

Equality Impact Assessment Tool: Policy, Strategy and Plans (Please follow the EQIA guidance in completing this form)



1. Name of Strategy, Policy or Plan

Glasgow City Health and Social Care Partnership, Carers Support Services Tender

This is a : **Current;#Current Policy**

2. Brief Description - Purpose of the policy, Changes and outcomes, services or activities affected

In October 2018, Glasgow City Health and Social Care Partnership (GCHSCP) will re-tender the contracts for provision of Carers Support Services. The contract awarded in 2016 established the basis for the purchasing of 6 Carers Support Services / Centres and a citywide Carers Information Line. These services offer support to both adults who look after a partner, relative or friend, and young carers, under the age of 18, who provide or intend to provide care for an adult or a child with non-age related support needs. The current contractual arrangements have to this point been supplemented by other support services, funded through other arrangements on a non-recurring basis; this funding was confirmed on an annual basis. The implementation of the Carers Act (Scotland) 2016 in 2018, and the subsequent consolidation of former sources of funding under this Act, has provided an opportunity to streamline the commissioning and delivery of these services and improve opportunities and outcomes for all carers. The services will ensure that as many carers as possible are identified earlier and supported to access good quality information and advice, signposting and preventative support services. The service will help carers to build capacity in their caring role and also seek with them ways to improve their own health and well-being. The services will be required to take a whole family approach, especially in relation to supporting young carers. In addition the core Carers Support Services / Centres and a city wide Carers Information Line, Lots have been planned to cover the appointment of three Training Co-ordinators with associated budgets for carer specific training and three Young Persons Education Workers. Each of the additional staff under these Lots will provide their services across two Carers Centres within one of the three localities in the city. This Equality Impact Assessment was undertaken to capture information relating to adult's and young people's services for different protected characteristic groups and will be used to inform ongoing strategy development, subsequent proposals to service changes and contribute to other equality impact assessments undertaken, to ensure compliance with the HSPC's and Health Board's legal duties in respect of their Public Sector Duty. The assessment will be revisited within the lifetime of the contracts and used to provide a baseline for future assessment.

3. Lead Reviewer

Thomson, James

4. Please list all participants in carrying out this EQIA:

Margaret McDonald (Senior Officer, Commissioning); Stephen McGinley (Principal Officer)

5. Impact Assessment

A. Does the policy explicitly promote equality of opportunity and anti-discrimination and refer to legislative and policy drivers in relation to Equality

The Invitation to Tender is a technical document and in assessing the equality impact of the document and process the following legislation is relevant: • The Equality Act 2010 (General Duties) • Human Rights Act 1998 • Procurement and public sector equality duty: A Guide for Public Authorities (Scotland) 2013 • Carers (Scotland) Act 2016 In light of the legal responsibility of the Council to adhere to the requirements in the above legislation, there are robust clauses within the tender documentation which compel provider organisations to fulfil their contractual obligations. The most relevant clauses are contained within S24: 24. EQUAL OPPORTUNITIES AND NON-DISCRIMINATION 24.1 In delivering the Services, the Service Provider shall comply with equal opportunities and the Public Sector Equality Duty and shall ensure compliance with the Council's written policies on such matters and with all laws, regulations, codes of practice and guidance from time to time applicable in such regard. 24.2 The Service Provider shall provide such information and documentation to the Council as the Council may reasonably require from time to time for the purposes of: 24.2.1 assessing the Service Provider's compliance with its obligation under clause 24.1 24.2.2 enabling the Council to review diversity in employment data such as total Staff in post, applications for posts, appointments to

post, annual gender pay audit, promotions, performance reviews, training, disciplinary matters, grievances, tribunal matters and all other relevant information required for the Council to comply with its Public Sector Equality Duty; and 24.2.3 enabling the Council to review data in respect of complaints and satisfaction surveys in respect of the Service Provider's approach to equalities, diversity and human rights. 24.3 In delivering and reviewing the Services the Service Provider shall: 24.3.1 have regard to any guidance provided by the Scottish Ministers for local authorities on the Public Sector Equality Duty (including assisting in or preparing reports in order to secure the Council's compliance with the Public Sector Equality Duty); 24.3.2 comply with reasonable requests for information or data in respect of the Council's Public Sector Equality Duty including where the Council undertakes an equalities impact assessment and; 24.3.3 compile and keep all required records in order that the Council may comply with the Public Sector Equality Duty including where the Council undertakes an equalities impact assessment. 24.4 The Service Provider shall deliver the Services in a non-discriminatory manner that ensures fairness and equality to all Service Users. The Service Provider recognises that the Council has a responsibility to monitor the extent to which the provision of the Services extends to groups who are at risk of social exclusion. The Service Provider agrees, where appropriate and practicable, to provide information to the Council in relation to employment and use of the Service by the following criteria: 24.4.1 age; 24.4.2 sex; 24.4.3 sexual orientation; 24.4.4 disability; 24.4.5 religion or belief; 24.4.6 race; 24.4.7 marriage and civil partnership; 24.4.8 pregnancy and maternity; and 24.4.9 gender reassignment. 24.5 The Service Provider shall not discriminate directly or indirectly, or by way of victimisation or harassment, against any person on grounds of gender reassignment, age, marriage or civil partnership, sexual orientation, disability, religion or belief, sex, pregnancy or maternity and race contrary to the Equality Act 2010. 24.6 The Service Provider shall notify the Council forthwith in writing as soon as it becomes aware of any investigation of or proceedings brought against the Service Provider under the legislation contained in the Equality Act 2010. Where any investigation is undertaken by a person or body empowered to conduct such investigation, and/or proceedings are instituted in connection with any matter relating to the Service Provider's performance of this Agreement being in contravention of the Equality Act 2010, the Service Provider shall free of charge provide any information requested in the timescale allotted; (i) attend any meetings as required and permit the Service Provider's affected Staff to attend; (ii) promptly allow access to and investigation of any document or data deemed to be relevant; (iii) allow itself and any Staff of the Service Provider to appear as witness in any ensuing proceedings; and (iv) co-operate fully and promptly in every way required by the person or body conducting such investigation during the course of that investigation. Where any such investigation is conducted or proceedings are brought under the Equality Act 2010, which arise directly or indirectly out of any act or omission of the Service Provider, its agents or subcontractors, or the Staff of the Service Provider, and where there is a finding against the Service Provider in such investigation or proceedings, the Service Provider shall indemnify the Council with respect to all costs, charges and expenses arising out of or in connection with any such investigation or proceedings and such other financial redress to cover any payment the Council may have been order or required to pay to a third party. 24.7 In recognition of the Council's legal obligation to tackle discrimination and promote equalities and diversity in all its functions and policies under the Equality Act 2010 the Service Provider may be subject to the requirement to complete a questionnaire and/or provide information to the Council's officers on the extent and quality of the Service Provider's equalities and diversity policies and practice. Poor practice in this regard may result in the Council issuing a reminder to comply letter describing the nature of improvement required and associated timescales. Failure to adhere to the terms of the said letter within the stipulated timescale may be considered as a breach of Agreement that has not been remedies under Clause 39 [Termination] giving the Council the right to terminate the Agreement forthwith. 24.8 In the event that the Service Provider enters into any subcontract in connection with this Agreement, it shall impose obligations on its subcontractors in proportionate and relevant terms substantially similar to those imposed on it pursuant to this clause.

B. What is known about the issues for people with protected characteristics in relation to the services or activities affected by the policy?

| | | Source |
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| All | All people with protected characteristics can be found in the role of carer. Those who engage with services delivered on behalf of the Council will have equal access to the service, regardless of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion and belief, sex and sexual orientation. | Service contract, Carers (Scotland) Act 2016 and Equality Act 2010 |
| Sex | Both sexes are represented in the available demographic information about carers. Overall, 41% of carers are men and 59% are women. SHeS shows that the likelihood of being a carer increases with age, up until ages 55-64. Around 12% of women and 9% of men in their 20s and early 30s are carers but for those in their late 50s / early 60s nearly a third of women are carers as are over a fifth of men. Throughout the working years, women are more likely to be carers than men. This is particularly true for the 35-44 age group when women may also have school-age or pre-school children to look after. Following retirement age, the difference between men and women balances out with 19% of both men and women in the 65-74 age group providing care. Looking at the older age groups men become more likely to be carers - 12% of men aged 75+ say they are carers compared with 9% of women. The services being commissioned will require to provide services to both men and women, evidencing equality in opportunity and access. | Scotand's carers 2015 and Service Specification |
| | Transgender people are one of the most marginalised protected characteristics groups in the UK. Transgender | Scottish Transgender Alliance: Transgender |

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| Gender Reassignment | people are likely to experience abuse at various points in their lives. In a study by Scottish Transgender Alliance (2008) 25% of respondents said they had to move from a family home due to family responses. This often results in homelessness; 46% had experienced transphobic abuse in relationships and 62% has experienced transphobic abuse from strangers in public places. | experience in Scotland 2008 |
| Race | Ethnic minority carers make up 4% of all carers in Scotland. Carers services are delivered on a city wide basis and will reflect the population of the city as a whole. Glasgow has the largest percentage of ethnic minority groups of all Scottish cities, at 12%. The service specification outlines; the creation of staff rotas which take account of gender requirements of service users and service users from black and minority ethnic backgrounds and the expectation that the provider will meet the needs of Glasgow's diverse carer population, facilitating communication where required through interpreting services or speech and language support. | Scottish Census 2011 and Service Specification |
| Disability | The Scottish Census of 2011 showed 23% of Glaswegians report as being limited by a long term health problem or disability in their day to day activities either "a little" or "a lot". There is a higher percentage of people with a disability in Glasgow than in other Scottish cities and higher than the Scottish average of 20%. The services will be delivered within the Carers Pathway framework of the Glasgow Carers Partnership, working within and supporting the single point of access for carers, the Carers Assessment, to ensure that carers receive timely and accurate information, advice and guidance and access to support services as per agreed local protocols with the council and the NHS. | Scottish Census 2011 and Service Specification |
| Sexual Orientation | In 2015, 1.8% of Scottish adults (aged 25 to 75+) and 3.7% of young people (aged 16 – 24) identified their sexual orientation as LGBTI. Schools Report Scotland have produced a report on the experiences of lesbian, gay, bisexual and transsexual young people in Scotland's schools in 2017. The ITT and contract address the issue of sexuality under the Equality Act 2010 and antidiscrimination. | Scottish Surveys Core Questions 2015, Stonewall Scotland, University of Cambridge and Equality Act 2010 |
| Religion and Belief | The Carers Support Services are designed to meet the needs of all regardless of faith/belief. | Equality Act 2010 and ITT |
| Age | The services are designed to be available to both adult carers and young carers. It is estimated that carers make up 17% of the adult population and 4% of the child population (aged 4 – 15). The age group someone most likely to be a carer is 55-64 years. Following retirement age, the difference between men and women balances out with 19% of both men and women in the 65-74 age group providing care. Looking at the older age groups men become more likely to be carers - 12% of men aged 75+ say they are carers compared with 9% of women. Scotland's 2011 Census shows that children who live with a lone parent are much more likely to be a carer (6.6% are carers) than a child who lives with two parents (2.5% are carers). Children who live with a lone parent are also much more likely to have substantial caring responsibilities (35 hours or more a week) than children living with two parents. Scotland's 2011 Census shows that nearly 3% of children living with a lone parent are caring for 35 hours a week or more while only 0.5% of children living with two parents provide this level of care. | Scottish Census 2011, Scotland's Carers 2015 and Equality Act 2010 |
| Pregnancy and Maternity | Not appropriate for this assessment. | |
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| Marriage and Civil Partnership | Not appropriate for this assessment. | | |
| Social and Economic Status | Whilst not a protected characteristic , it has been found that people who live with a disabled adult in their family are more likely to be in relative poverty than those who do not ; this gap narrowed in 2009/10 butt widened again in 2010/11. The Scottish Index of Multiple Deprivation evidenced that Glasgow is the most deprived city of Scotland, with half of its residents living in 20% of the most deprived areas of Scotland. | | Scottish Government Equality outcomes; Disability Evidence Review 2013 |
| Other marginalised groups (homeless, addictions, asylum seekers/refugees, travellers, ex-offenders) | | | |
| C. Do you expect the policy to have any positive impact on people with protected characteristics? | | | |
| | Highly Likely | Probable | Possible |
| General | N/A | All services expected to offer support to a wide range of carers in terms of age and other protected characteristics of carers who in turn may be supporting people with protected characteristics. | N/A |
| Sex | N/A | N/A | The tender is designed to meet the needs of all carers. Requirement under the Equalities Act 2010 not to discriminate on the basis of sex. |
| Gender Reassignment | N/A | Requirement under the Equalities Act 2010 not to discriminate on the basis of gender reassignment issues. | N/A |
| Race | N/A | Requirement under the Equalities Act 2010 not to discriminate on the basis of race. | N/A |
| Disability | N/A | Requirement under the Equalities Act 2010 not to discriminate on the basis of disability. | N/A |
| Sexual Orientation | N/A | Requirement under the Equalities Act 2010 not to discriminate on the basis of sexual orientation. | N/A |
| Religion and Belief | None | None | None |
| Age | The services will provide a single point of access for a wide age range. | N/A | N/A |
| Marriage and Civil Partnership | None | None | None |
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| Pregnancy and Maternity | None | None | None |
| Social and Economic Status | Improved access to services / respite / self-development opportunities will have a positive impact in this area | N/A | N/A |
| Other marginalised groups (homeless, addictions, asylum seekers/refugees, travellers, ex-offenders) | None | None | None |
| D. Do you expect the policy to have any negative impact on people with protected characteristics? | | | |
| | Highly Likely | Probable | Possible |
| General | None | None | None |
| Sex | None | None | None |
| Gender Reassignment | None | None | None |
| Race | None | None | None |
| Disability | None | None | None |
| Sexual Orientation | None | None | None |
| Religion and Belief | None | None | None |
| Age | None | None | None |
| Marriage and Civil Partnership | None | None | None |
| Pregnancy and Maternity | None | None | None |
| Social and Economic Status | None | None | None |
| Other marginalised groups (homeless, addictions, asylum seekers/refugees, travellers, ex- | | | |

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| offenders | None | None | None |
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