

## SURREY COUNTY COUNCIL FULL EQUALITY IMPACT ASSESSMENT

### 1. Context of the Service or Policy

<b>Policy being assessed</b>	<b>Surrey CC Corporate Plan</b>
<b>Assessor</b>	<b>George Rattray</b>
<b>Date</b>	<b>March 2008</b>

#### **What are the aims of the service or policy?**

The Surrey County Council's Corporate Plan for 2008/9 is intended to inform staff, Members, partner organisations, and central government, as well as the public about the Council's activities. It is designed to provide information on how Surrey County Council is making progress, how we are contributing to the Surrey Strategic Partnership Vision for 2020, where we are trying to get to, how we propose to get there and the nature and structure of the organisation.

The Vision for Surrey in 2020 is:

"A COUNTY OF DISTINCTIVE, CONFIDENT, CARING, CREATIVE AND SAFE COMMUNITIES, WHERE INDIVIDUALS AND ORGANISATIONS HAVE TAKEN RESPONSIBILITY FOR RESOLVING THE MANY CHALLENGES THAT THE COUNTY FACES".

The Surrey Strategic Partnership Review Group has identified five broad target areas for improvement that aim to provide a balanced approach for realising the aspirations of Surrey's 2020 Vision. The 2008-2011 Surrey Community Strategy will be based around five proposed themes, each with a thematic partnership that is focussed on driving the actions to deliver against the aspirations set out in the Vision for 2020.

The aim is to adopt them and complete negotiations with the Government on the LAA in early 2008, so that organisations can ensure they are incorporated in their own corporate plans and budgets. The 2008 Surrey Community Strategy now in the course of being developed will reflect the outcome of the negotiations on the LAA as well as the learning from and progress on the current Strategy.

#### **1. Health and Well-being**

- Promoting a healthy and caring Surrey

#### **2. Children and Young People**

- Improving the life chances of children and young people

#### **3. Safer Stronger Communities**

- Encouraging stronger communities and making Surrey an even safer place to live.

#### **4. Economic Development**

- Ensuring Surrey develops in a sustainable way, reconciling the need for social, environmental and economic well-being.

## **5. Environment and Infrastructure**

- Travel, movement and communications
- Housing and associated development
- Climate change, sustainability and waste

It is clear that each of these five themes will have direct and indirect impact on a wide range of people living in Surrey and as such will have different impacts on different equality strands.

### **Who are the beneficiaries /users of this service or policy?**

The beneficiaries of these five themes will vary from intervention to intervention however it is likely that the following will be the key beneficiaries of this work:

- The wider community of Surrey
- Those in need of care and seeking health provision
- Health practitioners, care and social welfare providers and commissioners
- Children and young people
- Parents and guardians
- Schools, youth providers and leisure, sport and arts service providers
- Vulnerable groups
- Victims of crime and anti social behaviour
- Perpetrators of crime and anti social behaviour
- Community safety practitioners including the police, fire service, health practitioners and the probation service DAT, and YOT
- Business community
- SME, Medium and Larger/Global Businesses
- Business and enterprise support agencies, LSC and SEEDA
- Public transport users, road users
- Service and maintenance and transport management providers
- Residents of the County, Private home owners, Council and RSL tenants, Private rented tenants
- Housing providers in all sectors
- Beneficiaries of waste, environmental improvements and bio diversity
- Providers of services to support waste minimisation, climate change and environmental sustainability

Clearly the list is long and can be broken down even further. The range of potential beneficiaries is clearly also going to be diverse. It is vital from the perspective of this EIA that there are no barriers to accessing the themes and priorities of this Corporate Plan.

**What is the existing situation in relation to minority and excluded groups in which this service/policy operates?**

The plan is designed to help SCC achieve its corporate mission of being an outstanding council making Surrey a better place. The methodology for measuring progress on 'outstanding' is based on the following framework, which identifies those stakeholder groups whose assessment of our performance will define our success:

The public:

- High customer satisfaction with the council and its services
- High satisfaction with the local area as a place to live

*measured by*

- *Public opinion surveys*

Our partners:

- Confidence in the council's role as community leader
- Being regarded as source of best practice

*measured by*

- *Surrey partner survey*
- *Reputation with central, regional government and partners*
- *Endorsement from inspectorates*

Staff:

- High staff advocacy

*measured by*

*Staff Survey*

## **The public**

The 'State of the County' 2007 document provides a comprehensive 'Big Picture' of Surrey. It gives those making and monitoring policy decisions a robust, consistent evidence base.

### **Age:**

Mid 2006 Population Estimates show 24% (262,400) children and young people aged between 0 – 19, 27% (289,300) older people aged between 50 – 74 and 8% (89,100) older people aged between 75 – 90+.

### **Belief:**

In terms of religion, the 2001 Census shows 75% (790,000) are Christian and 15% (161,000) have no religion and 7% do not state a religion. The largest religion after Christianity is Muslim at 1.34% (14,200), followed by Hindu at 0.70% (7,500), Buddhist at 0.32% (3,362), Jewish at 0.30% (3,229), Sikh at 0.19 (2,000) and other religions at 0.31% (3,281).

### **Disability:**

According to the 2001 Census there are 143,171 people in /Surrey with limiting long-term illness. 25.9% households have one or more people with a long term limiting illness. There are over 5,000 people on the Surrey Adult Linked Disability register, of which 39% have physical disability, 27% are deaf or have a hearing impairment, 23% have a learning disability, 8% have a visual impairment and 3% have a combined loss of sight and hearing. 1 in 6 people are affected by mental health problems at any one time. 7% suffer psychoses and dementia.

The 2001 Census shows there are some 99,130 carers in Surrey, who are estimated to save up to £1,171m in social care costs. 50+ Survey revealed 22% respondents provide regular care.

### **Gender:**

2005 Mid Year Estimates of Population show almost equal numbers of male and female through all the age bands up until about 65, when the female population is proportionately higher in each age banding.

### **Race:**

The county is more ethnically homogenous than most, with 95% (just over 1 million people) being white. The 2001 Census shows the largest minority ethnic group is Indian (at 1% - 10,640 people), followed by Pakistani at 0.6% (6,265 people). In fact, gypsies and travellers are the largest minority ethnic group in the county but their population was not counted in the 2001 census. Ethnic minority groups are dispersed in the county.

The current measurement of beneficiaries is limited to research. This is based on three key groups– the public, our partners and our staff. Perception from these groups will assess:

The Community Survey is carried out every two years with the public of Surrey. This provides the primary source of data on residents views.

### Sample Design:

Quotas were set in the sample design to ensure it mirrored the population, and then the data is weighted to the population proportions to account for any under and over representations in the sample.

For the 2007 survey reporting specifically reflected profiles for age, gender and ethnicity groups as comparable reporting was required to allow comparison with the 2005 survey. However, it is intended for the next survey to represent all groups, and for the survey to be conducted bi-annually in unison with the Police.

### Feedback to respondents

Survey respondents receive feedback through 'Surrey Matters', as the main vehicle of communication, as it reaches the vast majority of the population. Survey results have also been communicated through the Surrey County Council external web pages and press releases.

The following table provides a breakdown of the survey respondent base.

<b>Age</b>	<b>Community Survey 2007</b> (% of base of 1107 respondents)
	• 16 – 24 years – 12%
	• 25 – 34 years – 14%
	• 35 – 44 years – 21%
	• 45 – 54 years – 18%
	• 55 – 59 years – 8%
	• 60 – 64 years – 5%
	• 65 – 74 years – 14%
	• 75+ years – 6%

**2. Is there potential for this service/policy to have a negative or differential impact on minority and excluded groups or on race relations and community cohesion?**

The four priorities identified for 2007/2008 and retained for 2008/9 are –

- *Improving highways*
- *Ensuring that looked after children grow up better equipped for life, in particular through education*
- *Increasing the number of vulnerable adults able to live independently*
- *Increasing waste minimisation and recycling*

These priorities reflect the results of the public community surveys and council tax consultation exercises, Member concerns and performance management and inspectorial feedback. For each priority there is likely to be different approaches to prioritisation in terms of service delivery, and this will be determined within the individual service itself. For example on highways in 2008/9 the Council will be introducing a new prioritisation methodology to determine which schemes are implemented. This will ensure a balance between the needs of the asset and the wishes of residents and will lead to increased transparency.

The corporate priority aimed at increasing the number of older people helped to live independently at home will require a careful assessment of individual needs as it is implemented

The corporate priority aimed at improving the life chances for Looked After Children (LAC) focuses partly on the levels of educational attainment. There is evidence that among the population at large there is a clear gender difference in attainment levels.

**3. Is there potential for this service/policy to have a positive impact, such as tackling discrimination, promoting equality of opportunity and / or promoting good community relations, for minority and excluded groups?**

The actions we propose to undertake will deliver improved educational attainment for Looked After Children, better stability of provision and improved health through more dental and annual health checks for this key group. We will improve the educational attainment levels for Looked After Children in comparison with their peer groups, and will increase the number of Looked After Children who achieve at least one GCSE. In addition, the plan will help more Looked After Children to progress to further education or employment with training after they have left school. On the placements front, we will drive fewer children's home placements per year and an increase in the number of fostering placements. The plan will also increase the percentage of adoptions for Looked After Children.

The Council's plans for supporting more vulnerable adults to live at home include:

- *Increasing the range and choice of accommodation options (more supported living and extra care housing)*
- *Increasing the range and sophistication of home and community based care options (more prevention, intermediate care, and homecare services)*
- *Enabling vulnerable adults to organise their own support by making available direct payments and other flexible funding options.*

Our aim is for an additional 1,000 older people to be able to live at home each year. We aim to do this by:

- *Maximising the choice and control people can exercise over the services they receive by enabling vulnerable adults to organise their own support by making available direct payments and other flexible funding options.*
- *Decreasing the numbers of disabled adults and older people who are cared for in residential and nursing homes by increasing the range and choice of accommodation options (more supported living and extra care housing).*
- *Increasing the numbers of people helped to live at home and in other non-institutional settings by increasing the range and sophistication of home and community based care options (more prevention, intermediate care, and homecare services).*

The Corporate Plan is designed to drive and direct actions to deliver an improved quality of life for all the people of Surrey, under the overall strategic direction of the Surrey Community Strategy. Within the Corporate Plan we have identified 4 specific areas where we wish to focus particular attention, and which form the basis for our 4 short term improvement priorities. Two of these are universal and two are targeted at specific segments of the population – children (LAC) and older people. The plan itself is not the source of information on delivery and implementation – this is contained in the detailed Service Delivery Plans. Any assessment of equalities impact needs to look at both the Surrey Community Strategy EIA and the individual EIAs at the service level.

**4. Give details of involvement, consultation and or research undertaken for each relevant equality and diversity strand, upon which this policy/service has had an impact either internally or externally:**

The Corporate Plan is part of a planning framework which is directed by the 2020 Vision and the Surrey Community Strategy.

**Surrey in 2020 Vision and the first Community Strategy**

The original Surrey Strategic Partnership (SSP) in decided to undertake a major engagement and consultation exercise in order to draw up the first Community Strategy. In total, over 3000 people and organisations were engaged over a three-year period, and over 70 organisations signed up to the Surrey in 2020 Vision.

There were four phases to this engagement process:

**Phase 1 – November 2002 to Summer 2003**

An extensive programme of open space events, online and paper based questionnaires; a series of 240 interviews and, approximately 40 focus groups were held with key representatives from public service, voluntary, business sectors and community groups. In all approximately 800 people were involved in this phase of the debate.

The results of this work was evaluated and summarised under the following 6 themes that brought together issues that people believed would be influential or key to Surrey's future development:

- Economic development;
- Travel, access and mobility;
- Housing and associated infrastructure;
- Changing lifestyles;
- Communities, culture and identity; and
- The future of public service delivery and democracy

**Phase 2 – Autumn 2003**

Six workshops, one for each of the above themes, were held involving over 200 technical experts who were asked to explore and evaluate the issues that had been raised during phase one. These workshops were asked to identify those issues that were likely to be most important and for which organisations in Surrey had most influence over.

**Phase 3 – Spring 2004**

The findings from these workshops were then further developed by the SSP, who continued the process of prioritisation across the six themes.

The key outcome of this work was the identification of three key drivers, likely to have a significant impact on the future development of Surrey:



- The culture and identity of Surrey;
- Public and organisations' response to change; and
- Leadership by and co-operation between public services, business and the voluntary sector.

To better understand the implications of these combinations and to have a meaningful debate, four scenarios (videos) were developed that offered possible futures for Surrey that reflected what might develop:

- Forward thinking;
- Independent;
- Playing Safe; and
- Parallel lives.

#### **Phase 4 – Summer 2004**

Over 850 scenario videos in the form of CD ROMs were sent to key organisations and community representatives in Surrey. The groups were invited to look at the scenarios and give views via the online feedback survey.

#### **Focus Groups**

A series of structured public focus groups were also held. These were designed to canvas the views of ordinary members of the public, not previously exposed to the Surrey in 2020 debate. All together, approximately 600 people were involved in this phase of the consultation.

The 'Sample Design' outlined in 'Project 2020 – The Proposal Document' specified the requirement to recruit a representative sample of Surrey residents to ensure an inclusive approach to engagement in the focus groups.

#### **Sample specification:**

In order to capture the diversity of the population of Surrey the sample was designed to consist of 8 focus group discussions, working on the basis of a minimum of coverage to reflect the cultural and geographical diversity of the County.

In addition to these 8 focus group discussions, 7 specific community groups were engaged through separate events. As a result, the Community Strategy published in **November 2004** combined the Surrey in 2020 Vision, together with the LPSA set of 12 projects as an interim action plan.

**5. Given your answers to the previous questions, how will your service or policy be revised to mitigate, reduce or eliminate negative impacts and enhance positive impacts?**

A new engagement strategy will be developed and launched during 2008/9. This will include proposals for a structured approach to segmenting, targeting and understanding the population base in Surrey.

A new corporate planning process is being implemented for the 2009 Corporate Plan. This will greatly broaden the scope of involvement in the prioritisation and activities planning stages of developing the plan. This should allow us to adopt a more targeted and sophisticated approach.

**6. Actions needed to implement the EIA recommendations:**

<b>Action Plan:</b>	<b>Target</b>	<b>Responsibility:</b>	<b>Date to be completed:</b>
A new corporate planning process is now being developed. This will strengthen the participation of Heads of Service in the decision making and prioritisation stages, and will result in a more sophisticated and disaggregated approach to targeting as implementation rolls out. Guidance on equalities and diversity will be included in the formal Business Planning Guidance.	All Service Development Plans to make equality explicit.	Monica Wambu	Sept 2008

**7. If no actions are to be taken with respect to the recommendations please give reasons below:**

N/A

**Action plan review date:** **March 2010**  
**Name of person responsible for review:** **George Rattray**  
**EIA Assessor(s):** **George Rattray**  
**Name Head of Service:** **Neelam Devesher**

**Signed:** \_\_\_\_\_

**Date Completed:** **March 08**

1. Signed hard copy and electronic version to be kept in your team for audit purposes
2. Send an electronic copy to the SCC 'Web Operations Team' for publication on the SCC website
3. Send Action Plan to DIG for review at its next meeting.

**Date sent to Web Operations Team:** \_\_\_\_\_