

WORCESTERSHIRE COUNTY COUNCIL EQUALITY IMPACT ASSESSMENT DESKTOP SCREENING

This exercise is not an EIA. It is a desktop exercise designed to establish if you need to carry out a full assessment. When completing the screening please use plain English avoiding the use of acronyms or jargon. Any documents referred to should be attached to the screening form.

Part One: basic information needed to identify the policy and prepare for screening

1.1	Directorate and Section/Unit	ACS, Provider Services, Home Care
1.2	Title or brief description of the policy being screened.	Implementation of a rostering and call monitoring system
1.3	Screening by:	Michelle Parker – ACS HR Jan Falconer – APSM
1.4	Date of screening	7 th December 2010
1.5	Related policies/functions:	<ul style="list-style-type: none"> • Replacement of existing scheduling system 'Cold Harbour' • Feeds from SAP, Framework I for charging purposes and payment of staff • Works to safeguard service users by prevention of missed calls, ensuring timely visits in accordance with Health and Safety and Care Quality Commission requirements. • Provides panic alarm for staff and monitoring of their last

		whereabouts to support lone working policy
1.6	To which section of the Directorate or Corporate "business/service plan" does this relate?	ACS Head of Service plan and medium term financial plan.
1.7	Is this a new or existing policy?	Replacement of existing scheduling system 'Cold Harbour' with enhanced functionality
1.8	What is the policy trying to achieve?	The key benefits are improved service quality, personalised care, reduced costs and safeguarding of WCC staff and service users.
1.9	What are the planned outcomes for this policy?	<p>To provide:-</p> <ul style="list-style-type: none"> • Better service for service users • Improved productivity • Reduce staff inputting time • Increased accuracy of data • Reporting functions • Transparency when billing and charging service users • More accurate claims in support of grey fleet costs. • Reduced manpower costs & improved efficiency by the automation of currently manual processes. • Improved data accuracy and visibility within the Directorate.
1.10	Who will benefit from the policy? How will they benefit?	<p><u>WCC</u>:-</p> <ul style="list-style-type: none"> • Staffing levels will be affected as there will be a decreased need for administration/planning staff currently performing manual tasks that will be automated with the new systems. This could result in potential redundancy situations

		<ul style="list-style-type: none">• The predicted savings are £373k per annum.• The estimated costing for the first year is £112k leaving a net benefit of £312k (this is taking into account the £50k cost avoidance in not having to upgrade Cold Harbour) in the first year.• Year 2 and onwards would yield a net benefit of £311k. The initial costs for the service would come out of 2010/11, the savings would start from 2011/12• These figures reflect the new structure of Home Care for after 2010/11 <p><u>Service users:-</u></p> <ul style="list-style-type: none">• More accurate billing• Less likelihood of missed calls• Improved continuity of care• Ability for creative care planning to support person centred care• No requirement to sign staff timesheets• Increased confidentiality and data protection <p><u>Staff :-</u></p> <ul style="list-style-type: none">• Won't need to complete timesheets• Increased Safety (lone working)• Accurate data for payroll purposes <p><u>HR :-</u></p> <ul style="list-style-type: none">• The system will feed up-to-date information into SAP for
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		payroll purposes automatically
1.11	Who is formally responsible for the delivery of this policy? If different, who is responsible for leading on the delivery?	Maria Hicks – Provider Services Manager Catherine Driscoll- Head of Adult Social Care
1.12	What (if any) are the key priorities within this policy?	<ul style="list-style-type: none"> • Annual efficiency of £373 per annum • To enable accurate and timely billing for service users • Staff and service user safety • Informing service users of proposals and progress • UNISON briefing/consultation • Consultation with staff in all areas of the County • To run a trail pilot site with parallel running of Cold Harbour
1.13	What (if any) previous consultation has been done on this policy? Who was consulted and when?	<ul style="list-style-type: none"> • There is currently a pilot being planned in the North of the county to provide opportunity for service user and staff feedback. • Review of statistical data
1.14	Is equality monitoring in place for this policy?	No.

Part Two: this is the test to see if further action is required. For the purpose of this exercise concentrate on the impact on people of differing age, gender, disability, race/ethnicity, religion or belief and sexual orientation.

		Y	N	Details including what information you have based your decision on.
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**Annex C to the Equality
Impact Assessments
Guidance**

2.1	Is there any way in which the policy is directly discriminatory or in breach of the County Council's Equality and Diversity Policy? (see Annex E)		N	<p>For service users who may not have a telephone or do not wish us to use their telephone, alternative technology can be used by care staff.</p> <p>Any reduction in headcount will follow WCC redeployment and redundancy policies. The profile of ACS workforce redundancies will be monitored to ascertain if particular groups are affected more than others.</p>
2.2	Are there any barriers to people from minority groups getting the full benefit of this policy which have not been resolved as part of the policy?		N	Service users will continue to have access to Home Care and Promoting Independence services.
2.3	Are there any other ways the policy could unintentionally deliver poorer quality outcomes for individuals because they belong to a minority group or groups?(they may belong to more than one)		N	<ul style="list-style-type: none"> • Service users will continue to have access to home care and Promoting Independence services • There is nothing to suggest poorer quality outcomes for individuals belonging to a minority group or groups.
2.4	Could minority groups reasonably believe they would be likely to get poorer benefits from the policy?		N	<ul style="list-style-type: none"> • Service users will continue to have access to home care and Promoting Independence services. • There is nothing to suggest the likelihood of poorer benefits to service users.
2.5	In what ways could this policy make a positive contribution to equality or to relations between groups?		N	Not Applicable.

If the answer to questions 2.1 to 2.4 is yes or "could be yes" then you **must** take action. If the issue is straightforward then remedy this **now** so the answer changes to no. If it cannot be remedied now or there are outstanding issues you must continue on to a full EIA. Where you have decided a full EIA is not required but have identified actions which must be taken then please record these below:

Specific Action	How will you know when this is completed?	Resources/cost	Person Responsible	Completion date