Equality Impact Assessment
Summary for Publication

<table>
<thead>
<tr>
<th>Name of EIA e.g. ‘EIA of Benefits Administration’</th>
<th>Service area</th>
<th>Directorate</th>
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<tbody>
<tr>
<td>EIA of existing Direct Payments Team support service</td>
<td>Disability Unit – Adult Services</td>
<td>Neighbourhood and Community Services</td>
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**Background**

Direct Payments (DP) is an alternative to traditional care services whereby customers are given money to purchase their own care services. The EIA is to highlight any inequalities of access or provision of service from the Direct Payments (DP) Team, including within any information or literature provided by the team. The DP Team provide support to customers and potential customers with all aspects of setting up and managing DP.

**Impact on different customer groups**

The impact on all groups is positive overall.

**Age** = positive: Direct Payments cover all ages from birth to death for anyone assessed as needing community care services. The specialist workers include an Older People’s worker and a Disabled Children’s worker.

**Disability** = positive: Specialist workers for people with physical and sensory impairments, mental health illness and learning impairments (based outside of team). Information and support available in many formats and tailor made to meet the needs of the individual.

**Ethnicity** = positive: Information and literature is immediately available in the 3 most widespread BME languages in Tameside. Specialist BME communities worker works across all service areas.

**Gender** = positive: The percentage of female customers is 60% approx. 3 Female workers in team to provide support direct to customers; 1 male worker in team. Gender neutral advice and literature are readily available.

**Religion/ Belief** = positive: Culturally and religiously sensitive support provided by BME worker. The BME Communities worker is working on a project to support Customers to recruit workers from the same religious or ethnic background. Religiously neutral advice and literature.

**Sexual Orientation** = neutral: sexual orientation neutral in terms of advice and literature no specific services are provided.

**Scope of the Equality Impact Assessment**

- Public Information and literature produced by the DP Team
- Specific information provided to DP customers by the DP Team
- Services provided to customers by or through the DP team, including the payroll service and guidance by specialist workers

**Existing data sources / evidence used**
Public Information
- General TMBC DP leaflet
- TMBC Support Service leaflet
- Fact sheets in Urdu, Bangla and Gujarati
- Older People’s leaflet/ Older People’s literature project (PID)
- TMBC website – DP pages
- DH Guide to DP
- Review of DP public information including the website

Local Information
- Customer Information Pack
- Day Services Review
- MH Day Services Review
- PayPartners evaluation
- Strategic review of the direct payments service and support agency PID, October 2005 – June 2007.
- Direct payments strategy: report and recommendations – June 2007

Groups
- Northwest Coordinators Group
- Northwest MH Coordinators Group
- TMSG Meetings

Systems
- Complaints/ CRM system
- DP statistics and targets
- Monthly RAP forms to Performance and Support

National Information
- Increasing the Uptake of Direct Payments – 2007
- Direct Payments: What are the barriers? - CSCI August 2004
- Improving the Life Chances of Disabled People 2005
- Independence, Wellbeing and Choice Social Care Green Paper 2005
- Direct Payments Guidance, Community Care, Services for Carers and Children’s Services – 2003

Conclusions drawn from evidence
Targets are set and being met by all service areas through specific workers, public information and the DP Strategy, including hard-to-reach groups such as BME Communities and Mental Health.
No specific information produced for people with a learning impairment

Consultation carried out
Tameside Mutual Support Group (TMSG) monthly meetings held. Any changes to service or processes are taken to the group for consultation
Payroll service – all customers who use PayPartners payroll service received an accessible evaluation form. From 126 sent out, 55 were completed and sent back.
Customer Information Packs include evaluation forms covering all aspects of service delivery in DP
Operational Group – monthly meetings held including DP customers
## Assessment of impact arising from evidence

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<tr>
<th></th>
<th>There is no specific negative impact, but through continual improvement we wish to update some information. Current information has not been produced specifically for Learning Disabled People.</th>
<th>Information is currently fit for purpose. Project (PID) underway to review and improve accessibility of all Direct Payments public information, including the website.</th>
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<tbody>
<tr>
<td>Polish Community</td>
<td>There is no negative impact recorded for the Polish Community because there are no records for this group.</td>
<td>We will continue to seek local information through contact with the Race, Equality and Diversity (RED) Team and the co-workers to seek any impact.</td>
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<tr>
<td>BME Communities</td>
<td>BME Communities support worker post is due to end in October 2008 as it is a two year fixed term post which began October 2006.</td>
<td>We will develop an exit strategy or secure further funding to continue the post.</td>
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## Taking action

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<tr>
<th>Issue</th>
<th>Action</th>
<th>Lead officer</th>
<th>Timescale</th>
<th>Equality</th>
<th>Resources</th>
<th>Further comment</th>
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<tbody>
<tr>
<td>Accessibility of public information</td>
<td>Project (PID)</td>
<td>P Clarke K Kelly</td>
<td>By end of March 2008</td>
<td>LPI</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Polish Community information</td>
<td>Contact RED team</td>
<td>K Kelly</td>
<td>By end of March 2008</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BME fixed term post</td>
<td>Exit strategy/secure further funding</td>
<td>P Clarke K Kelly</td>
<td>By end of March 2008</td>
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## Monitoring progress

Kate Kelly - Through PID monitoring and project group, feedback to the quarterly DP Operational Group and the quarterly Strategy Group and the Unit Business Plan and DP Team Plan.

Paul Clarke will monitor the EIA and action plan at a manager and/or Councillor level.

## Contact officer/s

Kate Kelly email: [kate.kelly@tameside.gov.uk](mailto:kate.kelly@tameside.gov.uk)

## Signature of Service Unit Manager

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## Signature of Assistant Executive Director / Assistant Chief Executive

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