

Equality Impact Assessment: Proposed relocation of day care services

Officer responsible for completing EIA: Independent Living Services Manager, Home Independence Manager	Manager responsible for EqlA: Julie Meme
Strategic Director responsible for EIA: Louise Strongitharm	Date last updated: 21 December 2023

1. Introduction

This Equality Impact Assessment (EIA) seeks to identify impacts and effect of this proposal with the aim of assessing whether it would have a disparate impact on persons with a protected characteristic under the Equality Act 2010. As part of this assessment, consideration will be given to ways in which any such impact can be avoided or mitigated, any negative impacts arising from this proposal will be assessed and where this could be reduced in their impact this will be noted in the attached action plan. The Council also recognises that it may not completely remove all negative impacts.

The purpose is to provide impartial information to assist in the decision-making process and inform rather than determine policy. The objective is not to make the decision but to assist decision makers through the provision of relevant information.

The Council faces a critical financial shortfall owing to its historic investment strategy which has resulted in unaffordable borrowing, inadequate steps to repay that borrowing and high values of irrecoverable loans.

To address these severe financial challenges the Council must make significant saving alongside taking steps to 'live within its means' in the future.

Widespread reductions and changes to public-facing services, alongside reducing management and internal costs, have been set out in the [Council's Medium Term Financial Strategy](#).

2. Impact on services

This Equality Impact Assessment relates to the relocation of day care services from St Mary's Community centre and The Vyne to Hale End Court Extra Care scheme. Hale End Court already operates as day care facilities with a maximum capacity of 15 attendees due to health and safety. Currently Hale End Court has 11 regular attendees to day care with an average of 70 visits over a month with average daily attendance being 5.

The day care service is discretionary. Relocating service from the Vyne and St Marys will mean a financial saving of £275,000. This £275,000 is the day care staffing and community centre management staff savings.

Savings proposed through moving to a self-funding model, with more spaces leased out, other community providers running the centres (including cafes) and day care services transferring to extra care settings.

Day care services are offered to anyone over the age of 60. There are currently 22,600 men and women over the age of 60 living in the borough of Woking according to 2011 Census data.

3. Engagement and consultation

The **first phase of the engagement** took place in summer 2023. Residents and businesses had the opportunity to have their say on how to tackle the budget shortfall. This is what they had to say about the economic impact. [Read the consultation results.](#)

The **second phase of the public engagement** took place between **2 October and 12 November**. [Read the full consultation report.](#)

The day care consultation was not part of a wider public consultation but involved the direct users of the service. The consultation questions were asked in face-to-face discussions between the center staff and center users.

We had 104 responses in total with:

- 79% females and 20% males.
- 36% of respondents were aged between 65 and 79 and 60% were over the age of 80.
- 93% of attendees at Day Care are Woking residents with 7% living outside the borough.
- 92.3% were White British, 4.8% White Irish, 1% Chinese and 2% Other mixed background.
- 52.3% have a long-term illness, health problem or disability which limits daily activity. 4 current service users are wheelchair users.
- 50% of users used the Vyne and 50% used St Mary's. Average attendance was 2 to 3 days per week.
- Nearly three quarters of attendees confirmed that they paid for the lunch and about 65% pay for activities.
- About 30% of the respondents used the transport service to get to the centers.
- 51% of users said they would not be prepared to pay to attend the day centers.
- 44% said they would pay £20 per day (which included a meal)
- 3% said they would pay £30.

The majority of day care attendees (80%) have access to a hot meal if it was no longer provided by the center however 18% said that they would not.

All attendees agreed that the closure of their center would have an impact on them with 82% saying it would have a major impact, 16% moderate and 2% minor.

The biggest concern of this impact for the majority of people was on their health & wellbeing, mental health and feeling isolated.

We asked respondents if the center were to close what would you do an alternative and the majority (76%) said they would stay home. Of these people:

- The majority attend a centre two or three times a week.
- 80% have lunch, 68% do an activity, 27% use return transport and 20% use the facilities such as the hairdresser and podiatrist.
- 54% said they would not be prepared to pay more, 42% said that would pay £20 a day and 4% said they would pay £30 a day to attend a centre.
- 18% said they did not have means to have a hot meal elsewhere.
- 59% were aged 80 plus, 37% 65 to 79 and 4% 45 to 64 years.

		Positive impact?			Negative impact?	No specific impact	<p>What will the impact be? If the impact is negative, how can it be mitigated? (action)</p> <p>This section needs to be completed as evidence of what the positive impact is or what actions are being taken to mitigate any negative impacts</p>
		Eliminate discrimination	Advance equality	Good relations			
Gender	Men				x		<p>There are currently 16 men accessing day care services at all community sites (St. Mary's and The Vyne) on different days.</p> <p>Mitigations: Hale End Court has capacity to accept 10 more day care guests per day therefore we would be able to offer a staggered approach to attendance with the remainder being on a waiting list which would be based on need for the service in priority of health and wellbeing. In order to help with this transition free taster days will be offered to ensure new guests from other day care settings are comfortable and can experience Hale End Court easily.</p> <p>In addition to this we will ensure that all registered day care guests are written to, the changes explained and introductions to the Hale End team. Useful information such as location information, transport links, the activities calendar and the weekly menu will also be included. A list of alternative provisions across the borough will be provided. Adult social care to support with the most vulnerable.</p>

	Women				x	<p>There are currently 40 women accessing day care services at community sites. (St.Mary's and The Vyne)</p> <p>Mitigations: Hale End Court has capacity to accept 10 more per day care guests per day therefore we would be able to offer a staggered approach to attendance with the remainder being on a waiting list which would be based on need for the service in priority of health and wellbeing. In order to help with this transition, free taster days will be offered to ensure new guests from other day care settings are comfortable and can experience Hale End Court easily.</p> <p>In addition to this we will ensure that all registered day care guests are written to, the changes explained and introductions to the Hale End team. Useful information such as location information, transport links, the activities calendar and the weekly menu will also be included. Details of alternative provisions across the borough will be provided. Adult social care to support with the most vulnerable.</p>
Gender reassignment					x	There are no guests with gender reassignment accessing day care services.
Race	White				x	Relocation of facilities may give rise to a negative impact on all groups as noted above. The majority of users are of White British background.
	Mixed/Multiple ethnic groups				x	Relocation of facilities may give rise to a negative impact on all groups as noted above but with no <i>specific</i> impact to this group.
	Asian/Asian British				x	Relocation of facilities may give rise to a negative impact on all groups as noted above but with no <i>specific</i> impact to this group.
	Black/African/Caribbean/ Black British				x	Relocation of facilities may give rise to a negative impact on all groups as noted above but with no <i>specific</i> impact to this group.
	Gypsies / travellers				x	Relocation of facilities may give rise to a negative impact on all groups as noted above but with no <i>specific</i> impact to this group.
	Other ethnic group				X	Relocation of facilities may give rise to a negative impact on all groups as noted above but with no <i>specific</i> impact to this group.

Disability	Physical				X		<p>There is a potential for increased impact to users with physical disabilities (dependent upon the nature of the disability) whereby a greater reliance is placed upon the ability to access these facilities to enable execution of day-to-day activities. The relocation of such facilities could therefore adversely impact these groups and detract from the ability to achieve an independent daily routine and attend day care provision at Hale End Court. 47% of current users of the service have a long-term illness, health problem or disability which limits daily activity. 4 individuals currently using the service are wheelchair users.</p> <p>Mitigations: individual discussion will be held with users who identify as having a disability to work with them to seek a solution. This will include suitable transport, arranging a visit to Hale End Court, information about suitable activities. Adult social care to support with the most vulnerable. Details of alternative provisions across the borough will be provided.</p>
	Sensory				X		As above.
	Learning difficulties				X		As above.
	Mental health				X		As above.

Sexual orientation	Lesbian, gay men, bisexual					x	Relocation of facilities will give rise to a negative impact on all groups as noted above but with no specific impact to this group.
Age	Older people (50+)				x		The relocation will impact on this age group and will be mitigated as outlined above.
	Younger people (16 - 25)					x	There is no specific impact on this group.
Religion or belief	Faith groups					x	There is no specific impact on this group.

Pregnancy and maternity				x	The NHS currently hire St Mary's day centre for a weekly weigh in for new mum's and seek advice for new mums. Discussions will take place with NHS to source alternative facilities, however there are alternative clinics within surrounding neighbourhoods for example West Byfleet Medical Centre which is 1 mile away.
Marriage and civil partnership				x	Relocation of facilities will give rise to a negative impact on all groups as noted above but with no <i>specific</i> impact to this group.
Socio-economic background			x		Relocation of facilities will give rise to a negative impact on all groups as noted above. There are other day centres, e.g. the Bradbury Centre and Age Concern, but their charges are higher and therefore may not be affordable. Hale End Court pricing is the same price as The Vyne and St Marys.
Carers			x		Relocation of facilities will give vicarious rise to negative impacts to carers via the persons for whom they are caring. If a person is unable to relocate to a site this might impact carers and their ability to support the person requiring care and their ability to receive respite.
Other identified groups	(Please specify)			x	We do not foresee any other risks that need mitigating.

Action plan

Actions identified from EqIA	Target completion date	Responsible officer	Comments
Free taster day offered to current Vyne and St Marys users at Hale End Court to get them used to the change of centre and encourage them to use these facilities.	Dependent on date to relocate from The Vyne and St Marys.	Michelle Chilcott – Independent Living Services Manager.	We will make clear on the letter sent out that taster sessions can be booked based on medical, mobility and social impact needs and be clear that there will a waiting list. Date to be confirmed.
Letter of Explanation All current day care users to be written to to explain about the changes, explain about the services available at Hale End Court and invite to Taster Day.	Dependent on date to relocate from The Vyne and St Marys.	Julie Meme – Head of Living Well.	We will make clear on the letter sent out that taster sessions can be booked based on medical, mobility and social impact needs and be clear that there will a waiting list. Date to be confirmed.

Useful Information Letter Send to all current day care users useful information regarding Hale End Court such as location, transport links, what's on calendar and weekly menu sample.	Dependent on date to relocate from The Vyne & St Marys.	Michelle Chilcott – Independent Living Services Manager.	Date to be confirmed.
Disability Barriers Any new attendees to Hale End Court that have any disabilities that prevent them from accessing the service will be recognised and worked with for example looking at transport solutions, assisting with access, buddying service while on site, activity volunteer, support from scheme staff.	Dependent on date to relocate from The Vyne and St Marys.	Michelle Chilcott – Independent Living Services Manager and team of support officers on site.	
Actively map other facilities/activities such as Churches, Age Concern etc. and encourage community alternatives.	Dependent on date to relocate from The Vyne and St Marys.	Michelle Chilcott – Independent Living Services Manager.	
Make contact with Adult Social Care re any vulnerable clients	Date dependent on relocation.	Michelle Chilcott – Independent Living Services Manager.	
Review impact and mitigations. Identify any further action that can be taken	3 to 6 month review.		

Sign off

LEGAL SERVICES: Completed	DATE: 8 January 2024
STRATEGIC DIRECTOR: Completed	DATE: 22 January 2024
REVIEW PANEL MEMBER: Completed	DATE: 4 January 2024