

Equality Impact Assessment Record

Date of EIA	14 th August 09
Directorate	Social Care and Learning
Part One - Initial Screening Record	
1. Activity to be assessed	Meals at Home Service Extension
2. What is the activity?	Service
3. Is it a new or existing activity?	Existing
4. Who are the members of the EIA team?	Mira Haynes, Lynne Lidster, Alison Cronin, Penny Crane & Mark Sanders (Project Team)
5. Initial screening assessment. If the answer to either of these questions is 'yes' then it is necessary to go ahead with a full Equality Impact Assessment.	<p>1. Does the activity have the potential to cause adverse impact or discriminate against different groups in the Councils workforce or the community?</p> <p>Yes. This service needs to meet the diverse needs of individuals e.g. cultural, religious, ethnic, race, dietary. The service provider can cater for all needs e.g. kosher, vegetarian, diabetic, high protein, low fat, gluten free, soft and pureed meals and allergies. Currently, there are very few individuals with specific requirements. There are 4 people in receipt of diabetic meals, one person who requires a soft meal and 1 person with a nut and cheese allergy. People can also specify their individual preferences e.g. no beef, or no custard on the dessert. The service provider delivers on average 40 meals per day, 7 days per week, 365 days per year.</p> <p>2. Does the activity make a positive contribution to equalities?</p> <p>Yes</p>
6. Did Part 1: Initial Screening indicate that a full EIA was necessary?	<input type="checkbox"/> Yes – full EIA completed and recorded below.

Part Two – Full EIA Record		
7. Why is a full EIA being completed on the activity? Double click on boxes to check all that apply.	The activity has the potential to have an adverse impact/discriminate against different groups in the community. ✓ <input type="checkbox"/>	
8. Who is the activity designed to benefit/target?	<p>The purpose of the activity is to: provide a meals at home service, providing a range of meal options that meet the religious, cultural, dietary and preferences of individuals, which will include a choice of hot, chilled and frozen meals</p> <p>The activity is designed for: any person 18+ who lives in their own home, and who meets the Councils eligibility criteria</p>	
9. Summarise the information gathered for this EIA including research and consultation to establish what impact the activity has on different equality groups.	<p>Services are provided to approximately 40 people each day, 7 days a week. The majority of users are older people over 65.</p> <p>The last quality assurance survey was undertaken by the service provider in February 2008. Of the 40 surveys sent out, 22 were returned. The satisfaction level was positive, with a high proportion of people indicating that the meals were good value for money. 15 people felt that the choice of meals had improved since the introduction of the chilled meals. The survey included the question ‘If you have dietary or cultural needs are they met?’ Four people responded yes, with 18 indicating this question was not applicable. The next survey is due to commence in September 2009.</p> <p>Following discussions with the service provider in early 2008, the number of meal options was increased from one to four.</p> <p>The council followed up on the change by organising a tasting session in May 2008. This was arranged for a cross-section of people receiving other support services from the Council, who might need the service in the future, plus their care managers. This was a chance to sample the meals and comment on the choice and quality. Feedback was collected and passed to the service provider. This resulted in providing the service provider with an opportunity to review and improve services.</p> <p>The level of complaints are extremely low, with only one complaint in the last six months.</p>	
10. A) With regard to the equalities themes, which groups does the activity impact upon? B) Might any of these groups be	A) Groups Impacted	B) Groups impacted adversely
	<input type="checkbox"/> Race and ethnicity <input type="checkbox"/> Disability <input type="checkbox"/> Gender <input type="checkbox"/> Age ALL GROUPS <input type="checkbox"/> Sexual Orientation <input type="checkbox"/> Religion or belief <input type="checkbox"/> Other - please specify	<input type="checkbox"/> Race and ethnicity <input type="checkbox"/> Disability <input type="checkbox"/> Gender NONE <input type="checkbox"/> Age <input type="checkbox"/> Sexual Orientation <input type="checkbox"/> Religion or belief <input type="checkbox"/> Other - please specify

adversely impacted?	<input type="checkbox"/> Other - please specify <input type="checkbox"/> Other - please specify <input type="checkbox"/> Other - please specify	<input type="checkbox"/> Other - please specify <input type="checkbox"/> Other - please specify <input type="checkbox"/> Other - please specify
11. What evidence is there to suggest an impact/adverse impact?	<p>People of different religion or belief, race and ethnicity and cultural backgrounds have different dietary requirements and the contract has an impact on them.</p> <p>No evidence of adverse impact.</p>	
12. On what grounds can impact or adverse impact be justified?	<p>None. The contract will need to meet the specific requirements of all individuals who are eligible for the service.</p>	
13. Have any examples of good practice been identified as part of the EIA?	<p>Improvement in the choice of meals.</p>	
14. What actions are you currently undertaking to address issues for any of the groups impacted/adversely impacted?	<p>The Council is preparing to re-tender this service under a framework agreement. The single tender action approved last year has expired, and the Executive Member's approval is being sought for a further extension of the contract until July 10 to allow time for the tender to be completed. When considering the new contract, the Council will include a requirement for the provider to collect and report on equality monitoring information. The Council will be tendering for two other services along with the meals at home service. These are the domestic support service and community based support service (domiciliary care)</p>	
15. What actions will you take to reduce or remove any differential/adverse impact? Please also list any other actions you will take to maximise positive impacts.	<p>Complete an equality impact assessment on the combined tender procurement exercise when it is commenced in July 2010 to assess the relevance of equalities to the procurement activity, the way in which the tender is advertised and the specification.</p> <p>The framework will clearly identify the outputs required to ensure services meet the requirements of all groups who could be impacted on by the service, together with monitoring, quality and performance requirements. The framework will also be available for people to use through direct payments and personalised budgets</p>	
16. Into which action plan/s will these actions be incorporated?	<p>Adult Social Care and Learning – Older People and Long Term Conditions</p>	
17. Who is	<p>Mira Haynes</p>	

responsible for the action plan?	
18. Chief Officers signature.	Glyn Jones  Signature
19. Which PMR will this EIA be reported in?	SCL PMR Q2 2009-10