



Cherwell
DISTRICT COUNCIL
NORTH OXFORDSHIRE



Appendix 5

Cherwell District Council and Oxfordshire County Council Equality and Climate Impact Assessment

September 2022

Contents

Section 1: Summary details.....	3
Section 2: Detail of proposal.....	4
Section 3: Impact Assessment - Protected Characteristics.....	7
Section 3: Impact Assessment - Additional Community Impacts	9
Section 3: Impact Assessment - Additional Wider Impacts	11
Section 3: Impact Assessment - Climate Change Impacts	12
Section 4: Review	14

Section 1: Summary details

Directorate and Service Area	Wellbeing and Housing, Housing
What is being assessed (e.g. name of policy, procedure, project, service or proposed service change).	Information and Money Advice Service (To be commissioned)
Is this a new or existing function or policy?	New
Summary of assessment Briefly summarise the policy or proposed service change. Summarise possible impacts. Does the proposal bias, discriminate or unfairly disadvantage individuals or groups within the community? (following completion of the assessment).	Cherwell will commission a service to supply information and Money Advice within the community of Cherwell. The successful bidder will offer a face to face service and will be required to either provide home visits to deliver complex assistance, or have surgeries imbedded within the community, specifically in deprived areas. This will ensure full access for those without the means or ability to travel and ensure all residents can receive an equitable service . The service will be required to extend an operational service outside business hours
Completed By	Jonathan Mutchell
Authorised By	
Date of Assessment	11/05/2022

Section 2: Detail of proposal

<p>Context / Background</p> <p>Briefly summarise the background to the policy or proposed service change, including reasons for any changes from previous versions.</p>	<p>The current provision is generously funded meaning there is a strong emphasis on individual casework with an allocated specialist FSA approved financial coach. Because of these resources a high level of cases are taken on and explored to a higher level. Data suggests that the public prior and during the pandemic preferred to access the service by phone or remotely meaning the case for a static building base may be lessened. The current holder engages in some home visits and had two bases of operations. They also attend irregular surgeries in the salvation army for those unable to attend the other location in Bicester</p> <p>The proposed new commission is for a substantially lesser amount. This means an inevitable drop in service range and a focus on more complex acute work.</p> <p>To meet the funding of the grant, a provider may choose to abandon a static base of operations.</p>
<p>Proposals</p> <p>Explain the detail of the proposals, including why this has been decided as the best course of action.</p>	<p>The specification for the new service will remove the emphasis of a static base of operations and instead provide an option for a model that will visit homes to provide advice and assistance or work in an agile way in the community utilising partners to operate regular surgeries imbedded in the community such as doctors surgeries or community support centres or social clubs.</p> <p>This will ensure that every member of the public can choose to access the service in a way that is most easily accessible to them</p>
<p>Evidence / Intelligence</p> <p>List and explain any data, consultation outcomes, research</p>	<p>The following data is extracted from quarterly monitoring reports provided by the current contract holder;</p> <ul style="list-style-type: none"> • In year one of the contract 60-75% of individuals accessed the service by phone. • In year one of the contract 10-31% of individuals accessed the service by online means

<p>findings, feedback from service users and stakeholders etc, that supports your proposals and can help to inform the judgements you make about potential impact on different individuals, communities or groups and our ability to deliver our climate commitments.</p>	<ul style="list-style-type: none"> • In year one of the contract 5-7% of individuals accessed the service in person • In year one Banbury office was open 10-2pm Monday to Friday (This was suspended during the pandemic lockdown and because visits were already very low, had very little impact) • Bicester office was open only 4 hours a week over two days although percentage wise was busier seeing a similar amount of people albeit low compared phone and online access <p>From this the following data can be concluded</p> <ul style="list-style-type: none"> • Office hours don't suit the needs of the users • Users are not able to come to the office • Users prefer to deal with financial matters at a distance <p>A survey conducted by the economist in 2013 demonstrated for general service needs 73% of consumers prefer to deal with matters remotely and in concurrence, The health foundation found only 10% of patients preferred in person consultation. It is clear those are two polar statistics but does demonstrate the trend to preferred remote consultation supported by our own statistics</p>
<p>Alternatives considered / rejected</p> <p>Summarise any other approaches that have been considered in developing the policy or proposed service change, and the reasons why these were not adopted. This could include reasons why doing nothing is not an option.</p>	<p>A solely remote approach was considered and rejected for the following reasons</p> <ul style="list-style-type: none"> • Access to a telephone is not universal • Confident and fluent use of a telephone is not universal • Access to the internet is not universal • Confident and fluent use of online services are not universal <p>A majority centre based approach was rejected for the following reasons</p> <ul style="list-style-type: none"> • The business hours do not suit many who work full time • The distance to travel to access a base can be financially detrimental • Mental or physical disabilities may prevent a customer leaving the home easily

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| | <ul style="list-style-type: none">• It may not be safe for an individual to enter the centre• There may be cultural or language barriers preventing use of the centre |
|--|--|

Section 3: Impact Assessment - Protected Characteristics

Protected Characteristic	No Impact	Positive	Negative	Description of Impact	Any actions or mitigation to reduce negative impacts	Action owner* (*Job Title, Organisation)	Timescale and monitoring arrangements
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Physical inability to travel Disinclination in the use of new technology An inability to use technology or other communication devices Reliance on 3 rd party carers	Embedded surgeries or home visits, pro-active telephone use from the contract holder	Contract holder	Monitoring officer through life of contract
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Physical or mental inability to travel Disinclination in the use of new technology An inability to use technology or other communication devices Reliance on 3 rd party carers	Embedded surgeries or home visits, pro-active telephone use from the contract holder	Contract holder	Monitoring officer through life of contract
Gender Reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	none			

Protected Characteristic	No Impact	Positive	Negative	Description of Impact	Any actions or mitigation to reduce negative impacts	Action owner* (*Job Title, Organisation)	Timescale and monitoring arrangements
Marriage & Civil Partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	none			
Pregnancy & Maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Physical inability to travel	Embedded surgeries or home visits, pro-active telephone use from the contract holder	Contract holder	Monitoring officer through life of contract
Race	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A			
Sex	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A			
Sexual Orientation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A			
Religion or Belief	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	N/A			

Section 3: Impact Assessment - Additional Community Impacts

Additional community impacts	No Impact	Positive	Negative	Description of impact	Any actions or mitigation to reduce negative impacts	Action owner (*Job Title, Organisation)	Timescale and monitoring arrangements
Rural communities	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Physical inability to travel Poor public transport infrastructure can make accessing a central base unworkable Internet infrastructure maybe poor	Embedded surgeries or home visits, pro-active telephone use from the contract holder	Contract holder	Monitoring officer through life of contract
Armed Forces	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Physical or mental inability to travel Disinclination in the use of new technology Poor public transport infrastructure can make accessing a central base unworkable Internet infrastructure maybe poor May not have access to up to date communication tools		Contract holder	Monitoring officer through life of contract

Additional community impacts	No Impact	Positive	Negative	Description of impact	Any actions or mitigation to reduce negative impacts	Action owner (*Job Title, Organisation)	Timescale and monitoring arrangements
Carers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
Areas of deprivation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>May not have access to internet,</p> <p>May not have means to travel</p> <p>May not be able to access services in business hours</p>	<p>Embedded surgeries or home visits, pro-active telephone use from the contract holder</p> <p>A service available outside normal hours</p>	Contract holder	Monitoring officer through life of contract

Section 3: Impact Assessment - Additional Wider Impacts

Additional Wider Impacts	No Impact	Positive	Negative	Description of Impact	Any actions or mitigation to reduce negative impacts	Action owner* (*Job Title, Organisation)	Timescale and monitoring arrangements
Other Council Services	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
Providers	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				
Social Value ¹	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>				

¹ If the Public Services (Social Value) Act 2012 applies to this proposal, please summarise here how you have considered how the contract might improve the economic, social, and environmental well-being of the relevant area

Section 3: Impact Assessment - Climate Change Impacts

OCC and CDC aim to be carbon neutral by 2030. How will your proposal affect our ability to reduce carbon emissions related to

Climate change impacts	No Impact	Positive	Negative	Description of impact	Any actions or mitigation to reduce negative impacts	Action owner (* Job Title, Organisation)	Timescale and monitoring arrangements
Energy use in our buildings or highways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Our fleet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Staff travel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Purchased services and products (including construction)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				
Maintained schools	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				

We are also committed to enable Cherwell to become carbon neutral by 2030 and Oxfordshire by 2050. How will your proposal affect our ability to:

Climate change impacts	No Impact	Positive	Negative	Description of impact	Any actions or mitigation to reduce negative impacts	Action owner (*Job Title, Organisation)	Timescale and monitoring arrangements
Enable carbon emissions reduction at district/county level?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>				

Section 4: Review

Where bias, negative impact or disadvantage is identified, the proposal and/or implementation can be adapted or changed; meaning there is a need for regular review. This review may also be needed to reflect additional data and evidence for a fuller assessment (proportionate to the decision in question). Please state the agreed review timescale for the identified impacts of the policy implementation or service change.

Review Date	
Person Responsible for Review	
Authorised By	