

## Part A

### Initial Impact Assessment

**Proposal name**

Healthwatch Commissioning Strategy

#### **Brief aim(s) of the proposal and the outcome(s) you want to achieve**

The provision of local Healthwatch services is a statutory obligation under the Health and Social Care Act 2012. Local Authorities fund local Healthwatch services, delivering statutory functions:

- obtaining the views of local people about their needs and experiences.
- making reports and recommendations about how services should be improved.
- promoting and supporting the involvement of people in the monitoring and commissioning of health and social care services.
- providing information and advice to the public for accessing social care services.
- sharing reviews and experiences with Healthwatch England; and
- making recommendations to Healthwatch England to advise the Care Quality Commission (CQC).

Local Healthwatch provision is integral to the delivery of our Living the Life you want to live 2022-2030 strategy, in particular:

1. Safe and Well – Healthwatch services share reviews and recommendations on improvements and people’s needs and experiences.
2. Active and Independent – the role of Healthwatch Sheffield as an advocate for people’s voices within the adult health and social care system as an independent voice.
3. Connected and Engaged – Healthwatch Sheffield promotes the voices of people, reaching seldom-heard communities.
4. Efficient and Effective – Healthwatch services provide critical challenge and advice, holding services and systems to account.

The outcome of this Healthwatch Commissioning Strategy is to secure Healthwatch provision in Sheffield following the expected contract end date of March 2024. This is in two strands:

1. extend the current contracting arrangements with Healthwatch Sheffield by 6 months to September 2024 to ensure continuity of this statutory provision.
2. Use the contract extension period to review Healthwatch Sheffield and implement a longer-term commissioning approach.

This EIA will be developed, reviewed, and updated to inform the ongoing development of the strategy itself.

#### **Proposal type**

Budget       **non-Budget**

#### **If Budget, is it Entered on Q Tier?**

Yes       No

If yes what is the Q Tier reference

**Year of proposal (s)**

<input type="radio"/> 21/22	<input type="radio"/> 23/23	<input checked="" type="radio"/> <b>23/24</b>	<input checked="" type="radio"/> <b>24/25</b>	<input checked="" type="radio"/> other
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**Decision Type**

- Coop Exec
- Committee (e.g. Health Committee)
- Leader
- Individual Coop Exec Member
- Executive Director/Director
- Officer Decisions (Non-Key)
- Council (e.g. Budget and Housing Revenue Account)
- Regulatory Committees (e.g. Licensing Committee)

**Lead Committee Member**

Cllr Angela Argenzio

**Lead Director for Proposal**

Alexis Chappell

**Person filling in this EIA form**

Charlotte Murrie

**EIA start date**

30/11/2023

**Equality Lead Officer**

- |                                      |   |
|--------------------------------------|---|
| <input type="radio"/> Adele Robinson | <input checked="" type="radio"/> <b>Ed Sexton</b> |
| <input type="radio"/> Bashir Khan    | <input type="radio"/> Louise Nunn                 |
| <input type="radio"/> Beverley Law   | <input type="radio"/> Richard Bartlett            |

**Lead Equality Objective ([see for detail](#))**

<input checked="" type="radio"/> <b>Understanding Communities</b>	<input type="radio"/> Workforce Diversity	<input checked="" type="radio"/> Leading the city in celebrating & promoting inclusion	<input checked="" type="radio"/> Break the cycle and improve life chances
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**Portfolio, Service and Team**

**Is this Cross-Portfolio**

- Yes       No

**Portfolio**

Adult Care and Wellbeing

Is the EIA joint with another organisation (eg NHS)?

- Yes       No      Please specify

**Consultation**

**Is consultation required (Read the guidance in relation to this area)**

- Yes       No

**If consultation is not required please state why**

Consultation with stakeholders has taken place on 13 November 2023 to gain feedback about provision of Healthwatch by Voluntary Action Sheffield. We also know from the various reports produced by Healthwatch Sheffield and the way in which individuals and services have been supported through Healthwatch to shape provision that the role the service provides is needed and respected.

We expect to further consult with stakeholders as the Healthwatch Commissioning Strategy progresses. This will include market testing in January 2024 to understand whether there are other viable options to the current delivery arrangements within the market and where improvements could be made to current provision.

**Are Staff who may be affected by these proposals aware of them**

Yes  No

**Are Customers who may be affected by these proposals aware of them**

Yes  No

**If you have said no to either please say why**

Healthwatch Sheffield will give notice to staff in the new year if the proposal to extend the contract by 6 months is not agreed – we would work with Healthwatch Sheffield at this time if this were the case. Adult Care would work with Healthwatch Sheffield to support staff through this transition as needed.

We will consult and support customers through a transition to a new provider as appropriate following any tender as part of transition planning with the new provider. We would work to minimise the impact on customers once the proposal progresses.

## Initial Impact

Under the [Public Sector Equality Duty](#) we have to pay due regard to the need to:

- eliminate discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations

For a range of people who share protected characteristics, more information is available on the [Council website](#) including the [Community Knowledge Profiles](#).

## Identify Impacts

**Identify which characteristic the proposal has an impact on tick all that apply**

<input checked="" type="radio"/> Health	<input checked="" type="radio"/> Transgender
<input checked="" type="radio"/> Age	<input checked="" type="radio"/> Carers
<input checked="" type="radio"/> Disability	<input checked="" type="radio"/> Voluntary/Community & Faith Sectors
<input checked="" type="radio"/> Pregnancy/Maternity	<input checked="" type="radio"/> Partners
<input checked="" type="radio"/> Race	<input type="radio"/> Cohesion
<input checked="" type="radio"/> Religion/Belief	<input checked="" type="radio"/> Poverty & Financial Inclusion
<input checked="" type="radio"/> Sex	<input type="radio"/> Armed Forces
<input checked="" type="radio"/> Sexual Orientation	<input type="radio"/> Other

## Cumulative Impact

**Does the Proposal have a cumulative impact**

Yes  No

<input checked="" type="radio"/> <b>Year on Year</b>	<input checked="" type="radio"/> <b>Across a Community of Identity/Interest</b>
<input type="radio"/> Geographical Area	<input type="radio"/> Other

*If yes, details of impact*

Healthwatch Sheffield's insight and constructive advice to health and care services is cumulative, working year on year to affect change and improve services for individuals and communities. These communities often include those who are seldom-heard, individuals who are disabled, elderly, pregnant, and people in need of health and care services. Maintaining Healthwatch Sheffield provision will support the continuing engagement and involvement of people in Sheffield in the improvement of health and care services in the city in line with the Living the life you want to live strategy.

**Proposal has geographical impact across Sheffield**

Yes  No

*If Yes, details of geographical impact across Sheffield*

The provision of support through Healthwatch has whole city impact. Healthwatch Sheffield also contribute to ICP/ICB level work.

**Local Area Committee Area(s) impacted**

All  Specific

*If Specific, name of Local Committee Area(s) impacted*

## Initial Impact Overview

**Based on the information about the proposal what will the overall equality impact?**

The outcome of this Healthwatch Commissioning Strategy is to secure Healthwatch provision in Sheffield following the expected contract end date of March 2024. This is in two strands:

1. extend the current contracting arrangements with Healthwatch Sheffield by 6 months to September 2024 to ensure continuity of this statutory provision.
2. Use the contract extension period to review Healthwatch Sheffield and implement a longer-term commissioning approach.

Maintaining the provision of Healthwatch Sheffield services is integral to supporting the Council's equality duties. It supports the inclusion of people's voices in the development of health and care services and policies. People who use Healthwatch Sheffield services share many protected characteristics.

**Is a Full impact Assessment required at this stage?**  Yes  No

**If the impact is more than minor, in that it will impact on a particular protected characteristic you must complete a full impact assessment below.**

**EIAs must be agreed and signed off by the Equality lead Officer in your Portfolio or corporately. Has this been signed off?**

- Yes  No

Date agreed

Name of EIA lead officer

Ed Sexton

## Part B

### Full Impact Assessment

#### Health

**Does the Proposal have a significant impact on health and well-being (including effects on the wider determinants of health)?**

- Yes**  **No** *if Yes, complete section below*

#### Staff

- Yes**  **No**

#### Customers

- Yes**  **No**

#### Details of impact

Continued commissioning of local Healthwatch services is a statutory requirement. Healthwatch Sheffield is the local health and social care champion of people in the city. They ensure leaders and decision makers hear the voice of people in the city and improve health and care services accordingly. They provide reliable and trustworthy information and advice about health and care services. The involvement of the service as a customer representative is heard at Sheffield health & wellbeing Board, Sheffield Health and Care Partnership, Health Scrutiny sub-committee, South Yorkshire Integrated Care Board and South Yorkshire Integrated Care Partnership (through Healthwatch Doncaster). The service is integral to the continued critical insight and development of health and care services in the city, ensuring they are fit for purpose.

#### Comprehensive Health Impact Assessment being completed

- Yes  **No**

*Please attach health impact assessment as a supporting document below.*

#### Public Health Leads has signed off the health impact(s) of this EIA

- Yes  **No**

**Name of Health Lead Officer**

## Age

### Impact on Staff

Yes  No

### Impact on Customers

Yes  No

### Details of impact

According to POPPI data, in 2020, there are approximately 95,000 people aged over 65 in Sheffield. The 2030 estimate indicates a rise to 108,200. This increase in the number of older adults in the city could mean an increase in the need for services or support. An ageing population means more people with long term health conditions, and a higher risk of having 2 or more at the same time. This makes care and support more challenging in old age.

Older people are significantly the highest proportion of users of adult health and social care services. Much of the initial engagement and strategy development work focused on understanding people's experiences of ageing and how the strategy can suitably change the system to ensure this is a more positive experience in Sheffield.

Local Healthwatch services have supported working age adults, such as people with Long Covid, people with Learning Disabilities, carers, and people who need advice about health and care services.

The National Institute for Health and Care research states that 'two-thirds of adults aged over 65 are expected to be living with multiple health conditions (multi-morbidity) by 2035. Seventeen percent would be living with four or more diseases, double the number in 2015. One-third of these people would have a mental illness like dementia or depression.' This makes care and support more challenging in old age. The paper also highlights that 'the growing number of younger people with multi-morbidity, particularly obesity-related diseases, will contribute to the health and social care burden as they age.' As this data is based on predictions, it's likely that some of these health conditions are developing in the working age population – a preventative approach would benefit the longer-term provision of care.

Continuing to deliver Healthwatch Sheffield services will support people across the age spectrum in Sheffield to improve health and care services in Sheffield.

## Disability

### Impact on Staff

Yes  No

### Impact on Customers

Yes  No

### Details of impact

Census 2021 data indicates 9.1% of Sheffield residents identified as being disabled, a decrease from 10.6% in 2011 (age-standardised proportions). This equates to approximately 33000 people. For those of State Pension age, the percentage reporting a disability has been between 42% and 46% in every year of the past decade, which could mean approximately 43500 people with a disability 65 and over (there will be some discrepancies in these figures due to matching across state pension age, which has been increasing gradually, with population figures that are set at 65 and over).

Healthwatch Sheffield supports people with a disability to feedback on health and care services and see improvements that matter to them.

## Pregnancy/Maternity

### Impact on Staff

Yes  No

### Impact on Customers

Yes  No

### Details of impact

Healthwatch Sheffield ran a project in 2022/23 to explore experiences of people in maternity care. Healthwatch advice and information services also support people to access health and care services while pregnant. Pregnancy and maternity are an opportunity for the adult social care system to advocate for people, where required, ensuring they receive the same quality of service and access to pregnancy and maternity services and support. The continued provision of Healthwatch services local to Sheffield will help improve pregnancy and maternity services.

## Race

### Impact on Staff

Yes  No

### Impact on Customers

Yes  No

### Details of impact

Sheffield is an ethnically diverse city, with around 19% of its population from black or minority ethnic groups. The largest of those groups is the Pakistani community, but Sheffield also has large Caribbean, Indian, Bangladeshi, Somali, Yemeni and Chinese communities.

We know that the coronavirus pandemic has made inequalities worse. National research (CQC State of Care Report 2020) found that there were higher rates of death from coronavirus in Black and Asian ethnic groups.

Detailed in their 2022/23 report, Healthwatch Sheffield worked with Age UK to speak to older people in communities marginalised by race about their experiences. This also included work on Long Covid in the city. They continue to focus on increasing their engagement with communities across Sheffield, ensuring

their voices contribute to the ongoing improvements in health and care services in the city.

## Religion/Belief

### Impact on Staff

Yes  No

### Impact on Customers

Yes  No

### Details of impact

Provision of local Healthwatch services will ensure that people's experiences of health and care in Sheffield are focussed on what matters to them. Where people experience poor services and/or discrimination by the health and care system due to their religion/belief, Healthwatch Sheffield would support them through information and advice, and through their role as a critical friend to the system. Where relevant and appropriate, this would include sharing concerns with regulatory and government bodies (including the national Healthwatch organisation) to ensure appropriate concerns and improvements were raised.

## Sex

### Impact on Staff

Yes  No

### Impact on Customers

Yes  No

### Details of impact

Provision of local Healthwatch services will ensure that people's experiences of health and care in Sheffield are focussed on what matters to them. Where people experience poor services and/or discrimination by the health and care system due to their sex, Healthwatch Sheffield would support them through information and advice, and through their role as a critical friend to the system. Where relevant and appropriate, this would include sharing concerns with regulatory and government bodies (including the national Healthwatch organisation) to ensure appropriate concerns and improvements were raised.



## Sexual Orientation

### Impact on Staff

Yes       No

### Impact on Customers

Yes       No

### Details of impact

Managing disability and ageing is challenging for everyone, however being LGBTQ+ alongside this can present extra difficulties. The LGBTQ+ community is more likely to have experienced prejudice, discrimination, or harassment. People should feel safe to share and explore their sexual orientation.

Provision of local Healthwatch services will ensure that people's experiences of health and care in Sheffield are focussed on what matters to them. Where people experience poor services and/or discrimination by the health and care system due to their sexual orientation, Healthwatch Sheffield would support them through information and advice, and through their role as a critical friend to the system. Where relevant and appropriate, this would include sharing concerns with regulatory and government bodies (including the national Healthwatch organisation) to ensure appropriate concerns and improvements were raised.

## Gender Reassignment (Transgender)

### Impact on Staff

Yes       No

### Impact on Customers

Yes       No

### Details of impact

Provision of local Healthwatch services will ensure that people's experiences of health and care in Sheffield are focussed on what matters to them. Where people experience poor services and/or discrimination by the health and care system due to their gender reassignment or identity, Healthwatch Sheffield would support them through information and advice, and through their role as a critical friend to the system. Where relevant and appropriate, this would include sharing concerns with regulatory and government bodies (including the national Healthwatch organisation) to ensure appropriate concerns and improvements were raised.

## Carers

### Impact on Staff

Yes       No

### Impact on Customers

Yes       No

### Details of impact

In Sheffield, 1 in 10 people are carers (2011 Census) and 12% of carers are estimated to be of working age. Healthwatch Sheffield work with carers in many ways (for example, in 2022/23 through the Chance to Choose project to support the improvement of learning disability services in Sheffield). The services provide advice and guidance to carers and ensure their voices are heard in the development and design of health and care services and policy in Sheffield.

## Voluntary, Community & Faith sectors

### Impact on Staff

Yes       No

### Impact on Customers

Yes       No

### Details of impact

The adult social care strategy is a whole system approach to providing care and support in Sheffield. This includes the voluntary, community and faith sectors which should be seen as a vital part of that system, supporting many people in their communities often preventing need arising in the first place or de-escalating crises. Sheffield has a well-established, vibrant voluntary, community and faith sector. It is these often-smaller organisations, rooted in the community, that keep people well, understand their needs more intrinsically and advocate for their communities.

Healthwatch Sheffield is a leading voice in the city. Through contractual and legislative arrangements, the service must be provided by a social enterprise provider. In Sheffield currently this is through Voluntary Action Sheffield. The service effectively and regularly works in partnership with the VCF sector in the city to amplify the voices of people who use their services and their organisations through their partnership working approach.

## Partners

### Impact on Staff

Yes       No

### Impact on Customers

Yes       No

### Details of impact

Healthwatch Sheffield is a leading voice in the city. They support the facilitation of excellent dialogues across partner organisations through their focus on individual voice in service and policy design and their impartiality. Their impartiality supports effective joint working across health and care.

## Cohesion

### Staff

Yes       No

### Customers

Yes       No

### Details of impact

## Poverty & Financial Inclusion

### Impact on Staff

Yes       No

### Impact on Customers

Yes       No

### Please explain the impact

Adult social care is responsible for making sure services are coordinated, effective, and suitable to meet the needs of individuals. It includes making sure people can choose how their support is provided and making sure the support available can meet the needs of the local population. Healthwatch Sheffield help ensure this to happen by highlighting where gaps or issues are arising in the health and care system in Sheffield.

Healthwatch's remit recognises the impact of socio-economic factors in people's experience of and access to health and care. Healthwatch Sheffield supports people with health and care information and advice, and through their role as a critical friend to the system. Where relevant and appropriate, this would include sharing concerns with regulatory and government bodies (including the national Healthwatch organisation) to ensure appropriate concerns and improvements were raised.

## Armed Forces

### Impact on Staff

Yes       No

### Impact on Customers

Yes       No

### Details of impact

## Other

*Please specify*

### Impact on Staff

Yes       No

### Impact on Customers

Yes       No

### Details of impact

## Action Plan and Supporting Evidence

**What actions will you take, please include an Action Plan including timescales**

On agreement to the proposal and the continued working relationship with Healthwatch Sheffield, we will work to identify key areas of activity over the coming years that the service can support, linked to ongoing efforts to reduce inequality, and improve quality systems and services in Sheffield. Healthwatch Sheffield, while primarily funded through the Local Authority, should not be in a contract in a way that might compromise the independence of Healthwatch operations, or how complaints are advocated, although the contract could be capable of renewal. This means that while we will work in partnership with Healthwatch Sheffield to identify clear areas of concern or projects that require support, Healthwatch Sheffield must remain free to set their own agenda of activity based on the experiences of citizens to investigate and recommend improvements to the health and care system.

**Supporting Evidence** (Please detail all your evidence used to support the EIA)

[Our annual report 2022-23: Together we're making health and social care better |](#)

**Detail any changes made as a result of the EIA**

**Following mitigation is there still significant risk of impact on a protected characteristic.**  Yes  No

**If yes, the EIA will need corporate escalation? Please explain below**

### Sign Off

**EIAs must be agreed and signed off by the Equality lead Officer in your Portfolio or corporately. Has this been signed off?**

Yes  No

Date agreed

Name of EIA lead officer

Ed Sexton

**Review Date**