

Equality Impact Assessment

The Council is required to have due regard to the need to:

- eliminate unlawful discrimination, harassment and victimisation and other conduct that is prohibited by the Act
- advance equality of opportunity between people who share a relevant protected characteristic and those who do not
- foster good relations between people who share a protected characteristic and those who do not.

The Act explains that having due regard for advancing equality involves:

- removing or minimising disadvantages experienced by people due to their protected characteristics
- taking steps to meet the needs of people from protected groups where these are different from the needs of other people
- encouraging people with protected characteristics to participate in public life or in other activities where their participation is disproportionately low.

The protected characteristics are:

- Age
- Disability
- Gender reassignment
- Pregnancy and maternity
- Race
- Religion of belief
- Sex
- Sexual orientation

The duty also covers marriage and civil partnership but only with regard to eliminating discrimination. And in Wales we also have to treat Welsh and English on an equal basis as well as promoting and facilitating the use of the Welsh language.

Further advice on completing impact assessments can be found on StaffNet

<http://staffnet.valeofglamorgan.gov.uk/Directorates/Managing-Director-and-Resources/Performance-and-Development/Equalities/Equalities-Impact-Assessments/Equality-Impact-Assessments.aspx>

Title and description of the policy, procedure, practice or decision (referred to as “policy” throughout form).	Cease Internal Meals on Wheels Service and signpost to alternatives, including a new Social Enterprise The Council’s Meals on Wheels Service would no longer operate. Instead, both current and future Meals on Wheels service users would be signposted to suitable alternatives to enable their needs to be met.
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Who is responsible for developing and implementing the policy?

Name	Lance Carver
Job Title	Head of Service
Directorate	Social Services
Division	Adult Services

1. Who will be affected by this policy?

Examples may include Vale of Glamorgan residents, internal department(s), a specific group of customers or employees, customers or residents in a specific location.

Please specify:

The Council run Meals on Wheels service currently serves people living in the Vale of Glamorgan who have been or are likely to be assessed by Social Services as requiring the delivery of a hot meal at lunchtime to ensure that they have sufficient nutrition to maintain their independence and wellbeing. This policy will enable more people in the Vale of Glamorgan to access the delivery of a hot meal as part of the Council’s duties to provide accessible preventative support services.

The Vale of Glamorgan Meals on Wheels service has seen a considerable decline in the number of people receiving Meals on Wheels over the last five years from a height of 729 meals per week to 114 different people in 2011 to an average of 271 meals per week to 77 people in 2016.

Ceasing to provide a Council run Meals on Wheels service would also have implications for the staff currently employed by the service. The following table shows the number of staff who are currently employed by the Meals on Wheels Service:

Post Title	Headcount	Weekly Hours
MOW Coordinator	1	15
MOW Cook/Driver	2	52.75
MOW Driver	2	30
Total	5	102.75

2. Does the policy relate to an area where there are known inequalities (for example, disabled peoples' access to public transport; the gender pay gap; racist or homophobic bullying in schools; the educational attainment of Gypsies and Travellers)?

Yes

Please detail:

People who are not able to secure their own independence, safety or wellbeing due to physical or mental ill-health live with known inequalities. They are entitled to an assessment under the Social Services and Wellbeing (Wales) Act 2014 to determine how information, advice, assistance or care and support could help them to meet their personal outcomes. One potential solution to helping a person meet their personal outcome is the delivery of a hot meal.

Currently, anyone wishing to benefit from the delivery of a hot meal through the Vale of Glamorgan Meals on Wheels Service must be assessed as 'eligible' through a proportionate assessment process. The new policy will enable more people to access the delivery of a hot meal through an open access criteria.

With regard to staff, there are no known inequalities. Of the 5 staff who are employed by the service, 3 are female and 2 are male. All staff fall between the ages of 40-70 and all are white.

3. What will be the impact of this policy / decision / practice on people because of their age?

Positive	Y
Negative	N
Neutral / insignificant	N

What age groups will the policy impact upon?

Young people (children and young people, up to 18)	<input type="checkbox"/>
People 18- 50	Y
Older people (50+)	Y
All	<input type="checkbox"/>
Other (please specify) _____	

Reasons for your decision (including evidence) / How might it impact?

While the Meals on Wheels Service is available to adults of all ages, at the time of drafting this EIA, 100% of customers are over 65 years of age, so it can be concluded that any change will impact on older people more than any other group.

Data on the age and gender of the Council's meals on wheels staff were extracted from Council records to accurately identify numbers of staff in these protected groups.

4. What will be the impact of this policy / decision / practice on disabled people?

Positive	Y
Negative	<input type="checkbox"/>

Which impairment(s)?	Neutral / insignificant	<input type="checkbox"/>
	Visual	Y
	Hearing	Y
	Physical disability	Y
	Learning disability	Y
	Mental health condition	Y
	All	Y
	Other (please specify)	

Reasons for your decision (including evidence) / How might it impact?

The policy will enable the availability of the delivery of a hot meal to a wider group of disabled people without the requirement of a Social Services Wellbeing Assessment which would potentially mean that more disabled people would be able to access the delivered hot meal, as anyone contacting the Council will be provided with information about the options available to them.

There is no recorded data regarding disability for the staff group.

5. What will be the impact of this policy / decision / practice on different genders?

Will the impact be on:	Positive	<input type="checkbox"/>
	Negative	<input type="checkbox"/>
	Neutral / insignificant	Y
	Men	<input type="checkbox"/>
	Women	<input type="checkbox"/>

Reasons for your decision (including evidence) / How might it impact?

The policy will not impact on people because of gender.

6. What will be the impact of this policy / decision / practice on trans people?

Will the impact be on:	Positive	<input type="checkbox"/>
	Negative	<input type="checkbox"/>
	Neutral / insignificant	y

Reasons for your decision (including evidence) / How might it impact?

The policy will not impact on trans people.

7. What will be the impact of this policy / decision / practice on marital status and civil partnership? (¹ see note on page 1)

Positive

Negative

Neutral / insignificant

Reasons for your decision (including evidence) / How might it impact?

The policy will not impact on people because of marital status.

8. What will be the impact of this policy / decision / practice on pregnancy and/or maternity?

Positive

Negative

Neutral / insignificant

Reasons for your decision (including evidence) / How might it impact?

The policy will not impact on people because of pregnancy or maternity.

9. What will be the impact of this policy / decision / practice on different groups because of their race?

Positive

Negative

Neutral / insignificant

Please indicate groups that may be affected:

Ethnic minorities

Nationalities

Asylum seekers / refugees

Gypsies / Travellers

All

Other (please specify) _____

Reasons for your decision (including evidence) / How might it impact?

The policy will not impact on people because of race.

10. What will be the impact of this policy / decision / practice on different groups because of their religion, belief or non-belief?

- Positive
- Negative
- Neutral / insignificant

Please indicate groups that may be affected:

- Religious group(s)
(please specify) _____
- Belief (e.g. Humanism)
(please specify) _____
- Non-belief
(please specify) _____
- All

Reasons for your decision (including evidence) / How might it impact?

The policy will not impact on people because of religion. It is understood that providers in the Vale of Glamorgan can prepare specific meals to meet needs in this area.

11. What will be the impact of this policy / decision / practice on different groups because of their sexual orientation?

- Positive
- Negative
- Neutral / insignificant

Please indicate groups that may be affected:

- Gay men
- Lesbians
- Bisexuals
- All
- Other (please specify) _____

Reasons for your decision (including evidence) / How might it impact?

The policy will not impact on people because of sexual orientation.

12. What will be the impact of this policy / decision / practice on the Welsh language?

Positive

Negative

Neutral / insignificant

Reasons for your decision (including evidence) / How might it impact?

The policy will not impact on people because of language.

13. If you have identified any positive or negative impact (other than negligible) upon any protected characteristic groups or individuals then you must complete a full impact assessment.

Is a full equality impact assessment required

Yes

This decision must be authorised by the relevant Director, Head of Service or Operational Manager

Approved by (name)	Lance Carver
Designation	Head of Service
Date	

If it has been identified that there is a requirement to produce a full equality impact assessment, you must continue overleaf. If, however, you have determined that a full assessment is not necessary, then you are required to submit an authorised electronic copy of this document to tsgreaves@valeofglamorgan.gov.uk

Only complete these sections if you have identified the need for a full equality impact assessment

14. Who will be affected by this policy?

Examples may include Vale of Glamorgan residents, internal department(s), a specific group of customers or employees, customers or residents in a specific location.

Please specify:

Currently Meals on Wheels are only provided to a small number of individuals in the Vale of Glamorgan. This policy will enable to greater number of people to benefit from the delivery of a hot meal if they should wish. The Meals on Wheels Service is currently supporting 77 people assessed as living with care and support needs under the Social Services and Wellbeing (Wales) Act 2014 which is likely to represent a protected characteristic as being defined as a disabled person.

Of the current 77 Meals on Wheels customers, 43 are female and 34 are male and 1 describe themselves as Black and/or Minority Ethnic Group while 45% describe themselves as Christian and 55% have not recorded their religion. There are currently no other religions recorded by the current users of the service. There are currently no Meal on Wheels Service users that are pregnant or nursing mothers. The service does not have detail on the customer's sexual orientation or transgender status.

Out of the 77 people receiving Meals and Wheels 100% are over 65 years

Through the purchase of specific meals from our supplier the current Meals on Wheels service is able to meet the specific dietary requirements of each individual whether because of religion, health or disability. It is understood that this approach can be provided by new providers and the monitoring of people's care packages will include any requirement for a hot meal regardless of provider, as is currently the case.

Ceasing to provide a Council run Meals on Wheels service would have implications for the staff currently employed by the service. The following table shows the number of staff who are currently employed by the Meals on Wheels Service:

Post Title	Headcount	Weekly Hours
MOW Coordinator	1	15
MOW Cook/Driver	2	52.75
MOW Driver	2	30
Total	5	102.75

Of the 5 staff who are employed by the service, 3 are female and 2 are male. All staff fall between the ages of 40-70 and all are white.

15. Decisions must be based on robust evidence. Please detail the evidence that you have used to inform your assessment. What evidence do you have about how your service is used? What was the strength of the evidence and did you identify any gaps? Did the evidence identify any barriers to services, or different needs and priorities for protected characteristic groups? If the evidence was weak or gaps were identified, what action have you taken to address this?

The current Meals on Wheels Service has been less and less popular over the last five years, with people choosing other means to have a hot meal each day. People living in the Vale of Glamorgan are able to choose alternative ways to have a hot meal. This policy provides a safe, quality alternative that will enable people

to take more control over the way in which they meet their need for nutrition on a day to day basis and will be available to all Vale residents rather than just those that have been assessed by Social Services as requiring a service. In this way, any stigma of receiving social services will be reduced.

A Meals on Wheels Customer Satisfaction Survey was carried out during 2015 and found that generally people were satisfied with the service and the meals that they received, although some people did remark that looking at the menu before deciding on their delivery days would be beneficial to avoid unwanted meals. The benefits of receiving the service were outlined by 38 respondents. The service ensures that independence is maintained in many cases and it ensures that the service user is receiving a cooked meal is eaten every day. People are receiving a proper meal rather than something light. Knowing someone will be calling in daily was seen as a significant benefit for service users, particularly where mobility is decreased.

The service also showed that many people felt relieved that they did not have to cook, and others did not have transport to be able to get shopping. Some felt relieved not having to rely on their families.

Examples of least helpful aspects of the current service were provided; many mentioned that there was no service at the weekend, and four people mentioned not having a 7 day per week service. One person mentioned having to pay for the pudding whether one wants it or not. Another person suggested having a change of food. Improvements were suggested by 23 people; 16 people felt no improvements were necessary, although one person suggested that drivers should have sufficient change. Again, having the service 7 days per week was mentioned. One person all mentioned over cooking and undercooking and another said that the times were too early.

It was stated that information provision was good, although perhaps viewing the menus before the service is provided would help the service user make an informed decision about receiving the service. Additionally, Contact OneVale must ensure that they are signposting people to alternative meal provision where appropriate. People are happy to receive verbal information about the service, and carers should perhaps be more involved at this stage.

The service has been found to be reliable; although some were not happy about the time of day the meals arrive.

Overall, the outcome of the exercise was positive, with many people happy with the service.

16. There is a legal duty to consult and involve people and organisations representing the protected characteristics where it is identified that they are potentially affected by the policy (for example men; women; parents; carers; the black and minority ethnic community (including asylum seekers, refugees, economic migrants); disabled people; the Welsh speaking community; the lesbian, gay and bisexual community; transgender people; different faith groups; etc.)

Please detail engagement activities that have taken place – internally and externally:

Of the 77 people who currently access the Meals on Wheels service, all of them are over 65 years of age and assessed as living with care and support needs under the Social Services and Wellbeing (Wales) Act 2014 which is likely to represent a protected characteristic as being defined as a disabled person.

All people with eligible needs would be supported via proposed transitional arrangements, which would include all current service users contacted for reassessment, with signposting information provided to ensure their needs continue to be met. This will include each current service user being written to in order to explain what the changes are, the reason for making them explaining the options that are available to them. These letters will be followed up with a phone call or home visit where necessary to ensure service users are appropriately informed and arrangements put in place. Where an alternative is chosen to Meals on Wheels (and with their

permission) the client's details will be passed on to the relevant organisation to enable them to initiate contact and to arrange a visit to discuss their service offering and the process for handover as required.

Feedback collated from the customer satisfaction survey that was undertaken in June 2015, indicates that the current service model is valued by service users. Overall, the outcome of the exercise was positive, with many people happy with the service. Service users stated that information provision was good, although perhaps viewing the menus before the service is provided would help the service user make an informed decision about receiving the service. Additionally, it was raised that Contact OneVale must ensure that they are signposting people to alternative meal provision where appropriate. The service was found to be reliable; although some were not happy about the time of day the meals arrive.

Initially, the process of change and adjusting to a different provider may have a negative impact on some people. However, alternative services would be sought on the basis that they meet the well-being requirements of individuals. Transitional support would be provided for service users as mentioned previously and service users will be given the opportunity to discuss the points raised during the customer satisfaction exercise and stated above with new providers.

It should be noted that the Council remains very much committed to ensuring that the personal well-being outcomes of service users continue to be achieved through the provision of care and support, albeit in a different way.

Obviously, the present recipients of the MOW service will need to be informed that it is to be closed. At the same time, they will need to be advised of the other options available to them. Those who have MOW as part of a community care package will need to have a reassessment of their health and social care needs, under the SSWWAA 2014, in order to identify whether (a) they have any other needs and (b) assist them in identifying which is the best option for them. The Authority has ongoing community care obligations towards this group, including the wellbeing duty under the new Act. There is also a general principle that where services are to be withdrawn, there must be a reassessment of the person's needs

17. Will this policy have a significant effect on how services are delivered?

No

Please detail:

The delivery of a hot meal to people will continue to be available to people living within the Vale of Glamorgan, meaning that people currently receiving the service will be able to continue to receive the delivery of a hot meal each day without disruption.

The difference will be that more people will be able to access this service and that those who are using the service will be able to take a greater degree of control of how and when the service is utilised.

A full programme of transitional information and support will be put in place, which would include all current service users contacted for reassessment, with signposting information provided to ensure their needs continue to be met. This will include each current service user being written to in order to explain what the changes are, the reason for making them explaining the options that are available to them. These letters will be followed up with a phone call or home visit where necessary to ensure service users are appropriately informed and arrangements put in place. Where an alternative is chosen to Meals on Wheels (and with their permission) the client's details will be passed on to the relevant organisation to enable them to initiate contact and to arrange a visit to discuss their service offering and the process for handover as required. It is proposed that the Council will work with the Food Shed to begin the provision of services as soon as possible in the western area of the Vale of Glamorgan. This would result in an additional available service to residents in that area in the short term. The Food Shed would seek to expand (via marketing and logistically) across the Vale in parallel with the changes that the Council would make to the Meals on Wheels service. Legally, the Council is under no obligation to enter into a contract with the Food Shed to provide meals to clients (in the same way as there is no commissioned arrangement with other

providers, such as Wiltshire Farm Foods). Information and advice services offered from Contact OneVale would be amended to reflect the new arrangements and facilitate the signposting of potential clients to the range of providers described in this report.

18. Will this policy have a significant effect on how other organisations operate?

Yes

Please detail:

The Vale of Glamorgan Social Services department will no longer provide a Meals on Wheels service as people will be able to access the delivery of a hot meal through alternative providers in ways that they choose.

Clearly the policy will impact upon the staff members currently employed in the organisation and operation of the Meals on Wheels Service.

19. Will the policy impact upon other policies or practices?

No

Please detail:

20. Have you identified any evidence that the policy could directly or indirectly discriminate against or have an adverse impact on people in any of the protected groups? If 'Yes', what do you intend to do to mitigate against this?

No

If you do not intend to mitigate against any identified adverse impact please provide justification.

Please detail:

In order to implement this option, all current service users would need to be contacted for reassessment, with signposting information provided to ensure their needs continue to be met. This will include each current service user being written to in order to explain what the changes are, the reason for making them explaining the options that are available to them. These letters will be followed up with a phone call or home visit where necessary to ensure service users are appropriately informed and arrangements put in place. Where an alternative is chosen to Meals on Wheels (and with their permission) the client's details will be passed on to the relevant organisation to enable them to initiate contact and to arrange a visit to discuss their service offering and the process for handover as required.

It is proposed that the Council will work with the Food Shed to begin the provision of services as soon as possible in the western area of the Vale of Glamorgan. This would result in an additional available service to residents in that area in the short term. The Food Shed would seek to expand (via marketing and logistically) across the Vale in parallel with the changes that the Council would make to the Meals on Wheels service. Legally, the Council is under no obligation to enter into a contract with the Food Shed to provide meals to clients (in the same way as there is no commissioned arrangement with other providers, such as Wiltshire Farm Foods).

Information and advice services offered from Contact OneVale would be amended to reflect the new arrangements and facilitate the signposting of potential clients to the range of providers described in this report.

21. What can be done further to promote equality of opportunity by altering the policy?
Please detail, including opportunities to promote good relations and community cohesion:

This policy promotes greater equality opportunity by removing eligibility criteria for the service.

22. It is a requirement of the specific duties in Wales to undertake future monitoring of the equality impact of a policy. Please provide details of the monitoring that you will conduct? (for example the number of disabled people using your service as a proportion of the general population)
Please detail:

This will be monitored through care package reviews.

23. How often will you analyse and report upon this monitoring information, and where will it be reported?
Please detail:

As necessary through care package reviews.

24. How will you publish and publicise the policy to ensure equality of access to this information (including raising awareness with minority groups, producing information in accessible formats, etc.)?
Please detail:

The policy will be advertised widely through usual social services mechanisms and DEWIS as well as through a wider range of statutory and voluntary sector partners such as libraries, leisure centres, community groups etc. In addition, it will also be advertised through information and advice services from Contact One Vale and Social work teams.

25. Any recommendations for action that you plan to take as a result of this impact assessment (listed in the sections above) should be included in your Team Plan or Departmental Service Plan.
Please detail those actions and where they will be placed:

N/A

26. An equality impact assessment may have four possible outcomes, though more than one may apply to a single policy. Please indicate the relevant outcome(s) of the impact assessment below.

Please tick as appropriate:

No major change – the impact assessment demonstrated that the policy was robust; there was no potential for discrimination or adverse impact. All opportunities to promote equality have been taken. Y

Adjust the policy – the impact assessment identified potential problems or missed opportunities. The policy was adjusted to remove barriers or better promote equality.

Continue the policy – the impact assessment identified the potential for adverse impact or missed opportunities to promote equality. The justification(s) for continuing with it have been clearly set out. (The justification must be included in the impact assessment and must be in line with the duty to have due regard. Compelling reasons will be needed for the most important relevant policies.)

Stop and remove the policy – the impact assessment identified actual or potential unlawful discrimination. The policy was stopped and removed, or changed.

27. Authorisation of full assessment

This equality impact assessment must be approved by the relevant Director, Head of Service or Operational Manager.

Approved by (name)	Lance Carver
Job Title	Head of Service
Date	November 2016

Signature _____

On completion of this form you must send an authorised electronic copy to the Equalities Section: tsgreaves@valeofglamorgan.gov.uk.