

Budget Savings Proposals Full Equality Impact Assessment (EQIA)

Section 1: General Information

1a) Name of the savings proposal

Care Management Levels, AHWB 5

1b) Service area

Older People and Disabilities

1c) Service manager

John Roog

1d) Name and role of the officer/s completing the EQIA

Paul Willmette

Jacqui Leslie

Section 2: Information about changes to services

2a) In brief please explain the savings proposals and the reasons for this change

It is envisaged that through the transformation of our care management and assessment services and the introduction of better ICT support through Framework-i we will, by 2011/12, be able to achieve greater productivity from the Adult Social Care (ASC) workforce. This proposal is based on reducing our level of assessment and care management provision to be comparable with the inner London average through the streamlining of these processes. This is an integral part of our overall reorganisation

proposals for Adult Social Care which are designed to modernise the services and to meet the challenge of the national Transformation of Adult Social Care programme. They will enable us to deliver services in a more focussed and streamlined way with a much greater emphasis on early intervention, prevention and value for money. In doing so they are also able to deliver efficiencies as a contribution to the Council's budget reduction targets.

Data for 2007/8 (the latest comparative data available) shows that that the ratio of social care staff to service users in Tower Hamlets is approximately 7.4% higher than the Inner London average. Using this percentage reduction as a benchmark target for efficiencies for 2011/12 would result in savings of approximately £220,000 across what are currently our Older People, Physical Disabilities, Occupational Therapy and Vulnerable Adults services. The broader consultation, including Hospital Teams means that this is equivalent to a reduction of 5 Social Work posts. Posts that are currently vacant will be deleted. Options have been created for staff to move into other service areas or Directorates with vacancies and opportunities may exist for Early Retirement or Voluntary Redundancy, which are being offered as part of the Corporate efficiencies programme.

The savings will be the result of a more efficient use of staffing resources and will not result in a reduction of service for service users. The savings will be achieved through the planned restructure (currently under consultation with staff and Trade Unions) which is intended to deliver the Transformation of Adult Social Care (TASC) programme in line with reforms outlined in central government's "Putting People First" concordat in 2007.

2b) What are the equality implications of your proposal?

All savings proposals have been screened for equalities relevance using the test of relevance questionnaire attached at Appendix A.

The resource reduction for the operational frontline Adult Social Care service overall will be 5 posts, as detailed above. The broader reorganisation, of which this savings proposal is part, is not expected to impact on the overall provision of quality or accessibility for users of social care services. In a number of areas within the new structure, staffing resources and accessibility are, in fact, expected to improve.

The only areas of impact will be for staff and a number of actions have been taken to mitigate this impact.

Customer eligibility will be broadened for First Response and Reablement and Fair Access to Care Services (FACS) application will not occur until the conclusion of Reablement when people may require Longer Term Support. The impact of the proposal, positive or otherwise, is detailed in S3 below.

Section 3: Equality Impact Assessment

With reference to the analysis above, for each of the equality strands in the table below please record and evidence your conclusions around equality impact in relation to the savings proposal.

<p>Race</p> <p><i>Identify the effect of the policy on different racial groups.</i></p>	<p><i>Will the change in your policy/service have an adverse impact on specific ethnic groups? No</i></p> <p>The proposals outlined have been accompanied by a clear communications strategy and delivery programme for current and potential customers. There has been a number of publicised customer events held at accessible venues throughout the Borough, all existing service users have been written to and customer information leaflets have been updated and re-distributed in a variety of community languages.</p> <p>The reorganised service will continue to have access to on-call and pre-arranged interpreting and translation services to ensure communication via a number of methods.</p> <p>There will be a continued commissioning of universal services that support specific ethnic groups within the community to provide information, advice, counselling, carers support, respite, etc</p> <p>The broader reorganisation, of which these proposals are part, will see the routine delivery of choice and control over what support is received and from whom, for customers accessing community based support via the use of personal social care budgets and self directed support planning.</p>
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Disability

Identify the effect of the policy on different disability groups

Will the change in your policy/service have an adverse impact on disabled people? No

The proposals outlined have been accompanied by a clear communications strategy and delivery programme for current and potential customers. There have been a number of publicised customer events held at accessible venues throughout the Borough and all existing service users have been written to, to advise of the proposed changes.

The broader reorganisation will deliver a larger resource at the first point of customer contact which will be available via a number of methods – phone, fax, email. Information and advice will be available in accessible formats or via the LBTH website. Where required – home based support will be provided.

Specialist first contact points will be retained for customers with sensory impairments, learning disabilities and mental health conditions via specialist support services.

The broader reorganisation will also see the routine delivery of greater choice and control for customers regarding how, and by whom, they are supported - via the use of personal social care budgets and self directed support planning. The process is more inclusive and collaborative than previous approaches and has the capability to be more responsive to individual's needs.

<p>Gender</p> <p><i>Identify the effect of the policy on different gender groups (inc Trans) groups</i></p>	<p><i>Will the change in your policy/service have an adverse impact on men or women? No</i></p> <p>The proposals outlined have been accompanied by a clear communications strategy and delivery programme for current and potential customers. There have been a number of publicised customer events held at accessible venues throughout the Borough and all existing service users have been written to, to advise of the proposed changes.</p> <p>There will be a continued commissioning of universal services that support gender specific services within the community to provide information, advice, counselling, carers support, respite, etc</p> <p>The broader reorganisation will also see the routine delivery of greater choice and control for customers regarding how, and by whom, they are supported - via the use of personal social care budgets and self directed support planning. The process is more inclusive and collaborative than previous approaches and has the capability to be more responsive to individual's needs.</p>
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<p>Sexual Orientation</p> <p><i>Identify the effect of the policy on members of the LGB community</i></p>	<p>Will the change in your policy/service have an adverse impact on lesbian, gay or bisexual people? No</p> <p>The proposals outlined have been accompanied by a clear communications strategy and delivery programme for current and potential customers. There have been a number of publicised customer events held at accessible venues throughout the Borough and all existing service users have been written to, to advise of the proposed changes.</p> <p>There will be a continued commissioning of universal services that support specific services within the community to provide information, advice, counselling, carers support, respite, etc</p> <p>The broader reorganisation will also see the routine delivery of greater choice and control for customers regarding how, and by whom, they are supported - via the use of personal social care budgets and self directed support planning. The process is more inclusive and collaborative than previous approaches and has the capability to be more responsive to individual's needs.</p>
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**Religion
and Belief**

*Identify the
effect of the
policy on
different
**religious
and faith**
groups*

Will the change in your policy/service have an adverse impact on people who practice a religion or belief? No

The proposals outlined have been accompanied by a clear communications strategy and delivery programme for current and potential customers. There have been a number of publicised customer events held at accessible venues throughout the Borough and all existing service users have been written to, to advise of the proposed changes.

There will be a continued commissioning of universal services that support specific services within the community to provide information, advice, counselling, carers support, respite, etc...

The broader reorganisation will also see the routine delivery of greater choice and control for customers regarding how, and by whom, they are supported - via the use of personal social care budgets and self directed support planning. The process is more inclusive and collaborative than previous approaches and has the capability to be more responsive to individual's needs.

<p>Age</p> <p><i>Identify the effect of the policy on different age groups using the prompts above</i></p>	<p><i>Will the change in your policy/service have an adverse impact on specific age groups? No</i></p> <p>The proposals outlined have been accompanied by a clear communications strategy and delivery programme for current and potential customers. There have been a number of publicised customer events held at accessible venues throughout the Borough and all existing service users have been written to, to advise of the proposed changes.</p> <p>There will be a continued commissioning of universal services that support age-related specific services within the community to provide information, advice, counselling, carers support, respite, etc...</p> <p>The broader reorganisation will also see the routine delivery of greater choice and control for customers regarding how, and by whom, they are supported - via the use of personal social care budgets and self directed support planning. The process is more inclusive and collaborative than previous approaches and has the capability to be more responsive to individual's needs.</p>
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Socio-economic

Identify the effect of the policy in relation to socio-economic inequalities

Will the change in your policy/service have an adverse impact on people with low incomes? No

The proposals outlined have been accompanied by a clear communications strategy and delivery programme for current and potential customers. There have been a number of publicised customer events held at accessible venues throughout the Borough and all existing service users have been written to, to advise of the proposed changes.

There will be a continued commissioning of universal services that support accessible community organisations to provide free or minimal cost services offering information, advice, counselling, carers support, respite, etc...

The broader reorganisation will also see the routine delivery of greater choice and control for customers regarding how, and by whom, they are supported - via the use of personal social care budgets and self directed support planning. The process is more inclusive and collaborative than previous approaches and has the capability to be more responsive to individual's needs.

Adult Social Care will retain its position regarding means testing for community based support.

<p>Other</p> <p><i>Identify if there are groups, other than those already considered, that may be adversely affected by the policy?</i></p>	<p><i>Will the change in your policy/service have an adverse impact on any other people (e.g. carers)? No</i></p> <p>As part of the current TASC programme, work has commenced on designing a new and more accessible Carers Customer Journey, with a view to offering greater choice and control to carers regarding how, and by whom, they are supported - via the use of personal social care budgets and self directed support planning. The process is more inclusive and collaborative than previous approaches and has the capability to be more responsive to carers needs.</p> <p>There will be a continued commissioning of universal services that support accessible community organisations to provide services offering information, advice, counselling, carers support, respite, etc...</p>
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<p>Staff</p> <p><i>Identify if there are any staff groups that may be adversely affected by the policy?</i></p>	<p><i>Will the change in your policy/service have an adverse impact on staff? Yes</i></p> <p>As stated previously, there will be an overall reduction in staffing of 5 positions contained within these savings proposals.</p> <p>A number of strategies have been put in place to mitigate the impact on staff including the offer of Early Retirement/Voluntary Redundancy (ER/VR) and the offer of vacant positions within Childrens, Schools and Families social work for appropriately qualified staff displaced via the reorganisation.</p>
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Section 4: Equality Impact Assessment Action Plan

Please list in the table below any adverse impact identified and, where appropriate, steps that could be taken to mitigate this impact.

If you consider it likely that your proposal will have an adverse impact on a particular group (s) and you cannot identify steps which would mitigate or reduce this impact, you will need to demonstrate that you have considered at least one alternative way of delivering the change which has less of an adverse impact.

Adverse impact	Please describe the actions that will be taken to mitigate this impact
Impact on staffing resource required for the new Adult Social Care customer journey	<ul style="list-style-type: none">- Offer of Early Retirement/Voluntary Redundancy (ER/VR)- Offer available for suitably social work qualified staff within Childrens. Schools and Families social work- Adherence to the LBTH "Handling Organisational Change Procedure"

If an adverse impact cannot be mitigated please describe an alternative option, its costs and the equality impact.

Section 5: Future Review and Monitoring

Please explain how and when the actual equality impact of these changes will be reviewed and monitored.

Of the identified impacts, a review will be undertaken as part of the implementation planned for the new Customer Journey, within the first year following the reorganisation.

There will be monitoring of the staff/resource impact via the Handling Organisational Change” procedure, overseen by Human Resources.

The Communications and Customer Engagement staff will be instrumental in monitoring and evaluating the impact of the new customer journey via focus groups and customer and carer feedback and engagement events and mechanisms.

APPENDIX A: Equality Impact Assessment Test of Relevance

TRIGGER QUESTIONS	YES / NO	IF YES PLEASE BRIEFLY EXPLAIN.....
Does the change reduce resources available to address inequality?	NO	
CHANGES TO A SERVICE		
Does the change alter access to the service?	YES	Access to Adult Social Care services will be broader, more inclusive and personalised as a result of the reorganisation of services
Does the change involve revenue raising?	NO	
Does the change alter who is eligible for the service?	YES	Accessibility to universal service and specific Adult Social Care services will improve as a result of the new Customer Journey
Does the change involve a reduction or removal of income transfers to service users?	NO	
Does the change involve a contracting out of a service currently provided in house?	NO	

CHANGES TO STAFFING		
Does the change involve a reduction in staff?	YES	There will be an overall reduction of 5 social work posts as a result of this proposal. Mitigation strategies have been put in place to manage this impact, as detailed in S3.
Does the change involve a redesign of the roles of staff?	YES	New structures have been designed as part of the broader reorganisation. These proposals are presently out to staff consultation. No roles have been indicatively graded below any currently available and a transparent assimilation process has been undertaken for all affected staff.