

Associated guidance for this document can be found [here](#). Each section has a link to the relevant section within the guidance document.

1 Details of the activity (i.e. the policy, strategy, service, project or function)

1.1 Directorate	Adult Services
1.2 Service	Business Development Team

1.3 Title of the activity (i.e. the policy, strategy, service, project or function):
Direct Payments

1.4 Brief description of the activity:
Implement a new model for Direct Payments expanding the DP payment offer via a targeted approach. Bringing together the various functions of DP activity in to one team taking responsibility for the promotion, administration, validation and payments in one team.

1.5 If the activity involves working with other directorates, partners or joint commissioning please state who is involved:
ICB, Penderels, Mastercard and Curamcare

1.6 Will all or part of the activity be delivered through a provider external to the Council? If Yes, please refer to the Corporate Procurement Processes
Yes

1.7 If Yes, please explain what element(s) of the activity will be delivered through an external provider:
The recruitment of PA and provision of employment advice and guidance is delivered via a commissioned service with Penderels. The DP and PHB use PFS cards for the delivery of funds and this is a commissioned service with Mastercard.

1.8 Which areas of the city will be impacted?	
Whole City	<input checked="" type="checkbox"/>
Coalfield	<input type="checkbox"/>
East	<input type="checkbox"/>
North	<input type="checkbox"/>
Washington	<input type="checkbox"/>
West	<input type="checkbox"/>
Internal Council Activity – Impact on employees	<input checked="" type="checkbox"/>

1.9 Is the activity targeted at protected characteristics or any other key groups?	
All of the below	<input type="checkbox"/>
Age (e.g. older people, younger people/children, a specific age group)	<input checked="" type="checkbox"/>
Disability (e.g. mobility, long term health conditions, sensory impairment or loss, learning disability, neurological diversity or mental health)	<input checked="" type="checkbox"/>
Marriage and civil partnership	<input type="checkbox"/>
Pregnancy and maternity (including breastfeeding)	<input type="checkbox"/>
Race	<input type="checkbox"/>
Religion or belief (including no belief)	<input type="checkbox"/>
Sex	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>
Human Rights	<input type="checkbox"/>
Care Experienced People	<input type="checkbox"/>
Other vulnerable groups and people with complex needs (e.g. veterans, children and young people who are cared for or care experienced, carers, domestic abuse victims and survivors, ex-offenders etc.)	<input checked="" type="checkbox"/>
People vulnerable to socio-economic deprivation (e.g. unemployed, low income, living in deprived areas, poor/no accommodation, low skills, low literacy etc.)	<input type="checkbox"/>

Please complete the Completed By and Version Table below

Completed by:	Julie Lynn
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Version	Status	Author	Comments	Date Issued
1.0	Complete	Julie Lynn		04/01/2023

2 Data and Intelligence

[Guidance for this section](#)

2.1 What data and intelligence has informed the activity?
Demographic information, capacity and demand information. ASCOF measures. SALT statutory returns, Use of Resources, CLD statutory returns, Care Act 2014.
2.2 Summary of data / intelligence / consultation outcomes to inform understanding of differences in:
<ul style="list-style-type: none"> the way people use, access or experience your activity; how the activity may impact; and/or outcomes for different groups?
User survey, Carers survey, complaints and compliments and customer feedback via casefile audits.

3 Equality and Human Rights

[Guidance for this section](#)

3.1 Eliminate discrimination, harassment and victimisation
What impact will the activity have?
Not Applicable
Explain how/why:

3.2 Advance equality of opportunity between people who share a protected characteristic and those who do not
What impact will the activity have?
Positive
Explain how/why:
The service is provided based on eligibility and need irrespective of background or protected characteristics. It will ensure vulnerable individuals are supported as needed and have choice and control on how the support is provided. For those with protected characteristics they can use a DP/PHB more flexibly to seek support that aligns with their beliefs, race, religion etc. E.g., paying for support to be provided by someone who speaks their language or understands their cultural values and needs.

3.3 Foster good relations between people who share a protected characteristic and those who do not
What impact will the activity have?
Positive
Explain how/why:
The service is provided based on eligibility and need irrespective of background or protected characteristics. It will ensure vulnerable individuals are supported as needed and have choice and control on how the support is provided. It could be used to support fostering good relations as DP/PHB can be used flexibly and joined up with other individuals to develop or access services collectively on shared interests and outcomes e.g., creating a community group that provides day opportunities.

3.4 Age (older ages, children and young people, middle ages, an age range or a specific age)
What impact will the activity have?
Positive
Explain how/why:
The service is provided based on eligibility and need irrespective of background or protected characteristics. It will ensure vulnerable individuals are supported as needed and have choice and control on how the support is provided.
For those of different age ranges they can use a DP/PHB more flexibly to seek support that aligns with age related interests and support.

3.5 Disability (mobility, long-term health conditions, sensory, learning disability, neurological diversity or mental health)
What impact will the activity have?
Positive
Explain how/why:
The service is provided based on eligibility and need irrespective of background or protected characteristics. It will ensure vulnerable individuals are supported as needed and have choice and control on how the support is provided.
DP/PHB can be used more flexibly than commissioned care in that they can be used to ensure support is provided to meet social care needs whilst also being used to ensure interests and values continue to be maintained. E.g accessing social situations such as going to the football matches etc

3.6 Gender reassignment (the process of transitioning from one sex to another)
What impact will the activity have?
Positive
Explain how/why:
The service is provided based on eligibility and need irrespective of background or protected characteristics. It will ensure vulnerable individuals are supported as needed and have choice and control on how the support is provided.
For those with protected characteristics they can use a DP/PHB more flexibly to seek support that aligns with their circumstances. E.g., paying for support to be provided by someone who has been through gender reassignment and understands the very specific circumstances of a customer

3.7 Marriage and Civil Partnership
What impact will the activity have?
Not Applicable
Explain how/why:

3.8 Pregnancy and maternity (including breastfeeding)
What impact will the activity have?
Not Applicable
Explain how/why:

3.9 Race (colour, ethnicity, country of origin, culture, etc.)
What impact will the activity have?
Positive
Explain how/why:
The service is provided based on eligibility and need irrespective of background or protected characteristics. It will ensure vulnerable individuals are supported as needed and have choice and control on how the support is provided.
For those with protected characteristics they can use a DP/PHB more flexibly to seek support that aligns with their beliefs, race, religion etc. E.g. paying for support to be provided by someone who speaks their language or understands their cultural values and needs.
3.10 Religion / Belief (including no belief)
What impact will the activity have?
Positive
Explain how/why:
The service is provided based on eligibility and need irrespective of background or protected characteristics. It will ensure vulnerable individuals are supported as needed and have choice and control on how the support is provided.
For those with protected characteristics they can use a DP/PHB more flexibly to seek support that aligns with their beliefs, race, religion etc. E.g. paying for support to be provided by someone who speaks their language or understands their cultural values and needs.
3.11 Sex (male or female)
What impact will the activity have?
Positive
Explain how/why:
The service is provided based on eligibility and need irrespective of background or protected characteristics. It will ensure vulnerable individuals are supported as needed and have choice and control on how the support is provided.
A DP/PHB can be used more flexibly to seek support that aligns with gender related issues e.g if the individual may prefer to have access a service delivered by someone of the same sex.
3.12 Sexual orientation
What impact will the activity have?
Positive
Explain how/why:
The service is provided based on eligibility and need irrespective of background or protected characteristics. It will ensure vulnerable individuals are supported as needed and have choice and control on how the support is provided.
3.13 Will the activity impact on an individual's Human Rights as enshrined in UK law?
What impact will the activity have?
Not Applicable
Explain how/why:

3.14 Other vulnerable groups and people with complex needs (e.g. veterans, children and young people cared for and care experienced, carers, domestic abuse victims and survivors, ex-offenders, homeless or multiple complexities/characteristics)
What impact will the activity have?
Positive
Explain how/why:
The service is provided based on eligibility and need irrespective of background or protected characteristics. It will ensure vulnerable individuals are supported as needed and have choice and control on how the support is provided, e.g., pay for accommodation or property clearance.

4 Reducing socio-economic and digital inequalities

[Guidance for this section](#)

Will the activity:

4.1 Impact on residents' financial circumstances	Positive
4.2 Impact on housing, including type, range, affordability, quality and/or condition	Not Applicable
4.3 Impact on digital inclusion or access	Not Applicable
4.4 Impact on education, skills and lifelong learning	Not Applicable
4.5 Impact on employment, including quality and access	Not Applicable

4.6 Outline the impact your activity will have, including how you propose to mitigate any negative impacts and maximise positive outcomes
The service is provided based on eligibility and need irrespective of background or protected characteristics including age and as such will be a positive impact for those in receipt of services at an appropriate level and cost. The hourly rate for DP/PHB is lower than that of commissioned services and as such may mean a lower charge for social care services for some.
4.7 Outline how you will measure the anticipated impact(s)
Performance framework to measure outcomes for customer of ASC, customer feedback and numbers taking up a DP/PHB.

5 Improving population health and reducing health inequalities

[Guidance for this section](#)

Will the activity:

5.1 Help promote healthy living	Positive
5.2 Help promote safe and inclusive environments	Positive
5.3 Impact on children, young people and families	Positive
5.4 Impact on natural and built surroundings	Not Applicable
5.5 Impact on accessibility and active travel encouraging active behaviours	Positive
5.6 Impact on living independently	Positive

5.7 Outline the impact your activity will have, including how you propose to mitigate any negative impacts and maximise positive outcomes
The services will continue to support people to maintain independence through the use support purchased using a DP/PHB this can be personalised to meet the individual needs of a customer allowing them to live independently in the community and able to access activities that are of interest to them. PHB/DP can be used for all eligible care and support needs which can include support to take medication, attend health appts, travel to venues for social activities or enable them to remain at home rather than move into 24-hour care.

5.8 Outline how you will measure the anticipated impact(s)
Performance measures on the use of services, customer feedback and outcomes. Impact on budgets from reducing costs of service provision.

6 Carbon reduction and sustainability

[Guidance for this section](#)

Will the activity:

6.1 Adapting our behaviour (environmentally significant)	Not Applicable
6.2 Impact on biodiversity and natural environment	Not Applicable
6.3 Impact on energy efficient built environment	Not Applicable
6.4 Impact on renewable energy generation and storage	Not Applicable
6.5 Impact on travel and active transport	Not Applicable
6.6 Impact on the green economy	Not Applicable
6.7 Impact on waste, recycling and consumption	Not Applicable

6.8 Outline the impact your activity will have, including how you propose to mitigate any negative impacts and maximise positive outcomes
6.9 Outline how you will measure the anticipated impact(s)

7 Community wealth building

[Guidance for this section](#)

Will the activity:

7.1 Impact on community wealth and social value	Positive
7.2 Impact on social inclusion, integration, and fostering good relations	Positive
7.3 Impact on crime reduction, anti-social behaviour and community safety	Not Applicable
7.4 Impact on access to services	Positive

7.5 Outline the impact your activity will have, including how you propose to mitigate any negative impacts and maximise positive outcomes
A DP/PHB can be used and is for a lot of customers to support their ability to access or maintain employment, access services and support within the local community and to support social inclusion and integration.
7.6 Outline how you will measure the anticipated impact(s)
Performance outcomes , user survey, customer feedback and use case information.

8 Key Actions

Any key actions identified throughout the IIA should be recorded here. This will be the action plan linked to your activity and should be implemented to ensure all inequalities or negative impacts are mitigated.

Key Actions	Timescale	Responsible Officer	Review Date

Please complete the Responsible Officer information below

Responsible officer sign off:	
Name	Julie Lynn
Job Title	Head of BDT
Responsible officer for reviewing actions:	
Name	Julie Lynn
Job Title	Head of BDT

To support the council's reporting processes in relation to IIA, please use the following naming convention: IIA_(Name_of_activity).

Once you have completed the IIA and it is signed off, please send the final document as an **attachment** to: IIA@sunderland.gov.uk

IIAs will be stored in this central database for corporate analysis. **No feedback will be returned on an individual basis as IIAs are received.**