



WORCESTERSHIRE COUNTY COUNCIL EQUALITY IMPACT ASSESSMENT TEMPLATE

Please read the brief guidance which provides essential information for anyone who is unfamiliar with the County Council Equality Impact Assessment process.

Background information:

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Job Title:	Partnerships and Resources Manager
Service area:	Provider Services
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Date assessment commenced:	14/11/2016
Date assessment completed:	06/01/2017

Function, strategy, project, policy or procedure being assessed:

Name of the function, strategy, project, policy or procedure being assessed:	<p>The Domiciliary Care Recover at Home Service is a registered service with the Care Quality Commission, providing a number of county wide interventions.</p> <p>The service provides a response to vulnerable adults, mainly older people, in the following way:</p> <ul style="list-style-type: none"> • Promoting Independence – Rehabilitation at home service to restore independent living • Discharge to Assess – supporting hospital discharges • Service of Last Resort – short-term mainstream service • Side by Side – mainstream domiciliary care service <p>These interventions require care and support to be organised, coordinated and communicated from a call centre through to front line workers.</p> <p>This is done by a team of Co-ordinators working across different aspects of the service using a CM2000 scheduling system.</p>
Is this a new or an amended policy?	Amended
Does the policy form part of a wider programme which has already been screened for equality relevance?	No

Stage 1 - Please summarise the main objectives, aims and intended outcomes of this policy

Aims/Objectives:	The service will be changed through the implementation of a new, upgraded rostering system, which will include the following positive benefits:
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- Improved scheduling functionality, which will allow for real-time communication with all front-line staff through mobile technology
- Maximising direct contact time and productivity through a function called 'Optimisation'. This function can reschedule work within minutes when there is staff sickness, emergencies, and unplanned events. It can prioritise different aspects of efficiency, such as minimising travel time and mileage, maximising and matching skills, continuity of visiting staff.
- Reduced length of stay in short term services, with associated positive impact on costs and numbers of people supported.
- Efficiency and effectiveness of coordination - the system works on real time information enabling coordinators to react to changes as soon as they are aware and are able to update the worker of changes to Care plans, visits via text /email or phone when absolutely necessary. Workers will have live access to Care Plans, providing timely communication between workers such as, for example, changes to medication, deterioration in health conditions, housing issues.
- Safeguarding staff, as it will provide each member of staff with a mobile phone which has a built in alert/alarm function for emergency situations enabling the Call Centre to respond immediately and take appropriate action.
- Protection of personal data – Service User information will be stored in the device so there will be no Time Sheets sent out with personal data on and no need to ring into the Call Centre for key safe numbers. The workers timesheet will be held on the device and updated as changes occur.
- Less intrusive for people receiving a service – workers will not need to use the individuals personal phone to log in/out of calls as a reusable Tag will be attached to the persons folder and the worker will scan the Tag at the beginning and end of the visit. This should also reduce the amount of remote log-ins which currently involves a conversation with the Call Centre to advise them of the call details.
- Real time and live access to Care Plan and any changes, reducing the amount of wasted visits and maximising effectiveness of call times especially in urgent/unplanned situations.
- Reduction in manual processing of staff expense claims as the system will use a functionality called "Mileage Wizard" to calculate and record distances without the need for completing mileage claim forms.
- Staff will be able to book annual leave via the device, send emails and be kept up to date with changes.
- Cost savings to the organisation - reduction in postage/printing /phone bills /staffing efficiencies/IT



	<p>equipment/ increased productivity/travel costs.</p> <ul style="list-style-type: none"> The necessity to provide accurate information for future service development and quality assurance purposes, the system will provide the management team with a wide range of reports accessing relevant information from the device. <p>In addition to these benefits and positive outcomes for service users, a restructure of the existing co-ordinator staff group will also take place, delivering the following additional benefits:</p> <ul style="list-style-type: none"> A flatter staffing structure, delivering improved efficiency and effectiveness Reduced cost and savings for the business
Intended outcomes:	<p>Described in detail above £180,000 savings Improved efficiency and effectiveness of services</p>
Please summarise how these outcomes will be achieved?	<p>An upgrading of the CM200, scheduling system will take place, improving scheduling functionality and allowing real-time communication with all front-line staff through mobile technology.</p> <p>The current co-ordinator team will be restructured into North/South County Teams, reporting to a new role of Call Centre Team Leader.</p>
Where an existing policy is to be amended please summarise principle differences between the existing and proposed policies?	<p>Reduction from 13 to 8 Co-ordinator posts Introduction of 2 Call Centre Team Leader posts Deletion of 1 Senior Co-ordinator post Deletion of Relief Co-ordinator post Review and update Job Description and Person Specification for Co-ordinator posts</p>

Stage 2 - Information gathering/consultation

Please give details of data and research which you will use when carrying out this assessment:	Information about staff roles and capacity, current and proposed.
Please give details of any consultation findings you will use when carrying out this assessment:	Consultation with staff.
Do you consider these sources to be sufficient?	Yes
If this data is insufficient, please give details of further research/consultation you will carry out:	
Please summarise relevant findings from your	Improved efficiency and effectiveness is achievable by restructuring the co-ordinator function,



research/consultation:

and introducing a call centre Team Leader role

Stage 3 - Assessing the equality impact of the policy

Based on your findings, please indicate using the table below whether the policy could have an adverse, neutral or positive impact for any of the protected groups:

Protected characteristic	Adverse	Positive	Neutral
Age	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disability	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marriage and civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Race	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion and belief	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sex	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Please provide details of all positive and adverse impact you have identified:	
Where possible please include numbers likely to be affected:	
Where potential adverse impact has been identified, can continuation of the proposed policy be justified?	No
Do you consider that this policy will contribute to the achievement of the three aims of the Public Sector Equality Duty?	Please indicate which of these aims is achieved through this policy: All Please explain how the policy contributes to achievement of any aims you have selected: The restructure of Provider Services management posts will follow a fair and transparent process to ensure the delivery of all three aims of the Public Sector Equality Duty. For example, the delivery of a broad and inclusive consultation process.
<p>The Public Sector Equality Duty has the following three aims:</p> <ol style="list-style-type: none"> 1. To eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010. 2. To advance equality of opportunity between persons who share a relevant Protected Characteristic and persons who do not share it. 3. To foster good relations between persons who share a relevant Protected Characteristic and persons who do not share it. 	

Stage 4 - Action planning and time frames

Please list any actions you will take to mitigate any adverse impact you have identified:



Planned action	By who	By when	How will this be monitored
Redesign structure and present proposal to Directorate Leadership Team	Stephen Brotherton	Already completed and approved for consultation	
Produce new Job Descriptions and Person Specifications for all new posts and present these for Grading Evaluation	Stephen Brotherton	October 2016	Completed
Commenced consultation with all directly impacted members of staff	Stephen Brotherton	14 November 2016	Completed

Please indicate how these actions will be taken forward as part of your team/service/directorate planning:	<p>Consultation outcome paper to be produced.</p> <p>Any amendments to structure as a result of consultation to be made.</p> <p>Implement recruitment to new posts following the assignment and assimilation protocol for this restructure</p> <p>New structure to be implemented</p>
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Stage 5 - Monitoring & Review

How frequently will proposed action be monitored?	Ongoing
How frequently will intended outcomes be evaluated?	Ongoing to safe service delivery for Registered Services
Who will be responsible for monitoring and evaluation?	Partnerships and Resources Manager
How will you use the monitoring and evaluation results?	Ongoing refinement of structure

Stage 6 - Publication



worcestershire countycouncil

Worcestershire County Council requires all assessments to be published on our website. Please send a copy of this assessment to the Corporate Equality and Diversity Team for publication.

	Signature	Date
Completing Officer:	Stephen Brotherton	06/01/2017
Lead Officer:	Stephen Brotherton	06/01/2017
Service Manager:	Stephen Brotherton	06/01/2017