service to all residents of sheltered accommodation just by virtue of being a resident. Many social landlords, including the Council, have implemented this change already and the remainder will have done so by the end of this year. Many social landlords have retained their scheme manager / warden funded through rental income, minimising the impact to tenants.

As a result of this change the number of contracts for older persons' accommodation based support had reduced. As a contingency arrangement, capacity within older persons floating support services was increased however this additional capacity has not been used and demand for this service is low with only 18 older people receiving a service at present.

The Council's development of the Independent Living Service has brought better co-ordination of services addressing the needs of older persons living in the community,

providing help to access a wide range of support such as advice on benefits, grants, disabled adaptations, home energy efficiency and support to avoid social isolation. The further development of the service will include support for older people leaving hospital and low level support to help people live independently.

There is sufficient capacity within the newly commissioned Generic Floating Support Service to meet current demand for housing related support from older persons. This together with services offered by Independent Living will more than meet the current demand for older persons support and therefore it is not proposed to commission a specific older persons floating support service. It is proposed to cease funding for the current older persons floating support service during 2018/19. To ensure that no older person is left without the support they need, each current client of the service will have their support needs reviewed by Independent Living Officers, a holistic approach will be taken ensuring that the full needs are met by appropriate alternative provision.

Contracts for Supporting People funded housing related support services within Extracare schemes will continue. Extra care schemes provide the opportunity for people with significant care needs to live as active and independent lives as possible, living in their own homes with support tailored to their individual needs providing a real alternative to residential care.

Alarm services - Spend on alarms will also reduce following changes to bring these in line with the grant terms and conditions that 'funding for alarm services should cover the emergency alarm element only and this should only be for those with an identified need.'

### **Young people aged 16-24**

Will also be effected by the recommissioning of supported accommodation and specialist floating support services. This type of support makes up a significant part of the Supporting People Programme and supports some of the most vulnerable clients such as those with mental health and substance misuse issues and young people.

To ensure that the recommissioning process was client focused this phase has been further broken down with the initial focus on services for young people. This focus has allowed a joined up approach to be taken to commissioning which is a natural next step for the cross directorate partnership that has already been established between Housing and Children Services to address the need of this client group.

In October 2015 the Council established a Young Person's Gateway to manage accommodation and support services for young people. Previously services for homeless young people operated separately from services for 'looked after children'.

Housing options officers, social workers and support workers from Llamau, a third sector organisation, are now co-located within the Gateway, which is located in Charles Street. When a young person presents as homeless to the Gateway assessments can be carried out as to the young persons need, and the Council's duties both under the Children's and Homelessness legislation. Appropriate mediation takes place to prevent homelessness but where this is not possible the young person has access to a range of supported accommodation.

Since the establishment of the Gateway the mediation work to prevent homelessness has had a positive outcome in over 55% of cases and more than 550 young people have been housed without use of bed and breakfast accommodation. The Gateway has demonstrated the benefits of operating services in a joined-up way, using different funding streams to create clear support pathways to assist vulnerable people towards independence. This approach has been recognised as good practice by the Welsh Government.

More recently the possibility of developing a One Stop Shop for young people has been considered. This could bring together the work already carried out at the Gateway with the Youth Service's mentoring provision available at Grassroots, also in Charles Street, to develop a comprehensive service for young people. By combining this existing provision and incorporating other services such as money advice, into work and health services under one roof, this could provide a complete service for young people needing advice. This approach would bring Cardiff very much in line with good practice in this area as set out in the Positive Pathway. If it is not possible to develop the One Stop Shop services will continue as currently in their separate locations.

The services to be recommissioned externally as part of the current phased process are as follows:

- Housing Advice, Family Mediation and Homelessness Prevention Service
- Accommodation for Young People – Emergency Accommodation; Hostel Accommodation; Supported Accommodation
- Move On Support and Tenancy Rescue - Housing Related Floating Support, Homelessness Prevention Support; Support for young people moving into Training Tenancies and help to access private rented accommodation.

It is anticipated that the recommissioning project will replace 17 existing contracts. This current complex arrangement of providers and contracts increases administration, hampers effective contract and quality management, and prevents economies of scale being achieved. In the current economic climate, with reductions in funding likely and increased pressure on resources, continuing with smaller contracts is neither practical nor sustainable.

Fewer contracts for the services would not only resolve the issues outlined above but would also allow a more joined up approach to be taken with young people moving seamlessly through a clear pathway of services towards independence. There would be greater flexibility to respond to individual need and to change services as demand changes over time.

**Homelessness Prevention Projects** – in 2017/18 a grant programme was supported to allow third sector organisations to bring forward innovative proposals for new ways of working. These included:

- The Compass Project – intensive support for those who are entrenched rough sleepers or who experience a revolving cycle of frontline accommodation, prison, mental health rehabilitation, hospital and rough sleeping.
- Housing First Project – providing mainstream accommodation for rough sleepers; with flexible support for as long as it is needed
- Cardiff Solutions Project - aims to provide assistance to individuals who do not wish to access services through more formal settings by using the Wallich

Night Shelter.

- Ty Tarian - provides homeless women who are being exploited or who are at risk of exploitation to access to secure, female-only hostel accommodation with 24 hour support.

The number of rough sleepers in Cardiff has been increasing over recent years. The projects above as well as the expansion of the Council's own Outreach service have been developed to encourage rough sleepers to engage with services. Early indications from these projects suggest progress is being made and it is our intention to continue funding these projects for 2018/19.

**Homelessness Support Service** – This service operated by the Councils Housing Options service will work to prevent and address homelessness by assisting families and vulnerable individuals to prepare for, access and relocate to accommodation in the private rented sector.

**What action(s) can you take to address the differential impact?**

It is anticipated that any differential impact will be positive, careful targeting of support will take place to ensure that it is appropriate to need with each of the characteristics to ensure that no group are unduly impacted. In addition, the new approaches, grant funded and recommissioned services may benefit a far greater number of vulnerable young and older people the City through the increased capacity in frontline services to target those people that need it the most.

To ensure that no older person is left without the support they need each current client of the service affected will be consulted on the changes and have their support needs reviewed by Independent Living Officers, a holistic approach will be taken ensuring that the full needs are met by appropriate alternative provision.

**3.2 Disability**

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [negative]** on disabled people?

	Yes	No	N/A
Hearing Impairment		✓	
Physical Impairment		✓	
Visual Impairment		✓	
Learning Disability		✓	
Long-Standing Illness or Health Condition		✓	
Mental Health		✓	
Substance Misuse		✓	
Other			

**Please give details/consequences of the differential impact, and provide supporting evidence, if any.**

There are no specific proposals that will have any differential impact for these clients

<b>What action(s) can you take to address the differential impact?</b>
It is anticipated that there will be no differential impact, however consultations and analysis of feedback will continue to ensure that if any differential impact will be identified and addressed.

### 3.3 Gender Reassignment

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive]** on transgender people?

	Yes	No	N/A
<b>Transgender People</b> (People who are proposing to undergo, are undergoing, or have undergone a process [or part of a process] to reassign their sex by changing physiological or other attributes of sex)		✓	

<b>Please give details/consequences of the differential impact, and provide supporting evidence, if any.</b>
There are no specific proposals that will have any differential impact for these clients.
<b>What action(s) can you take to address the differential impact?</b>
It is anticipated that there will be no differential impact, however consultations and analysis of feedback will continue to ensure that if any differential impact will be identified and addressed.

### 3.4. Marriage and Civil Partnership

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on marriage and civil partnership?

	Yes	No	N/A
Marriage		✓	
Civil Partnership		✓	

<b>Please give details/consequences of the differential impact, and provide supporting evidence, if any.</b>
There are no specific proposals that will have any differential impact for these clients.
<b>What action(s) can you take to address the differential impact?</b>
It is anticipated that there will be no differential impact, however consultations and analysis of feedback will continue to ensure that if any differential impact will be identified and addressed.

### 3.5 Pregnancy and Maternity

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on pregnancy and maternity?

	Yes	No	N/A
Pregnancy		✓	
Maternity		✓	

**Please give details/consequences of the differential impact, and provide supporting evidence, if any.**

There are no specific proposals that will have any differential impact for these clients

**What action(s) can you take to address the differential impact?**

It is anticipated that there will be no differential impact, however consultations and analysis of feedback will continue to ensure that if any differential impact will be identified and addressed.

### 3.6 Race

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on the following groups?

	Yes	No	N/A
White		✓	
Mixed / Multiple Ethnic Groups		✓	
Asian / Asian British		✓	
Black / African / Caribbean / Black British		✓	
Other Ethnic Groups		✓	

**Please give details/consequences of the differential impact, and provide supporting evidence, if any.**

There are no specific proposals that will have any differential impact for these clients.

**What action(s) can you take to address the differential impact?**

It is anticipated that there will be no differential impact, however consultations and analysis of feedback will continue to ensure that if any differential impact will be identified and addressed.

### 3.7 Religion, Belief or Non-Belief

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [negative]** on people with different religions, beliefs or non-beliefs?

	Yes	No	N/A
Buddhist		✓	
Christian		✓	
Hindu		✓	
Humanist		✓	
Jewish		✓	
Muslim		✓	
Sikh		✓	
Other		✓	

<b>Please give details/consequences of the differential impact, and provide supporting evidence, if any.</b>
There are no specific proposals that will have any differential impact for these clients
<b>What action(s) can you take to address the differential impact?</b>
It is anticipated that there will be no differential impact, however consultations and analysis of feedback will continue to ensure that if any differential impact will be identified and addressed.

### 3.8 Sex

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on men and/or women?

	Yes	No	N/A
Men		✓	
Women		✓	

<b>Please give details/consequences of the differential impact, and provide supporting evidence, if any.</b>
<b>Women at risk of domestic abuse</b> – Spend in this area is expected to increase to reflect the need to carry out more preventative work. Previously services focused only on victims at medium or high risk of abuse. Intervening at an early stage while risk is lower could prevent abuse from escalating and is in line with the new legislation. A service for standard risk victims has been built into the new Gender Specific services which are currently being recommissioned.
In addition, the new approach and recommissioned service may benefit a far greater number of people the City.
<b>What action(s) can you take to address the differential impact?</b>
A detailed Equality Impact Assessment has been completed on the plans to recommission the service:

### 3.9 Sexual Orientation

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive]** on the following groups?

	Yes	No	N/A
Bisexual		✓	
Gay Men		✓	
Gay Women/Lesbians		✓	
Heterosexual/Straight		✓	

<b>Please give details/consequences of the differential impact, and provide</b>
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<b>supporting evidence, if any.</b>
There are no specific proposals that will have any differential impact for these clients.
<b>What action(s) can you take to address the differential impact?</b>
It is anticipated that there will be no differential impact, however consultations and analysis of feedback will continue to ensure that if any differential impact will be identified and addressed.

### 3.10 Welsh Language

Will this Policy / Strategy / Project / Procedure / Service / Function have a **differential impact [positive / negative]** on Welsh Language?

	Yes	No	N/A
Welsh Language		✓	

<b>Please give details/consequences of the differential impact, and provide supporting evidence, if any.</b>
Welsh language requirements will be complied with
<b>What action(s) can you take to address the differential impact?</b>
N/A

## 4. Consultation and Engagement

What arrangements have been made to consult/engage with the various Equalities Groups?

<p>Through the provider and stakeholder consultation groups, consideration was given to ways in which we could engage and consult with service users. These groups routinely discussed that “no one size fits all”, and so a flexible approach has been developed. There are a number of barriers to service user engagement, not least the array of client groups, transient nature of some service users and services, impartiality and general willingness to take part.</p> <p>Examples of service user engagement are detailed below:</p> <ul style="list-style-type: none"> <li>• Prior to the procurement of the Generic Floating Support service a survey was posted to 607 former users of the service. As well as returning the survey in paper format, users were given the option of completing the survey electronically through the Council’s website. A total of 62 responses were received, 10% of those sent out. While a low number this was considered a reasonable sample level for this hard to reach group and the draft service specification was amended following the comments received.</li> <li>• From the returns a number of people indicated that they would be willing to engage further with commissioners and to take part in the evaluation of submitted tenders. Initial engagement went well with three former service users taking part in early discussions. However none were able to attend on the day of the tenderers presentations.</li> <li>• To help inform the recommissioning of gender specific/domestic abuse services the Housing teams in Cardiff and the Vale of Glamorgan Council approached Cardiff</li> </ul>
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Research Centre to support some research activities with service users who have experienced domestic abuse in the last three years. The Cardiff Research Centre worked with the Domestic Abuse Co-ordinator from Cardiff Council, and the Domestic Violence & Sexual Abuse Co-ordinator from the Vale of Glamorgan Council to devise a questionnaire, which was developed into a bi-lingual online survey.

- The survey was disseminated by the Housing Teams in both Cardiff and the Vale to relevant stakeholder groups and online access was shared widely. Where required, paper copies of the survey were made available to support workers to distribute to those without access to the online version.
- To help inform the commissioning of services for male victims of domestic abuse in August 2016 service user interviews took place. Three men were interviewed, two of which were in heterosexual relationships and 1 was in a same sex relationship. Given the very small number of men interviewed, their views cannot be considered to be representative of all male victims of domestic abuse living in Cardiff. However, there were some themes that were identified that will be considered in more detail when thinking about the support needs required by male victims and how best to advertise the services available.
- To help inform the recommissioning of Young People's services a Service User Listening Event for Care Leavers, in partnership with Children's Services and led by NYAS (Cymru) was held in March 2016.
- In 2017, a questionnaire was devised to ask young people about their experiences of supported accommodation and what they thought could be done to improve the service they received. Staff from the Housing Options Centre used the questionnaire to conduct face to face interviews plus telephone surveys with young people as they moved through the Young Person's Gateway.
- Throughout the summer and autumn of 2017, Young People who attended training to prepare them to move into Training Tenancy flats were also asked to complete the questionnaire.
- In November 2017 a consultation event was facilitated by Children's Services with support from Housing & Communities. The event was designed to probe more deeply the issues raised in the questionnaire and to gauge reaction to the Independent Living Checklist that had been developed to assess and monitor the progress made by young people on their journey through support. A total of 14 young people attended this event, some from a care background and others who had been accepted as homeless.
- The RCC set up an Older Persons Task & Finish Group, consisting of landlord and service user representatives to consider the changes required to older persons support services. This as well as discussions and negotiations with individual providers of older persons services resulted in fundamental changes to the way support services are delivered, particularly in sheltered schemes, to those assessed to need it. Further eligibility criteria for funding community alarm services based on need was formulated through the task & finish group and the criteria will apply to all new community alarm service clients from April 2018. The 18 older people that are

affected by the changes proposed will be individually consulted with to ensure their views are taken into account during the service changes.

As progress is made each service reviewed the client group affected will be invited to tell us how they currently receive services, what they currently value about that provision, and what could be delivered differently. This will enable resources to focus on genuinely improving outcomes for residents of Cardiff in a more flexible and appropriate manner.

## 5. Summary of Actions [Listed in the Sections above]

Groups	Actions
Age Older People	<p>It is anticipated that there will be no differential impact, however consultation and analysis of feedback will continue to ensure any differential impact is identified and will be addressed.</p> <p>In addition, the new approaches, grant funded and recommissioned services may benefit a far greater number of vulnerable young and older people the City through the increased capacity in frontline services to target those people that need it the most.</p> <p>There is sufficient capacity within the newly commissioned Generic Floating Support Service to meet current demand for housing related support from older persons. This together with services offered by Independent Living will more than meet the current demand for older persons support and therefore it is not proposed to commission a specific older persons floating support service.</p> <p>To ensure that no older person is left without the support they need each current client of the service affected will be consulted on the changes and have their support needs reviewed by Independent Living Officers, a holistic approach will be taken ensuring that the full needs are met by appropriate alternative provision.</p>
Age Young People	<p>A detailed Equality Impact Assessment included on the recommissioning plans due to take place next year. Although none anticipated, careful targeting of support will take place to ensure that it is appropriate to need with each of the age groups are unduly impacted.</p>
Disability Gender Reassignment Marriage & Civil Partnership Pregnancy & Maternity	See below.

Race	
Religion/Belief	
Sex	
Sexual Orientation	
Welsh Language	N/A
Generic Over-Arching [applicable to all the above groups]	<p>The principles integral to the proposals</p> <ul style="list-style-type: none"> <li>• Ensuring that services are based on need and that the most vulnerable service users are protected</li> <li>• Promoting independence and delivering support at the lowest appropriate level to meet clients needs</li> <li>• Taking an evidence based approach – considering voids/turnover, outcomes and service user feedback</li> <li>• Ensuring services are sustainable</li> <li>• Maximising the time spent on the client and reduce management costs by encouraging collaboration between providers</li> <li>• Where possible, commissioning support in partnership with other public/third sector organisations</li> <li>• Working with providers and other partners to develop service specifications that are outcome based and quality focussed will ensure that support continues to be available to those that need it most and that use of other existing services is also maximised.</li> </ul> <p>As well as robust monitoring as progress is made each service will be reviewed through the Supporting People Programme, the client group affected will be invited to tell us how they currently receive services, what they currently value about that provision, and what could be delivered differently.</p>

## 6. Further Action

Any recommendations for action that you plan to take as a result of this Equality Impact Assessment (listed in Summary of Actions) should be included as part of your Service Area's Business Plan to be monitored on a regular basis.

## 7. Authorisation

The Template should be completed by the Lead Officer of the identified Policy/Strategy/Project/Function and approved by the appropriate Manager in each Service Area.

Completed By : Neil Sutcliffe	Date: 07/12/17
Designation: Supporting People & Commissioning Manager	
Approved By: Louise Bassett	
Designation: Partnership Delivery Team Leader	
Service Area: Communities	

7.1 On completion of this Assessment, please ensure that the Form is posted on your Directorate's Page on CIS - *Council Wide/Management Systems/Equality Impact*

*Assessments* - so that there is a record of all assessments undertaken in the Council.

For further information or assistance, please contact the Citizen Focus Team on 029 2087 3059 or email [citizenfocus@cardiff.gov.uk](mailto:citizenfocus@cardiff.gov.uk)