

31/01/2023, 05:35

Assessments - Birmingham City Council Early Intervention...

Title of proposed EIA *

Birmingham City Council Early Intervention & Prevention (EI&P) Det

Please provide the title of your policy or service area.

Reference No

EQUA1060

Please do not amend. A reference number will automatically be applied once the form is saved.

EA is in support of *

New Function

Review Frequency *

Annually

Please select how regularly you plan to review the assessment.

Date of first review *

01/02/2024

Based on the review frequency, please enter the date when your first review will take place.

Directorate *

Adults Social Care

Division

N/A

Service Area

N/A

Please add if applicable

Responsible Officer(s) *

Julie Bach

This is the person responsible for completing, submitting and reviewing the assessment. If you get the message 'The user does not exist or is not unique'. Please enter the full email address.

Quality Control Officer(s) *

Gordon Strachan

This is the person responsible for checking the quality of the assessment. If you get the message 'The user does not exist or is not unique'. Please enter their full email address.

Accountable Officer(s) *

Kalvinder Kohli

This is the person responsible for making the final decision on the EIA and the policy, plan, procedure etc. If you get the message 'The user does not exist or is not unique'. Please enter their full email address.

Purpose of proposal *

This proposal seeks approval for the establishment of the new EI&P

Data sources

☐ Survey(s)

☒ Consultation Results

☒ Interviews

☒ relevant reports/strategies

☐ Statistical Database (please specify)

☒ relevant research

☒ Other (please specify)

What sources of data have been used to produce the screening of this policy/proposal? (Please tick all that apply)

Please include any other sources of data

Interviews & consultation with citizens, BCC staff and BCC partners

Relevant research

Supporting Documents

• Early Intervention and Prevention Programme Business Case

• Homes & Money Target Operating Model

• Shard End Delivery Plan

• Information, Advice and Guidance (IAG) approach

ASSESS THE IMPACT AGAINST THE PROTECTED CHARACTERISTICS

Include how any potential negative impact be removed or mitigated.

Protected characteristic: Age *

☒ Service Users / Stakeholders

☒ Employees

https://birminghamcitycouncil.sharepoint.com/sites/EqualityAssessmentToolkit/Lists/Assessment/EditForm.aspx?ID=1060&Source=https%3A%2...

1/11

- ☒ Wider Community
- ☐ Not Applicable

Please select those directly impacted or affected.

Age details:

The Early Intervention and Prevention (EI&P) Directorate will have a positive impact on citizens of all ages by ensuring that key services that help build resilience and independence are easily accessible through multiple channels, a factor particularly important for vulnerable citizens of all ages and those who are digitally excluded.

A key aim of the EI&P Directorate is to ensure that all citizens can self-serve where applicable and access the right support at a time and via a channel of their choosing, enabling early intervention and preventing a citizen's situation from escalating.

The Directorate incorporates specific steps to bridging the digital divide and will enable citizens of all ages to self-serve with accessible information, advice & guidance across in-scope services, supporting them to build self-reliance and resilience. This will also be enabled through delivery of the digital inclusion capability within the new Directorate, which is focused on digital connectivity, devices and skills to ensure all citizens are able to access the internet as required, increasing their resilience and independence

The Directorate will additionally support the establishment of Place Based 'hubs' to deliver in-person services that are universally accessible and well located, and are positive spaces which facilitate community cohesion and resilience. This approach will enable accessibility for citizens, improved cross organisation working and a more efficient way of delivering services.

Services will also take a holistic, whole life course, whole family approach, which will ensure that citizens within households of all ages benefit from taking a whole family approach to overcoming multiple or complex problems. This also includes encouraging citizens to look for support where appropriate with family members as part of taking a strength based approach.

For the selected characteristics, please add further details. Describe the potential positive and negative impact of the policy or service and how any negative impacts will be mitigated. Describe who is affected, how they are affected and any additional comments.

Protected characteristic: Disability *

- ☒ Service Users / Stakeholders
- ☒ Employees
- ☒ Wider Community
- ☐ Not Applicable

Please select those directly impacted or affected.

Disability details:

The Directorate will have a positive impact on citizens with disabilities. It will be providing services and activities that are easily accessible and understandable through multiple channels, and which encourage greater community inclusion.

EI&P services will be flexible and use simple, easy to understand language, and provide intuitive and easy to navigate online tools to enable all citizens to receive accurate, up-to-date and easy to understand information and access to the support available to them

Item.

Ensuring services adopt these principles is a direct response to one of the key learnings from the Homes & Money service research, which identified that currently the complexity of the system is leaving citizens with no choice but to come into physical locations to solve their problems. Volunteers have stated of the current system *"You need a degree to fill out the forms...one wrong tick and you won't get the right help needed"*. The programme will aim to remove complexities and enable better accessibility to services.

Citizens will be able to readily access advice through physical hubs across the city if more suitable, where they can speak to staff training in providing holistic support face-to-face as well as virtually or over the phone.

The programme has engaged with Ashok Roy (Consultant Psychiatrist for people with learning disabilities Coventry and Warwickshire Partnership Trust) and Katherine Dunn (Chair of the Birmingham ADHD and Autism Partnership Board). Additional engagement with Linda Harper, Transformation Business Partner for all age LD (inc. autism and ADHD) at BCC, has taken place, with invitations shared for families to the engagement sessions in Erdington.

For the selected characteristics, please add further details. Describe the potential positive and negative impact of the policy or service and how any negative impacts will be mitigated. Describe who is affected, how they are affected and any additional comments.

Protected characteristic: Sex *

- ☒ Service Users / Stakeholders
- ☒ Employees
- ☒ Wider Community
- ☐ Not Applicable

Please select those directly impacted or affected.

Gender details:

The Early Intervention and Prevention (EI&P) Directorate will have a positive impact on citizens of all genders ensuring that key services that help build resilience and independence are easily accessible through multiple channels, a factor particularly important for vulnerable citizens of all ages and those who are digitally excluded.

A key aim of the EI&P Directorate is to ensure that all citizens can self-serve where applicable and access the right support at a time and via a channel of their choosing, enabling early intervention and preventing a citizen's situation from escalating. This may include separate sessions for women if required.

The Directorate incorporates specific steps to bridging the digital divide and will enable citizens of all ages to self-serve with accessible information, advice & guidance across in-scope services, supporting them to build self-reliance and resilience. This will also be enabled through delivery of the digital inclusion capability within the new Directorate, which is focused on digital connectivity, devices and skills to ensure all citizens are able to access the internet as required, increasing their resilience and independence.

For the selected characteristics, please add further details. Describe the potential positive and negative impact of the policy or service and how any negative impacts will be mitigated. Describe who is affected, how they are affected and any additional comments.

Protected characteristics: Gender Reassignment *

- ☒ Service Users / Stakeholders

- ☒ Employees
- ☒ Wider Community
- ☐ Not Applicable

Please select those directly impacted or affected.

Gender reassignment details:

For citizens undergoing or who have undergone gender reassignment this is not a barrier to access support, services or activities. The Directorate will ensure all people that access EI&P services who identify as transgender, non-binary or intersex are treated with respect and dignity throughout and will be able to access the same support and be offered the same opportunities whilst ensuring they have as personalised approach as any other gender.

For the selected characteristics, please add further details. Describe the potential positive and negative impact of the policy or service and how any negative impacts will be mitigated. Describe who is affected, how they are affected and any additional comments.

Protected characteristics: Marriage and Civil Partnership *

- ☒ Service Users/ Stakeholders
- ☒ Employees
- ☒ Wider Community
- ☐ Not Applicable

Please select those directly impacted or affected.

Marriage and civil partnership details:

Marital Status will not act as a barrier when accessing the services. Both singles and couples can access the same services and support as those who are married or have a civil partnership.

For the selected characteristics, please add further details. Describe the potential positive and negative impact of the policy or service and how any negative impacts will be mitigated.

Protected characteristics: Pregnancy and Maternity *

- ☒ Service Users / Stakeholders
- ☒ Employees
- ☒ Wider Community
- ☐ Not Applicable

Please select those directly impacted or affected.

The EI&P Directorate will have a positive impact on those who are under the pregnancy and maternity protected characteristic..

The Directorate aims to enable people to access support within their local community and bring together services into single accessible hubs in line with the place based approach. This means there will be greater alignment of health services, alongside other key services for those who are under the pregnancy and maternity protected characteristic, such as financial planning and community activities .

The holistic approach to citizen needs, which will be embedded within EI&P, will benefit those who are pregnant / new mothers. An example of this support from the Homes & Money pilot included a Mum struggling financially due to a recent job loss and daughter's health issues, the team offered direct financial support and the citizen was supported to make connections with a Stay and Play group via Forward Steps, Acacia Family Support (Pre and postnatal Depression Support) and Baby Aid.

For the selected characteristics, please add further details. Describe the potential positive and negative impact of the policy or service and how any negative impacts will be mitigated. Describe who is affected, how they are affected and any additional comments.

- ☒ Service Users / Stakeholders
- ☒ Employees
- ☒ Wider Community
- ☐ Not Applicable

Please select those directly impacted or affected.

People from ethnic minority backgrounds often experience additional barriers and challenges compared to those of the non-ethnic majority. These challenges can often include discrimination, structural biases & cultural barriers that can result in difficulty accessing services, which heightens the risk of poorer social outcomes.

The EI&P Directorate will have a positive impact on race as the Directorate will be a non-discriminating function, in that holistic support will be provided to all citizens, regardless of ethnicity or any other characteristics. This includes ensuring that language is not a barrier to access, with an Information, Advice & Guidance approach that will ensure citizens whose first language is not English are able to access translation services as required..

For the selected characteristics, please add further details. Describe the potential positive and negative impact of the policy or service and how any negative impacts will be mitigated. Describe who is affected, how they are affected and any additional comments.

- ☒ Service Users / Stakeholders
- ☒ Employees
- ☒ Wider Community
- ☐ Not Applicable

Please select those directly impacted or affected.

Pregnancy and maternity details:

Protected characteristics: Race *

Race details:

Protected characteristics: Religion or Beliefs *

Religion or beliefs will not be a barrier to accessing the services of the EI&P Directorate.

Engagement with local faith-based organisations has been recognised as an important part of developing community hubs and links as part of the strength based approach to responding to citizen needs. For example, we have engaged with St Barnabas Church, St Chad's Church, All Saints Church & OIKOS Church as part of our research, to help inform our knowledge of each area, currently community activity, and the needs and aspirations of each community including the role these organisations are currently playing.

The EI&P Directorate intends to continue working in partnership with these organisations, to ensure that all services/activities are inclusive, accessible, and respectful of the needs of faith-based communities. If required, seperate sessions for women will be able to be arranged.

For the selected characteristics, please add further details. Describe the potential positive and negative impact of the policy or service and how any negative impacts will be mitigated. Describe who is affected, how they are affected and any additional comments.

Protected characteristics: Sexual Orientation *

- ☒ Service Users / Stakeholders
- ☒ Employees
- ☒ Wider Community
- ☐ Not Applicable

Please select those directly impacted or affected.

Sexual orientation details:

Sex and Sexual orientation will not be a barrier when accessing services provided by the EI&P Directorate, with citizens of any sex and sexual orientation being afforded access to the same services.

For the selected characteristics, please add further details. Describe the potential positive and negative impact of the policy or service and how any negative impacts will be mitigated. Describe who is affected, how they are affected and any additional comments.

Socio-economic impacts

Establishing the EI&P Directorate will generate positive socio-economic impacts.

Under the current approach to service delivery, citizens are reaching crisis point before seeking support, a key finding from Homes & Money Hub pilot was that "*The majority of people come*

to us at crisis point, typically the most vulnerable and in a desperate situation... since COVID, there are non-traditional clients as problems spread". In addition, the council is taking a siloed and reactive approach to supporting citizens.

This approach, alongside austerity in Local Authorities, means that, in some cases, citizens can only access support when their needs are higher, and they meet relevant thresholds. This approach does not represent value for money and it is well evidenced that crisis intervention is more costly than a preventative approach, for example the Department of Health and Social Care state that a review of international studies suggests around £14 of social benefit can be achieved for every £1 invested in prevention across a broad range of areas.

By implementing a whole system approach to EI&P we can drive a positive change in how we deliver services, which draws upon and enhances support that exists in the community. Through delivering EI&P, we can unlock a range of social and economic benefits for citizens, the community, and the council, which the current approach does not enable. This includes

- Improved outcomes by tackling the root causes of entrenched issues and providing accessible and inclusive support
- Facilitate independence and resilience to allow citizens to access support in the universal and targeted space, for example proactively identifying citizens needs before crisis and providing holistic, strength based support to prevent homelessness and reliance on food banks
- Rebuild community asset and networks through community-led solutions
- Implement effective step up and step down into and out of EI&P as part of the prevention pathway
- A digital first approach will be adopted which encourages self-service for citizens and partners and the ability to lead independent lives
- Citizens will be supported with their diverse range of needs through an integrated experience across various channels and locations

Additionally, the EI&P Directorate will specifically work to include those who had previously been isolated from supportive systems. Leveraging local community assets and best practice, the council will be enabled to engage with citizens on their own terms, in a familiar, and adaptable way. Addressing the needs of the previously excluded and providing meaningful improvements to their lives is a critical part of the social benefits the EI&P Directorate will deliver.

Please indicate any actions arising from completing this screening exercise.

The EI&P Programme will consider how best to review data on citizens supported to understand the impact on citizens with different characteristics and from an accessibility point of view.

Please indicate whether a full impact assessment is recommended

NO ▼

If yes, please continue to complete the remaining questions. If no, please go to the quality control section below.

What data has been collected to facilitate the assessment of this policy/proposal?

- Consultation with >200 stakeholders (citizens, BCC staff, councillors, wider community partners)
- Citizen, staff and partner research
- Capability migration assessments
- Cultural assessments

- Change impact assessment
- Training needs assessment

What are the main findings from the analysis of the data?

Consultation analysis

The EI&P Programme team have engaged with >200 stakeholders (citizens, BCC staff, Councillors, wider community partners etc.) to inform design of the H&M Target Operating Model and subsequent Detailed Design of the proposed EI&P function. This ensured widespread involvement and buy-in for the proposed structure of the future EI&P directorate and identified “in scope” services

Who was consulted, what are the results of the consultation exercise?

Adverse impact on any people with protected characteristics.

None

Based on the analysis of the data does the policy/proposal have any adverse impact?

Could the policy/proposal be modified to reduce or eliminate any adverse impact?

No

Can the policy/proposal be modified to reduce or eliminate any adverse impact? on any particular group(s)?

How will the effect(s) of this policy/proposal on equality be monitored?

Equality data and evidence of impact and adverse / positive changes for groups with protected characteristics will be monitored and reviewed annually. Data will be collated and reviewed by the Directorate, summarised, and presented to senior management. This insight will be used to improve accessibility of services/activities on an on-going basis, as well as monitoring adverse impacts and capacity to ensure changes to delivery are made quickly if required.

What data is required in the future?

Citizen engagement data with EI&P services and activities that ensures that services reflect the profile of need and are accessible to all, with due consideration to the needs of those under protected characteristics.

Please describe the data needed to ensure effective monitoring of this policy/proposal?

Are there any adverse impacts on any particular group(s)

☐

If yes, please explain your reasons for going ahead.

No

Initial equality impact assessment of your proposal

No longer required

Please give details on any initial assessment carried out. For a full assessment please complete the rest of the form. AS OF 29/11/2018 YOU ARE NO LONGER REQUIRED TO COMPLETE THIS BOX.

Consulted People or Groups

No longer required

AS OF 29/11/2018 YOU ARE NO LONGER REQUIRED TO COMPLETE THIS BOX

Informed People or Groups

No longer required

AS OF 29/11/2018 YOU ARE NO LONGER REQUIRED TO COMPLETE THIS BOX

Summary and evidence of findings from your EIA *

There will be a positive impact on citizens with protected characteristics, including citizens of all ages, disabled citizens, pregnant citizens and new mothers and citizens from ethnic minority backgrounds. No citizen of any protected characteristic will be disadvantaged as a result of the implementation of the EI&P Directorate.

Early evidence for the success of the EI&P approach has additionally been seen in the success of the Homes & Money pilot programme, which has significantly improved the financial position of pilot participants in addition to taking a holistic approach to addressing their wider needs, including that of new mothers being linked to appropriate supporting services and specific example of a vulnerable citizen being linked to domestic abuse support.

Consultation has been undertaken with >200 internal & external stakeholders including citizens, BCC staff across all Directorates, current in flight transformation programmes, councillors, external organisations and wider community partners.

The EI&P Directorate has been designed to deliver changes in service delivery that address current challenges faced by all citizens. While this has not been targeted to directly impact citizens with certain protected characteristics, these users may be impacted by these challenges to a greater extent, and will therefore experience a number of changes to how they use BCC services, including:

Accessibility – Citizen research has detailed how current BCC services and guidance can be difficult to use with a lack of practical next steps. The EI&P Directorates focus on ensuring accessibility for all incorporated services and capabilities will particularly benefit those who might struggle with conventional means of accessing

information and services. EI&P services will focus on using simple, easy to understand language with intuitive and easy to navigate tools to enable all citizens access to accurate, up-to-date and easy to understand information. Citizens identified by the service as vulnerable or digitally excluded will also be able to readily access advice through physical hubs across the city where they can speak to someone face-to-face as well as virtually or over the phone.

- **Channel agnostic** - Our research has identified the importance of having flexible options for accessing support that are tailored to a diverse range of citizen needs. Services delivered by the EI&P Directorate will offer improved flexibility across multiple online and physical location channels with different "opening hours", and dependant on citizen needs information will be issued via users preferred channel (e.g.in text, email, webchat, social media). The Directorate will additionally use a data driven approach to identify what citizens are accessing services and how we can proactively push out information for these users.
- **Community focus** – hubs will be designed in consultation with the community, with the community playing a key role in their operation. They will be universally accessible, well located, and positive spaces, facilitating community cohesion and resilience. This approach will enable improved outcomes for citizens, improved cross and inter organisation working and a more efficient way of delivering services – allowing us to spend less on space, and more on service delivery. In doing so, we will put staff back working in the communities that they serve, being closer to citizens and being able to build a better understanding of the local community and becoming "community connectors".

In summary, the Directorate will generate a positive or neutral impact on citizens with protected characteristics, and no citizen of any protected characteristic will be disadvantaged as a result of the implementation of the EI&P Directorate.

Equality data and evidence of impact and adverse / positive changes for groups with protected characteristics will be monitored and reviewed annually to ensure that establishment of the Directorate is delivered fairly and equally for all citizens.

Please add any documents including any consultation or engagement findings. Attach any source data using the attachment button above. Please include how you will mitigate against any negative impacts.

QUALITY CONTROL SECTION

Submit to the Quality Control Officer for reviewing?

☐

Please tick this box and 'Save' the document once you have finished. Your nominated Quality Control Officer will be notified to review the assessment and decide whether it can proceed for approval or reject it.

Quality Control Officer comments

This initial assessment has not identified any adverse differential impact on groups with protected characteristics arising from the recommendations in the report.

Please untick 'Submit to quality control officer box' before saving.

Decision by Quality Control Officer

Proceed for final approval ▼

IMPORTANT: Quality Control Officer - Please untick the above box 'Submit to the Quality Control Officer for reviewing?' before provide your decision.

Submit draft to Accountable Officer?

☒

Quality Control Officers only - Please tick the box when you are happy for the assessment to be submitted for approval.

Decision by Accountable Officer

Approve ▼

IMPORTANT: Accountable Officer - Please untick the above box 'Submit draft to Accountable Officer' before providing your final decision.

Date approved / rejected by the Accountable Officer

30/01/2023



Reasons for approval or rejection

The implementation of the EI&P directorate will be accompanied by an Equality Risk Impact Assessment.The aim of which would be to address any adverse impacts should they arise. The outcomes frameworks proposed for the programme will also capture the positive impacts of the changes proposed.

Please print and save a PDF copy for your records

☒

Version: 47.0
Created at 30/01/2023 10:13 AM by ☐ Julie Bach
Last modified at 30/01/2023 08:01 PM by Workflow on behalf of ☐ Kalvinder Kohli

Save

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