

Equality Impact Assessment Action Plan (incorporated into Service Specification)

Area for improvement	Changes proposed
<p>Age To integrate the WAA and OP into a single service aged 16+ with the potential to be provided as an East / West or countywide service</p>	<p>The Service Provider will be required to share a population-based accountability, working with partners, to meet the housing-related needs of East Sussex residents particularly those who are most vulnerable due to homelessness, age, mental health needs, physical disability, poverty or other issues.</p>
<p>Disability A more 'persistent' approach will be commissioned to engage clients who may struggle to engage with support services</p>	<p>Specific measures and targets will be developed and agreed between Commissioners and the Service Provider as part of the 'Strategic Partner' arrangement stipulated in the specification.</p>
<p>Disability Language barriers</p>	<p>This may include British Sign Language/community language interpretation, communications that meet the needs of visually and/or hearing-impaired users, those with little or no literacy skills.</p>
<p>Ethnicity Language barriers and cultural needs</p>	<p>The Service Provider(s) will be required to arrange appropriate support so that people are not excluded from the Services.</p>
<p>Gender Recording and service re-development</p>	<p>The Service Provide(s) will be required to record trans and other genders and this will be reviewed routinely to consider changing needs</p>
<p>All Protected Characteristics Increased number of clients supported for a reduced length of time</p>	<p>The Service Provide(s) will be required to support a minimum of 7,000 clients pa for an average of 4 months for Working Aged Adults and 3 months for Older People. Contract monitoring will continuously review the volumes supported and average lengths of service to consider necessary adjustments.</p>