

## **Equality Impact Assessment (EIA) Form** **'Knowing your customers needs'**

### **Background**

An Equality Impact Assessment is an improvement tool. It will assist you in ensuring that you have thought about the needs and impacts of your service/policy/function in relation to the protected characteristics. It enables a systematic approach to identifying and recording gaps and actions.

### **Legislation - Equality duty**

As a local authority who provides services to the public, Melton has a legal responsibility to ensure that we can demonstrate having paid due regard to the need to:

- Eliminate discrimination, harassment and victimisation
- Advance Equality of Opportunity
- Foster good relations

For the following protected characteristics:

1. Age
2. Disability
3. Gender reassignment
4. Marriage and civil partnership (when providing services)
5. Pregnancy and maternity (when providing services)
6. Race
7. Religion and belief
8. Sex
9. Sexual orientation

What is prohibited?

1. Direct discrimination, including by association and perception.
2. Indirect discrimination – now covers all characteristics.
3. Pregnancy and maternity discrimination.
4. Harassment.
5. Third party harassment.
6. Discrimination arising from disability.
7. Duty to make reasonable adjustments.

<b>Title of the policy</b>	Melton Ageing Well strategy
<b>Is it new or existing?</b>	New
<b>Date</b>	30/08/2012
<b>Officer undertaking EIA</b>	Emma Trahearn
<b>Who else is involved in undertaking this assessment?</b>	Senior Forum Harry Rai

## 1. Overview of policy/function being assessed

### A. Outline: What is the purpose of this policy? (specify aims and objectives)

The Melton ageing well strategy will provide the strategic direction for the Senior Forum and other associated partners who work within Melton Borough to support older residents to be able to live as well and as independently as possible.

The 3 priorities of the strategy:

- Improve the health and wellbeing of our older residents.
- Establish mechanisms which allow individuals to achieve as much independence as possible.
- Develop better access to services for all older people, their carers', relatives and friends.

Under each of those priorities are a number of objectives seen below:

Improve the health and wellbeing of our older residents.

- Increase awareness and improve mental wellbeing outcomes
- Increase participation and engagement in physical activity
- Expand community involvement
- Promote and support of early intervention initiatives/projects

Establish mechanisms which allow individuals to achieve as much independence as possible.

- Encourage and support older people to maximise their income and use money more effectively.
- Support the housing needs and aspirations of the older community.
- To support and increase existing transport services to accommodate the need.

Develop better access to services for all older people, their carers', relatives and friends.

- Online services
- Reaching out to communities
- Building upon the co-location approach

**B. What specific group/s is the policy designed to affect/impact?**

The impact of the policy/strategy is designed to affect those aged 55+, specifically those most vulnerable affected by social, economic or financial poverty. In addition, to have an impact on individuals coming up to that age in order to mitigate against issues that may arise such as health or financial problems and have a better quality of life.

**C. Which groups have been consulted as part of the creation or review of the policy?**

The Strategy has been developed, supported and by the following documents, reports and policies, of which have undergone relevant consultation.

- Melton's Corporate Plan 2011 - 2015
- Melton Sustainable Community Strategy 2008 - 2013
- Department of Health – Melton's Health Profile 2011 & 2012
- A Qualitative Assessment of the Housing Needs and Aspirations of Older People in Leicestershire Report 2010
- Dilnot Commissioning Report 2011
- Lifetime Neighbourhoods Report 2011
- Melton Housing Strategy 2011-2014
- Leicestershire Ageing Well Strategy 2008- 2011
- Interviewed: Library/Museum/Adult Social Care  
Locality Manager Adults and Communities (LCC)  
Resource and Centre Manager, Age UK  
Senior Supporting People Officer  
Financial Inclusion Officer  
Patient Service Manager & Assistant Practice Manager from LHMP  
Neighbourhood Support Officer & Integrated Youth Support Services Manager  
Housing Policy Officer  
Leicestershire Citizen Advice Bureau  
Rural Community Council

Views from the public:

There was a short survey to understand initial needs at the Senior Forum 2011.

In June/July 2012 a questionnaire was developed and sent to the following organisations/groups for residents of Melton to "Have Your Say". Paper copies were sent to: AgeUK, U3A, Parish Councils, Sheltered Housing, Source, Samworth Centre, MBC Sports Teams, Latham House Medical Practise, resident groups, senior forum database, children centres, The Source, Library, Museum, and Melton Police. It was also available online.

The Strategy has also been available on the Council's Website from 23<sup>rd</sup> July 2012.

**2. What we already know and where there are gaps**

**A. What existing information/data do you have/monitor about different diverse groups in relation to this policy? This could consist of previous EIA's, reports, consultation, surveys, demographic profiles etc.**

- The Melton Borough profile: gives a picture of the growing population in the Borough. This data can be used to know age, sex of an older person, type of accommodation available for the transition of residents from family homes to small properties.
- Department of Health, Melton's Health Profile: the data indicates health concerns for the future of the population and the potential for increased adaptations to homes with people living longer and having varying issues.
- Census information 2011: this data is used to cross references with the Melton Borough profile and understand the specific ages in the population of Melton that are increasing in order to consider the future requirements in terms of services, housing and transport that are required.
- Outcome of interview with specific agencies who work with those aged 55+
- Outcome of consultation exercise as described in 1c.

**B. What does this information/data tell you about diverse groups? If you do not hold or have access to any data/information on certain/all diverse groups, what do you need to begin collating/monitoring? (please list)**

The information gathered for the above sources indicates the following:

- Increasing older population in Melton
- The demand of health and support services will increase, so there is a focus on the early intervention.
- Identify that lack of awareness of current services available. Service providers and the Council will need to consider how they are communicating to the public.

As an action plan is produced there will be a mapping exercise with agencies and the services that support the Melton community. In addition, more consultation will be done with the older community.

**3. Do we need to seek the views of others and if so, who?**

**A. In light of the answers you have given in question 2, do you need to consult with specific groups? If not please explain why.**

The strategy has been developed due to the initial findings of need through consultation and policy. We specifically will consult with:

- All service providers who provide a service to the older community in Melton, such as Adult Social Care.
- The local community who are 55+ and those coming to that age in order to put early intervention plans in place and support those older residents whom are in need now.
- Other partner organisations, including the Parish Councils, Highways, Access Groups, businesses supporting those with specific needs (Shopmobility) and the voluntary and community services.

There will be an annual review where further consultation will be required, from various individuals

and organisations.

#### 4. Assessing the impacts

<p><b>In light of any data/consultation/information and your own knowledge and awareness, please identify whether the policy has a positive or negative on the groups specified and whether there is evidence of discrimination. Provide an explanation for your decisions. (please refer to the general duties on the front page)</b></p>				
<u>Diversity Groups</u>	<u>Positive impacts</u> Intentional / Unintentional	<u>Negative impacts</u> Intentional / Unintentional	Is there evidence of direct/indirect discrimination?	<u>Comments/explanation</u> Use data to evidence
<b>Age</b>	<p>The ageing well strategy will be focused on those 55+.</p> <p>Looking at it from an early intervention angle to mitigate against issues before they occur.</p> <p>With an increasing older population, identify the gaps in services and needs can be addressed through this strategy</p>	<p>The strategy has been designed with older people in mind; some residents who are 55+ and fall into this strategy may feel that this strategy does not relate to them. Others could find that they miss out on opportunities as they may not be at 55 yet.</p>	<p>Melton does not have a specific strategy focusing on the majority of the population in Melton.</p>	<p>With an increasing older population and many services in place tackling the social, economic and environment issues for those younger</p>
<b>Disability</b> (physical, visual, hearing, learning disability, mental health )	<p>Yes, increasing the support and awareness for those with disabilities and mental health issues.</p>	No	No	<p>More consultation need to access the vulnerable groups are in the strategy as requiring specific social, economic or financial support requirements</p>
<b>Gender / Sex</b>	<p>This strategy accommodates both sexes, with a range of activities, support and awareness. Some of which is sex focused as from data we know that female live longer than males.</p>	No	<p>It may be seen that there are less activities for older males.</p>	<p>Through the consultation, males seemed less involved in services/activities. More consultation with the local community is needed</p>

<b>Religious Belief</b>	No issues identified	No issues identified	No	No comments
<b>Racial Group</b>	No issues identified	No issues identified	No	No comments
<b>Sexual Orientation</b>	No issues identified	No issues identified	No	No comments
<b>Transgender</b>	No issues identified	No issues identified	No	No comments
<b>Other protected groups</b> (pregnancy & maternity, marriage & civil partnership)	No issues identified	No issues identified	No	No comments
<b>Other socially excluded groups</b> (low literacy, offenders, priority neighbourhoods, etc)	Rural isolation has been identified through the consultation and this strategy	No issues identified	No	Rural isolation can impact of older people on a health and wellbeing level. Through various agencies and the action plan those most vulnerable will be identified and their issues addresses. It is likely more actions will need to be carried forward.
<b>All</b>	The ageing well strategy that has been developed takes into account all groups and will have a positive impact on them	No	No	There are no other Melton ageing well strategies in place.

## 5. Action Plan

<b>Please include any identified concerns/actions/issues in this action plan:</b> <i>The issues identified should inform your Service Plan and, if appropriate, your Consultation Plan</i>			
<b>Question Number</b> (Ref)	<b>Action</b>	<b>Responsible Officer</b>	<b>Target Date</b>
1	Comments on the ageing well strategy to be considered in order to minimise the adverse impact	Community Policy Officer	On going
2	LCC ageing well strategy refresh to be monitored including who is being consulted	Community Policy	On going

**6. Who needs to know about the outcomes of this assessment and how they will they be informed**

	<b>Who needs to know</b> (Please tick)	<b>How they will be informed</b> (we have a legal duty to publish EIA's)
<b>Internally (employees &amp; EIA Scrutiny group)</b>	Communities and Neighbourhood	The EIA circulated to key officers and other policies taken into account
<b>Externally (service users, stakeholders etc)</b>	Senior Forum Partners (MBC, LCC, Social Adult Care, DWP, LHMP)  Voluntary and Community Sector groups (VAL, VAM, RCC)  Access Group	The strategy was consulted and shared with key partners directly, via the Melton Borough Council website.  Paper format was provided to those who were unable to access it through email and website links.
<b>Others</b>		
<b>To ensure ease of access, what other communication needs/concerns are there?</b>		

**7. Conclusion (to be completed and signed by the [Head of Service](#))**

<b>Please delete as appropriate</b>
<b>I agree / disagree with this assessment / action plan</b>
<b>If <i>disagree</i>, state action/s required, reasons and details of who is to carry them out with timescales:</b>
<b>Signed (Head of Service):</b>
<b>Date:</b>

**8. Internal Scrutiny (to be completed and signed by an independent [member of the third tier manager group](#))**

<b>Please delete as appropriate</b>
<b>I agree / disagree with this assessment</b>
<b>If <i>disagree</i>, state action/s required, reasons and details of who is to carry them out with timescales:</b>
<b>Signed (third tier manager):</b>
<b>Date:</b>

[Please ensure that this EIA is publicised on the Internet](#)