

Disability Equality Impact Assessment Questionnaire

Policy/Service/Change being assessed: Information Services review- DBC People group	Department: People Group
Person Responsible for Assessment: Melanie Brown, Children's Trust Partnership Manager	Date of assessment: January 2012

Brief description of service and to whom provided/available:

The services that have been proposed to come together as part of the review of Information Services in the People group are:

- Functions of the Information Team- Adults & Social Care
- Family Information Services /Choice Advice/Parent Partnership
- People Group Website maintenance for both ASC and previously 'Children's Services'

The Family Information Services /Choice Advice/Parent Partnership deliver frontline services to the public through casework (Parent Partnership & Choice Advice Services) and a telephone helpline (Family Information Services /Choice Advice/Parent Partnership)

All services within the review maintain information to the public through website information, service directories and other online formats such as Facebook etc...

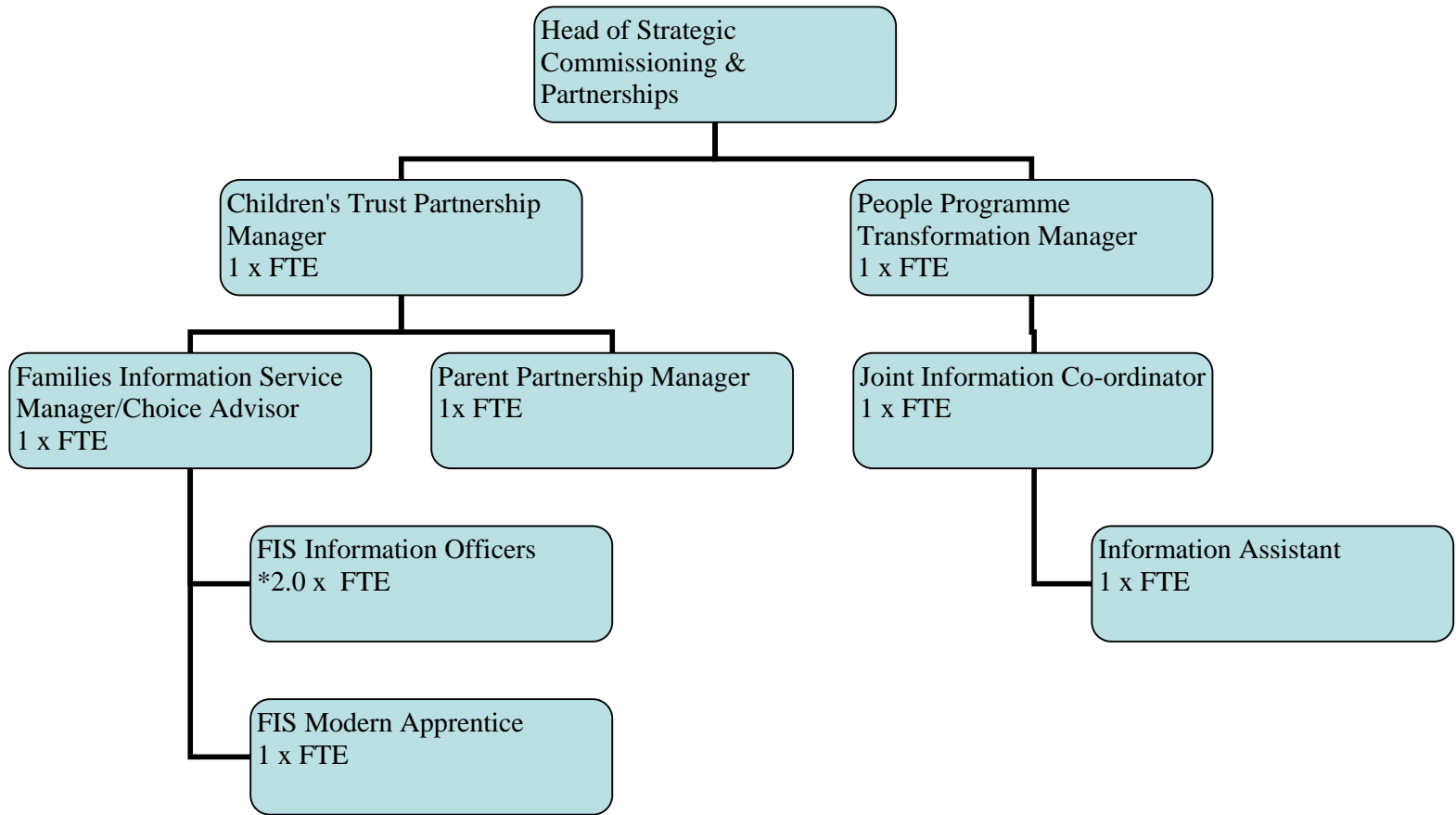
The FIS service is available to all families to access 0-19 and 0-25 if the child is disabled and the PPS is available to support families with children with SEN 0-25. The Choice Advisor supports parents with school admission process. The Adult Social Care team provides the following services to the Adult population in Darlington:

- Adult Social Care leaflet development, co-ordination and distribution
- Website development across Adult Social Care- Learning disability website
- Event co-ordination for Adult Social Care
- Co-production of information, strategies, leaflets for Adult Social Care
- Translation into alternative formats (Easy Read, Braille, alternative languages)
- Newsletters, Deaf newsletter, Visually impaired newsletter, AdSC internal newsletter
- Maintain the Adult Social Care service directory
- Produce Information Packs for service users and carers

- Team has strong links with GOLD readers group and Learning Disability People's Parliament

The changes in the review could have impacts on all of these service users, Adults and families in potentially positive and negative impacts. These impacts would be collated following impact events/sessions which will be undertaken as part of the MTFP 2011-2012 Talking Together proposals.

Currently the teams included in this review are managed as outlined below:



The review is proposing reducing management functions within these teams by bringing the service area under a leaner line

management structure. Structure will be confirmed after the staff consultation process is completed on 13th February 2012 and will be fed into this process at this stage.

Introduction

This template should be used with the Disability Equality Scheme 2006-2009. Completing this template without following the rest of the disability equality impact assessment process outlined in the Scheme does not comprise a disability equality impact assessment.

If, after reading the guidance, you require further information on how to implement the assessment, please contact Peter Roberts, Social Enterprise Development Manager on 01325 388713

Q.1 Is your service/policy/change accessible to all disabled people? Bear in mind any economic, social, environmental, physical, intellectual, cultural, linguistic, technological or other barriers.

Issue	Yes	No	If yes, what evidence do you have to demonstrate this?	If no, what do you plan to do to remove barriers to access?
Physical or mobility impairment	✓		<p>The Family Information Services /Choice Advice/Parent Partnership deliver frontline services to the public through casework (Parent Partnership & Choice Advice Services) and a telephone helpline (Family Information Services /Choice Advice/Parent Partnership)</p> <p>All services within the review maintain information to the public through website information, service directories and other online formats such as Facebook etc. Literature is available in various languages and typed formats (Large, Braille)</p> <p>The FIS service is available to all families to access 0-19 and 0-25 if the child is disabled and the PPS is available to support families with children with SEN 0-25. The Choice Advisor supports parents with school admission process. The Adult Social Care team provides the following services</p>	
Sensory impairment	✓			
Learning disability or mental impairment	✓			
Other disabilities and health conditions covered by the Equality Act 2010	✓			

(eg. diabetes, HIV, multiple sclerosis, depression and cancer)			to the Adult population in Darlington:	
Any other disability issue (e.g. frail/vulnerable people, people with mild impairments who do not perceive themselves as disabled, people with multiple impairment)	✓		<ul style="list-style-type: none"> • Adult Social Care leaflet development, co-ordination and distribution • Website development across Adult Social Care- Learning disability website • Event co-ordination for Adult Social Care • Co-production of information, strategies, leaflets for Adult Social Care • Translation into alternative formats (Easy Read, Braille, alternative languages) • Newsletters, Deaf newsletter, Visually impaired newsletter, AdSC internal newsletter • Maintain the Adult Social Care service directory • Produce Information Packs for service users and carers • Team has strong links with GOLD readers group and Learning Disability People's Parliament <p>There is no proposal to change the eligibility criteria or the referral routes for the public who access the following services provided by the Family Information Services /Choice Advice/Parent Partnership as part of this proposal. The proposal is outlined below: Currently the Parent Partnership Service is managed within the Local Authority's Development and Commissioning structure of the Services for People Group. The Parent Partnership Service is located within Darlington Town Hall in a shared office with the Families' Information Service and the Choice Advice Service. The service is currently delivered by a one full time equivalent (FTE) Parent Partnership Manager who provides the following services to parents in Darlington:</p> <ul style="list-style-type: none"> • The service runs an advice line where parents receive advice relating to special educational needs • The service provides access to independent volunteers who can offer information and support 	

			<p>on a one-to-one basis</p> <ul style="list-style-type: none"> • The service provides information to parents about support groups and services in Darlington • The service develops marketing materials for parents and a newsletter • The service provides parents access to someone impartial to talk to in confidence • The service provides support to parents if they require help to fill in forms • The service provides support to parents if they require help to put forward their views • The service provides a straight forward explanation of educational procedures <p>The service provides support to parents if they require someone to attend meetings with them.</p> <p>Darlington Borough Council is proposing to change the way that the Parent Partnership Service is managed within the Local Authority. The changes that are proposed would bring the following services together in an Information, Advice and Support Service. These services are all statutory and would include: -</p> <ul style="list-style-type: none"> • Choice Advice which provides impartial support for parents in Darlington about school admission process. • Families Information Service • Parent Partnership Service • Adult Social Care Information Team. <p>It is proposed that all of these services are managed by an Information Service Manager who would be responsible for delivering the Choice Advice Service and would manage a team which includes the following posts:</p> <ul style="list-style-type: none"> • Parent Partnership Officer • Joint Information Co-ordinator • Information Officers two FTE posts 	
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		<p>Final structure will be confirmed after 13th February 2012 when the staff consultation process is completed.</p> <p>This new service would continue to be located within the local authority Development and Commissioning structure of the Services for People Group.</p> <p>What would be the proposed changes to the Parent Partnership Service?</p> <ul style="list-style-type: none"> • A new post of Parent Partnership Officer has been developed and it is proposed this will replace the current Parent Partnership Manager post • All of the services that have been proposed to be part of the Information Service will be managed by one manager. This is proposed to be the post of Information Service Manager • Currently during staff holiday periods there is no dedicated cover for the Parent Partnership Service by having a wider team some support will be available to parents in school holiday periods. • Currently the Parent Partnership Manager is responsible for the development of the newsletter, developing marketing materials for the service and maintaining the website and maintaining the facebook page. The remit for developing and maintaining all of these will transfer to the proposed Information Officer posts. • Currently the Parent Partnership Service has no active independent parental supporters. This is an area that the Parent Partnership Officer will be required to develop. The current post of Parent Partnership Manager has a remit to supervise and support independent parental supporters and this remit will transfer to the Parent Partnership Officer. • The services below are currently provided by the Parent Partnership Manager and it is proposed the 	
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			<p>remit for these are transferred to the post of Parent Partnership Officer:</p> <ol style="list-style-type: none"> 1. Information about support groups and services in Darlington 2. The service runs an advice line where parents receive advice relating to special educational needs 3. The service provides access to independent volunteers who can offer information and support on a one-to-one basis 4. The service provides parents access to someone impartial to talk to in confidence 5. Support to parents if they require help to fill in forms 6. Support to parents if they require help to put forward their views 7. A straight forward explanation of educational procedures 8. Support to parents if they require someone to attend meetings with them 	
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Q.2 (a) For whatever reason, does your service treat any group of disabled people differently from its other service users?

Yes
No

✓

If you have answered 'yes', please specify those individuals or groups affected and whether the impact has the potential to be adverse.

The services outlined in the review provide services to:

- Disabled people, children, families and Adults

(b) What needs to be done to prevent any potentially adverse impact?

The requirement for all service to ensure appropriate and proportionate impact assessments are carried out with disabled people and parents and carers of disabled people.

a) Do you promote disability equality within your service? (e.g. through departmental equalities group, innovative marketing or community engagement techniques)

Yes
No

✓

If you have answered 'yes', please give examples of how equality is promoted.

The services within this review in the People group aim to address inequality and narrow the poverty gap within the community. Examples of this are through providing information on childcare options for families seeking employment.

The services provide support to Adults, parents and carers of children, young people and their families and vulnerable groups such as parents and carers of disabled children.

(b) Do you promote positive attitudes towards disabled people? (e.g. through customer care training, cultural issues awareness training, the use of images of disabled people in your publicity material)

Yes
No

x

If you have answered 'yes', please give examples.

The Council as a whole promotes a positive attitude to disabled people in both the recruitment, employment and providing services to disabled members of the community.

Employees are made aware of disability issues including access to services, buildings and information. The Council is committed to ensuring that information available to the public is in an easy read format and accessible in various methods and in multiple locations

Q.4 Are there any plans in place within your Service to promote disability equality more effectively?

Yes

X

No

If yes, please outline what you intend to do (including details, if known, of timescales and areas to be covered, etc.)

The Council as a whole promotes disability equality through training and policies in place. All employees of the local authority must adhere to this and this is not specific to this service area but a Council wide approach.