

# Equality Analysis Form

An Equality analysis enables us to target our services, and our budgets, more effectively and understand how they affect all our communities. It also helps us comply with the Equalities Act 2010.

For more information about when you should carry out an equality analysis, who should do this and the support available, go to the equality analysis intranet page.

This form has four sections

- 1: decide whether a full equality analysis is needed. If not, you do not complete sections 2-4.
- 2: gathering evidence
- 3: determining actions
- 4: decision and next steps

Name of document			Pharmaceutical Needs Assessment	
Version	Date reviewed	Date of next review	Reviewed by	Changes made
1.0				

## 1. Decide whether a full equality analysis is needed

### 1.1 What are you analysing?

Question	Guidance	Answer
<b>What is the name of your change or review?</b>	<p>The change or review may involve:</p> <ul style="list-style-type: none"> <li>o policies, strategies and frameworks</li> <li>o budgets</li> <li>o plans, projects and programmes</li> <li>o staff structures (including outsourcing)</li> <li>o the use of buildings</li> <li>o commissioning (including re-commissioning and de-commissioning)</li> <li>o services (for example, how and where they are delivered )</li> <li>o processes (for example thresholds, eligibility, entitlements, and access criteria)</li> </ul>	Pharmaceutical Needs Assessment
<b>Why are you doing this?</b>	For example, we are considering cutting a service.	<p>Access to NHS Pharmaceutical Services, including the advice and supply of medicines and health consumables is an integral part of primary care in the NHS.</p> <p>The provision of NHS Pharmaceutical Services is a controlled market. Any pharmacist, dispensing appliance contractor or dispensing doctor (rural areas only), who wishes to provide NHS Pharmaceutical</p>

		<p>Services, must apply to be on the Pharmaceutical List.</p> <p>The National Health Service England (Pharmaceutical Services and Local Pharmaceutical Services) Regulations 2013 set out the system for market entry.</p> <p>Under these Regulations, Health and Wellbeing Boards (HWBs) are responsible for publishing a Pharmaceutical Needs Assessment (PNA).</p> <p>A PNA is a document which records the assessment of the need for pharmaceutical services within a specific area. As such, sets out:</p> <ul style="list-style-type: none"> <li>▪ A statement of the pharmaceutical services which are currently provided, together with when and where these are available to a given population</li> <li>▪ Details of planned or likely changes which may affect the future provision of pharmaceutical services</li> <li>▪ Any current or future gaps in pharmaceutical services, taking into account the needs of the population</li> </ul>
<p><b>What is likely to be different when you have finished?</b></p>		<p>The PNA is intended to be a reference source which may be used by the following organisations.</p> <ul style="list-style-type: none"> <li>▪ Under the Regulations, NHS England has a statutory duty to use the PNA to consider applications, relating to the Croydon HWB area, to open a new pharmacy or to move an existing</li> </ul>

		<p>pharmacy. The document may also be used to inform the commissioning of existing and/or new enhanced services.</p> <ul style="list-style-type: none"> <li>▪ Existing NHS Pharmaceutical services contractors, within Croydon, who may wish to change the services they provide; and/or by potential new entrants to the market.</li> <li>▪ Croydon Council, NHS Croydon Clinical Commissioning Group and other NHS Organisations (e.g. NHS Trusts) to inform the development of commissioning strategies and/or service design and rollout</li> </ul>
<p><b>What will be the main outcomes or benefits from making this change?</b></p>		<p>The Regulations, underpinning the market entry system and the PNA, set out to ensure that NHS Pharmaceutical Services available to the population in a given area, on an equitable basis.</p> <p>The PNA makes an assessment of both pharmaceutical needs, and opportunities to secure improvements in access and choice, taking into account the local demography, health needs and specific needs of people with a protected characteristic (as defined by the Equality Act 2010). The assessment of need is then used to document specific current and future gaps in relation to pharmaceutical need; as well as setting out opportunities for improvement.</p> <p>The PNA will not deliver outcomes and benefits in its own right. However, the document aims to inform the commissioning</p>

		<p>of pharmaceutical services and other pharmacy-based locally commissioned services by other organisations.</p> <p>As such, the PNA will be instrumental with respect to promoting service provision, which reflects the differential needs of the population and equitable access to services across Croydon.</p>
<p><b>What stage is your change at now?</b></p>	<p>See appendix one for the main stages at which equality analyses need to be started or updated. In many instances, an equality assessment will be started when a report is being written for a committee. If that report recommends that a project or programme takes place, the same equality assessment can be updated to track equality impacts as it progresses. If the project or programme include commissioning or de-commissioning, the same equality assessment can be updated again.</p>	<p>A consultation on a draft of the PNA has been completed, as required by the Regulations.</p> <p>The feedback received as part of the consultation has been considered by the PNA Steering Group, which was established by the HWB to oversee the process, and the draft PNA updated accordingly.</p> <p>The PNA is now in its final draft form and is awaiting HWB approval.</p> <p>The Croydon PNA concluded that in future to better meet the needs of those people with a disability, Croydon wishes to ensure that all new pharmacies take appropriate steps to meet the needs of people with disabilities. Specifically, we anticipate that all premises have step free access and that public areas of the pharmacy are accessible to wheel chairs; that a hearing loop is installed and that the pharmacy provides large print labels and labels with braille</p>
<p><b>An equality analysis must be completed before any decisions are made.</b></p> <p><b>If you are not at the beginning stage of your decision making process, you must inform your Director that you have not yet</b></p>		

completed an equality analysis.

## 1.2 Who could be affected and how?

Question	Guidance	Answer
<b>Who are your internal stakeholders?</b>	For example, groups of council staff, members	<ul style="list-style-type: none"> <li>▪ Croydon Health &amp; Wellbeing Board</li> <li>▪ Public Health Team</li> <li>▪ Public Health Intelligence Team</li> <li>▪ Croydon Integrated Commissioning Unit</li> <li>▪ Drug &amp; Alcohol Team</li> <li>▪ Planning &amp; Regeneration Team</li> </ul>
<b>Who are your external stakeholders?</b>	For example, groups of service users, service providers, trade unions, community groups and the wider community?	<ul style="list-style-type: none"> <li>▪ NHS England - London Area Team</li> <li>▪ NHS Croydon CCG</li> <li>▪ Croydon Local Pharmaceutical Committee</li> <li>▪ Croydon Local Medical Committee</li> <li>▪ Croydon Community Pharmacists and Dispensing Appliance Contractors</li> <li>▪ Potential New Entrants to the market</li> <li>▪ Croydon Health Services NHS Trust</li> <li>▪ South London &amp; Maudsley NHS Foundation Trust</li> <li>▪ Healthwatch (and other patient &amp; public consumer groups, as identified by Healthwatch)</li> <li>▪ Neighbouring HWBs (Sutton, Merton, Surrey, Bromley, Lambeth)</li> <li>▪ The Public – we conducted a patient survey to engage with the public</li> </ul>
<b>Does your proposed change relate to a service area where there are known or potential equalities issues?</b>	Please answer either "Yes", "Don't know" or "No" and give a brief reason for your response. If you don't know, you may be able to find out on the Croydon Observatory ( <a href="http://www.croydonobservatory.org/">http://www.croydonobservatory.org/</a> )	Yes  The document has been informed by the Croydon JSNA (where available); local strategies which identify and address

		inequalities (A list of the strategies used to develop this needs assessment can be found in section 2.4 of the PNA); and other data and information which is in the public domain e.g. via the Public Health Outcomes Framework.
<b>Does your proposed change relate to a service area where there are already local or national equality indicators?</b>	You can find out from the Equality Strategy ( <a href="http://intranet.croydon.net/corpdept/equalities-cohesion/equalities/docs/equalitiesstrategy12-16.pdf">http://intranet.croydon.net/corpdept/equalities-cohesion/equalities/docs/equalitiesstrategy12-16.pdf</a> ). Please answer either "Yes", "Don't know" or "No" and give a brief reason for your response	No, there are no national indicators for NHS Pharmaceutical Services.  However, data provided by the Health & Social Care Information Centre has been used to 'benchmark' Croydon against its ONS comparator group and the London and England averages. This has helped to set into context, the provision of NHS Pharmaceutical Services within Croydon, compared with other areas
<b>Would your proposed change affect any protected groups more significantly than non-protected groups?</b>	Please answer either "Yes", "Don't know" or "No" and give a brief reason for your response. For a list of protected groups, see Appendix Two.	Yes  The PNA has systematically considered the different needs of people with protected characteristics on a service by service basis.  The document also takes into account, the pharmaceutical needs disadvantaged communities.  The Croydon PNA concluded that in future to better meet the needs of those people with a disability, Croydon wishes to ensure that all new pharmacies take appropriate steps to meet the needs of people with disabilities. Specifically, we anticipate that all premises have step free access and that public areas of the pharmacy are accessible

		to wheel chairs; that a hearing loop is installed and that the pharmacy provides large print labels and labels with braille
<b>Would your proposed change help or hinder the council in eliminating unlawful discrimination, harassment and victimisation in relation to any of the protected groups?</b>	Please answer either "Yes", "Don't know" or "No" and give a brief reason for your response	Yes  The PNA should make a positive contribution towards addressing inequalities in Croydon, providing that identified pharmaceutical needs and opportunities for improvements are taken into account, and addressed by NHS England and other commissioners.
<b>Would your proposed change help or hinder the council in advancing equality of opportunity between people who belong to any protected groups and those who do not?</b>	Please answer either "Yes", "Don't know" or "No" and give a brief reason for your response	Yes  The PNA should make a positive contribution towards meeting the needs of people with protected characteristics, providing that identified pharmaceutical needs and opportunities for improvements are taken into account, and addressed by NHS England and other commissioners.
<b>Would your proposed change help or hinder the council in fostering good relations between people who belong to any protected groups and those who do not?</b>	Please answer either "Yes", "Don't know" or "No" and give a brief reason for your response	Don't know  The PNA is intended to be used by other organisations (as described earlier) to support commissioning strategy or decisions; or inform applications to provide NHS Pharmaceutical services.  Therefore, it is unlikely that the PNA will help or hinder the Council in its own right

### 1.3 Decision



If you answer "yes" or "don't know" to ANY of the questions in section 1.2, you should undertake a full equality analysis. This is because either you already know that your change or review could have a different/significant impact on protected groups (compared to non-protected groups) or because you don't know whether it will (and it might).

Decision	Guidance	Response
<b>No, further equality analysis is not required</b>	Please state why not and outline the information that you used to make this decision. Statements such as 'no relevance to equality' (without any supporting information) or 'no information is available', could leave the council vulnerable to legal challenge. <b>You must include this statement in any report used in decision making, such as a Cabinet report</b>	An Initial Equality Analysis was undertaken to ascertain the potential impact on protected groups compared to non-protected groups. This concluded that there was no need to conduct a full Equality Analysis as the Equality Analysis can be found as part of the suite of PNA material, Appendix J.  The PNA takes into consideration equality and inclusion issues for each of the commissioned services listed in Section 3 of the report.
<b>Yes, further equality analysis is required</b>	Please state why and outline the information that you used to make this decision. Also indicate - when you expect to start your full equality analysis - the deadline by which it needs to be completed (for example, the date of submission to Cabinet). - where and when you expect to publish this analysis (for example, on the council website). <b>You must include this statement in any report used in decision making, such as a Cabinet report.</b>	
<b>Officers that must approve this decision</b>	Name and position	Date
<b>Report author</b>	Matt Phelan, Public Health Principal, Public Health Croydon	24 February 2015

	Sara Coles, Consultant in Public Health, Public Health Croydon	
<b>Director</b>	Mike Robinson, Director of Public Health	26 February 2015
<b>Please email this completed form to <a href="mailto:data.equalities@croydon.gov.uk">data.equalities@croydon.gov.uk</a>, together with an email trail showing that the your director has approved it.</b>		
<b>1.4 Feedback from the corporate equalities team</b>		
<b>Name of equalities officer</b>	Yvonne Okiyo	Yvonne Okiyo
<b>Date received by equalities officer</b>	Please send an acknowledgement	04.02.15
<b>Should a full equality analysis be carried out?</b>	Note the reasons for your decision	A full EA is not required as this can be found as part of the suite of PNA material, Appendix J.
<b>Please send this document to</b> - the person responsible for making the decision - democratic services, the corporate programme office or procurement as appropriate in time for the relevant decision making meeting		

## 2. Evidence Considered

List the documents and information that have been considered as part of this review to enable reasonable judgments to be made on the assessment of impact.  
This section needs to include consultation data and desktop research (local and national data).

Quantitative Data

Qualitative Data

### 2.1 Analysing Impact

Use the table below plot and identify where there is a potential impact on any of the staff and customers/service users by protected characteristic arising from the change.

The cells of the matrix should be filled in as below:

**Key**

<b>O</b>	Indicates where the impact is unknown on Service Users/Staff, This is due to evidence not being available to indicate otherwise (neither positive nor negative impact).
<b>P</b>	Indicates the change may have a potential Positive Impact on Service Users/Staff
<b>N</b>	Indicates the change may have a potential Negative Impact on Service Users/Staff
<b>P/N</b>	Indicates the change may have both Positive and Negative Impacts on Service Users/Staff

An example of the chart filled in below:

Services		Protected Characteristics								
		Age	Disability	Gender Reassignment	Pregnancy and Maternity	Race	Religion and Belief	Sex	Sexual Orientation	Marriage and Civil Partnership
Service Provision	Capacity									
	Availability									
	Continuity									
	Security									
	Supplier Management									
	Service Level Availability									
	Service Catalogue Management									

	Protected Characteristics								
Services	Age	Disability	Gender Reassignment	Pregnancy and Maternity	Race	Religion and Belief	Sex	Sexual Orientation	Marriage and Civil Partnership

**Description of Impact – Service User Related**

Service Area	Protected Group	Description of Potential Positive Impact	Description of Potential Negative Impact	Evidence Source
<p>The PNA document includes a systematic assessment of the needs of people with protected characteristics for each service.</p> <p>A summary of this assessment is provided in the table below and has been organised by each protected characteristic, rather than service. However, the PNA is expected to have a positive impact on protected groups as it seeks to highlight service gaps and encourage better provision of pharmaceutical services. It is unlikely to have a high differential impact on any particular protected characteristic. Furthermore, the purpose of the document is to identify gaps and set out pharmaceutical needs on the basis of this.</p> <p>By definition, a PNA is an assessment of access to and needs for pharmaceutical services. It is not a policy or service development but aims to inform such. It is appropriate for an EQIA to be completed by service commissioners and policy makers in relation to specific pharmacy-based services as and when they are commissioned.</p>				

**Description of Impact – Employment Related**

Service Area	Protected Group	Description of Potential Positive Impact	Description of Potential Negative Impact	Evidence Source

**2.2 Is there any evidence missing? If so, how will you gather this missing evidence?**

If you do not have all the evidence you need to make an informed decision, talk to your departmental equality lead about practical ways to gather it. For example, if you do not have time to conduct a survey, is there a way can increase your understanding before undertaking more robust research at a later date? Perhaps by meeting with stakeholders. The depth and degree of any consultation or research will be determined by the relevance of the change or review to different groups. Those who are likely to be directly affected should be consulted. Read the corporate public consultation guidelines before you begin

([http://intranet.croydon.net/finance/customerservices/public\\_consultation/default.asp](http://intranet.croydon.net/finance/customerservices/public_consultation/default.asp)).

If you really cannot gather any useful information in time, then note its absence as a potential negative impact and describe the action you will take to gather it in section 3. Insert new rows as required.

**Do not continue onto stage 3 until your departmental equality lead is satisfied that you have gathered all the evidence you need.**

Protected Group	Evidence missing	Description of potential negative impact

### 3. Determining Actions

The overall potential impact is the likelihood of the impact multiplied by the strength of that impact. The higher the score, the more significant the impact. The tables below identify actions to be taken to minimise negative impacts or maximise positive impacts within the programme.

#### Key

#### Likelihood score

5	Most certain	In more than 80% of the circumstances
4	Most likely	In 51-80% of circumstances
3	Possible	In 21-50% of circumstances
2	Unlikely	In 6-20% of circumstances
1	Rare	In 5% of circumstances or less

Strength score	Degree of impact	Proportion of protected groups affected
5	Very great impact	Several protected groups in more than one category (e.g. religion and gender) would be differently affected (compared to non-protected groups).
4	Great impact	Several protected groups in one category (e.g. religion) would be differently affected (compared to non-protected groups)
3	Some impact	All of one protected group would be differently affected (compared to non-

Strength score	Degree of impact	Proportion of protected groups affected
		protected groups)
2	Little impact	The majority of one protected group would be differently affected (compared to non-protected groups)
1	Minimal impact	A minority of one protected group would be differently affected (compared to non-protected groups).

### 3.1 Minimising Potential Negative Impacts

Ref	Protected Group	Potential Negative Impact	Likelihood Score	Strength Score	Overall Impact Score	Action	Action Owner	Date Action will be completed

### 3.1 Maximising Positive Impacts

Ref	Protected Group	Potential Positive Impact	Likelihood Score	Strength Score	Overall Impact Score	Action	Action Owner	Date Action will be completed



## 4. Decisions

### 4.1 Based on the information in sections 1-3, what are you going to do?

Decision	Definition	Yes/no
<b>We will not make any major change to our project because it already includes all appropriate actions</b>	Our assessment shows that there is no potential for discrimination, harassment or victimisation and that our project already includes all appropriate actions to advance equality and foster good relations between groups.	Yes
<b>We will adjust our project</b>	We have identified opportunities to lessen the impact of discrimination, harassment or victimisation and better advance equality and foster good relations between groups through our project. We are going to take action to change our project to make sure these opportunities are realised.	
<b>We will continue our project as planned because it will be within the law</b>	We have identified opportunities to lessen the impact of discrimination, harassment or victimisation and better advance equality and foster good relations between groups through your project. However, we are not planning to implement them as we are satisfied that our project will not lead to unlawful discrimination and there are justifiable reasons to continue as planned.	
<b>We will stop our project</b>	Our project would have adverse effects on one or more protected groups that are not justified and cannot be lessened. It would lead to unlawful discrimination and must not go ahead.	

### 4.2 Next steps

You may find it useful to consult **Appendix One** before completing this section.

<b>Does this analysis have to be considered at a scheduled meeting?</b>	If so, please give the name and date of the meeting.	
<b>When and where will this equality analysis be published?</b>	An equality analysis should be published alongside the policy or decision it is part of. As well as this, the equality assessment could be made available	

	externally at various points of policy development. This will often mean publishing your analysis before the policy is finalised, thereby enabling people to engage with you on your findings.	
<b>When will you update this analysis?</b>	Please state at what stage of your project you will do this and when you expect this update to take place. If you are not planning to update this analysis, say why not.	
<b>4.3 I confirm that the information in sections 1 - 4 is accurate, comprehensive and up-to-date</b>		
<b>Officers that must approve this decision</b>	<b>Name and position</b>	<b>Date</b>
<b>Report author</b>		
<b>Director of Corporate Services</b>		
<i>Email this completed form to <a href="mailto:data.equalities@croydon.gov.uk">data.equalities@croydon.gov.uk</a>, together with an email trail showing that the director is satisfied with it.</i>		
<b>4.4 Feedback from the corporate equalities team</b>		
<b>Name of equalities officer</b>		
<b>Date received by equalities team</b>	Please send an acknowledgement	
<b>Feedback on decision</b>		
<i>Please send this to the report author and democratic services, corporate programme office and procurement team as appropriate</i>		

## Appendix one: decision making processes

**You may only need to develop one equality analysis, updating it as you move from proposing the change to monitoring its implementation.**

In many instances, an equality assessment will be started when a report is being written for a committee. If that report recommends that a project or programme takes place, the same equality assessment can be updated to track equality impacts as it progresses. If the project or programme includes commissioning or de-commissioning, the same equality assessment can be updated again.

### Budget setting

For department budget setting, check that each line will have already have appropriate equality analysis under one of the other decision making processes. The corporate budget will be covered under the process for the report to full council.

### How to use this table

This table outlines the key council decision making processes. Select the process on the top row that you are currently involved in, then read down the column to find out what to do when.

Decision making process	Report to committee, cabinet or full council	Project management	Programme management	Commissioning
Key contact	Solomon Agutu	Tanwa Idris	Tanwa Idris	<a href="mailto:ccb@croydon.gov.uk">ccb@croydon.gov.uk</a>
Link to process	<a href="#">Report Writing Instructions and Templates</a>	<a href="#">Corporate Programme Office (CPO)</a>	<a href="#">Corporate Programme Office (CPO)</a>	<a href="#">Procurement Board</a>
Develop section one of the equality analysis	When you start writing your report	Business case	Gateway 1/2	When you start writing your procurement strategy report
Develop full equality analysis	Before you submit your report to CMT	Project initiation document	Gateway 3	
Revise full equality analysis	When full council, cabinet or committee decision made or at key stages in any action plan included in the report	At the end of each project stage	At then end of each tranche	If the award report goes to Corporate Services Committee and as part of contract monitoring schedule
Write final full equality analysis	At the final stage of any action plan included in the report	Post project review	Gateway 6	Final monitoring stage

Who to send the equality analysis to	Corporate equality team and democratic services	Corporate equality team and project team	Corporate equality team and programme team	Corporate equality team and procurement team
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## Appendix two: data broken down by Protected Characteristics

The information below is taken from the 2011 census unless otherwise indicated.

Age groups	Number of people	Percentage
0-4 years	27,972	7.7%
5-7 years	14,388	4.0%
8-9 years	8,708	2.4%
10-14 years	23,130	6.4%
15 years	4,912	1.4%
16-17 years	9,934	2.7%
18-19 years	8,720	2.4%
20-24 years	23,591	6.4%
25 -29 years	27,692	7.6%
30-44 years	82,439	22.7%
45-59 years	70,488	19.4%
60-64 years	17,029	4.7%
65-74 years	23,155	6.4%
75-84 years	15,318	4.2%
85-89 years	3,881	1.1%
Over 90 years	2,021	0.6%
<b>People with long term illnesses or disabilities</b>	<b>363,378</b>	
Blind or visually impaired	These categories were not recorded as such in the 2011 census. However, this did record that there were 24,380 people (6.7%) whose day to day activities were limited a lot by long term	
Deaf or hearing impaired		
Other communication impairment		
Mobility impairment		
Learning difficulty or disability		
Mental health condition		

HIV, multiple sclerosis or cancer	illness or disability and 28,733	
Other (please specify)	(7.9%) whose day to day activities were limited a little (Office of National Statistics)	
<b>Gender</b>		
Male	176,224	48.5%
Female	187,154	51.5%
<b>Ethnicity</b>	<b>Number of people</b>	<b>Percentage</b>
White British	171,740	47.3%
White Irish	5,369	1.5%
White Gypsy or Irish Traveller	234	0.1%
Other White background	22,852	6.3%
Black African	28,981	8.0%
Black Caribbean	31,320	8.6%
Other Black background	12,955	3.6%
Bangladeshi	2,570	0.7%
Chinese	3,925	1.1%
Indian	24,660	6.8%
Pakistani	10,865	3.0%
Other Asian background	17,607	4.8%
Mixed White and Black Caribbean	9,650	2.7%
Mixed White and Black African	3,279	0.9%
Mixed White and Asian	5,140	1.4%
Other Mixed background	5,826	1.6%
Arab	1,701	0.5%
Other ethnic group (please specify)	4,704	1.3%
<b>Religion</b>	<b>Number of people</b>	<b>Percentage</b>
Buddhist	2,381	0.70%
Christian	205,022	56.40%
Hindu	21,739	6.00%
Jewish	709	0.20%

Muslim	29,513	8.10%
Sikh	1,450	0.40%
No religion/faith	72,654	20.00%
Other (please specify)	2,153	0.60%
<b>Sexual orientation</b>		
Lesbian	There are no figures from the 2011 census. However, it is estimated that there were 20,370 lesbians, gay men, bisexual and transgender people living in Croydon in 2001. (London LGBT)	
Gay		
Bisexual		
<b>Transgender</b>		
Transgender	See above	
<b>Pregnancy or maternity</b>		
Pregnant	These categories were not recorded as such in the 2011 census. However, there were 5,720 live births in 2011 (Office of National Statistics)	
On compulsory maternity leave		
<b>Marriage or civil partnership</b>		
Married	122,013	42.9%
In civil partnership	796	0.3%