

# Predictive Equality Impact Assessment (PEIA) FOR COUNCIL DECISIONS ONLY



## Title of report or proposal:

CABINET MEMBER DECISION REGARDING USE OF MEASURED TERM CONTRACTS FOR THE WORKS TO THE COMMUNITY SUPPORT CENTRE GROUND FLOOR 145 - 155 KING STREET, HAMMERSMITH W6

## Describe in full the aims, objectives and purpose of the proposal, including desired outcomes:

The purpose of the report is to request approval to extend the limit for use of the Measured Term Contract arrangements for Non Housing Projects and to issue an order to an appointed contractor under this framework agreement.

The Community Support Centre is being created on the ground floor of 145 King Street to deliver a single Reception Point and single telephone Hotline for Housing, Adult Social Care and Children's Service customers. The drivers for the creation of the Community Support Centre are to achieve:

- the Council's longer term goal of reducing service dependency to Adults and Housing Services by providing high quality screening at the front line and signposting users to alternative providers where applicable.
- a multi- disciplinary access point providing much better safeguards for vulnerable adults and at risk children than the current separate reception and access arrangements
- a more cost effective delivery model through the consolidation of four reception points into one
- improved customer service for service users through; fewer visits to multiple reception points; fewer visits on the whole (by greater resolution the first time); less need to provide the same information to different professionals; improved reception facilities, improved waiting times, greater clarity on how to navigate access to services (if eligible), improved telephone service and telephone capability

savings within the business case

Department:

Community Services

Form and report MUST be checked and countersigned by the Principal Policy Officer – Equalities (Pinakin Patel) before the report proceeds to the Cabinet Member(s).

Officer Responsible:

James Reilly, Director of Community Services. Extension 5000, James.Reilly@lbhf.gov.uk  
(Signature, Print Name, Contact Number and Email Address)

PPO Equalities:

Signed off by Pinakin Patel at 15.29 on 29/11/07.Tel 020 8753 5727 email pinakin.patel@lbhf.gov.uk  
(Signature, Print Name, Contact Number and Email Address)

PLEASE ANSWER THE FOLLOWING QUESTIONS:

Who are the main people that this decision will affect?

The Community Support Centre will affect residents of the borough who prefer face to face contact with the Council due to the nature of the services they are accessing and staff working in the related service areas.

## 2. Identify the risks that could prevent the planned outcomes

The Community Support Centre will address a hitherto long-standing risk faced by the Council – i.e. that service offerings in these areas have often been seen by customers as being disjointed and requiring the customer themselves to do the joining up. The main risk to the proposal's outcomes is that people's expectations may precede our ability to deliver changes in these areas (all of which will require

considerable effort over a period of time).

**3. Could the proposal have a positive impact on a) race b) disability c) gender d) sexual orientation e) age f) belief system groups? (Please provide evidence e.g. user feedback, complaints, ethnic monitoring, diversity monitoring?)**

**a) b) c) d) e) f)** The current lack of joining-up in service delivery creates ongoing difficulties for all residents, who first of all need to work out how the Council “works” before they can secure adequate service provision. This was very clearly demonstrated in the research carried out and documented within the Customer First Strategy. It has a disproportionately adverse effect on several of the groups mentioned above who will have their own particular added difficulties in negotiating their way through the current set-up. By bringing key services together into a coherent whole, we will be making an essential first step towards making long term improvements for all groups.

**4. Could the proposal have a negative impact on a) race b) disability c) gender d) sexual orientation e) age f) belief system groups? (Please provide evidence e.g. user feedback, complaints, ethnic monitoring, diversity monitoring?)**

**a) b) c) d) e) f)** Although the Community Support Centre will join up services on one site, this will not lead to any negative impacts as the current locations are within close proximity of each other within the King Street area of Hammersmith.

**5. Can any negative impact of the decision be justified?**

N/A

**6. If you have undertaken any internal/ external research or consultation(s) please list these below:**

Considerable internal and external research has been carried out and is documented within the Customer First Strategy.

**7. Do you need to undertake any further consultation? If so, what and with whom?**

Consultation is taking place with staff and stakeholders as the Community Support Centre project progresses.