


## Equalities Screening Record Form

<b>Date of Screening:</b> February 2012	<b>Directorate:</b> Adult Social Care and Health	<b>Section:</b> Intermediate Care, Older People and Long Term Conditions, Learning Disability Service
<b>1. Activity to be assessed</b>	<p>The introduction of electronic monitoring into Bracknell Forest Intermediate Care Service, and Domiciliary care services delivered by private sector agencies and commissioned by Bracknell Forest.</p> <p>Electronic Monitoring is well established within the domiciliary care market and with other Local Authorities. Whilst working with current providers of the service Bracknell Forest will include Electronic Monitoring systems as part of the detailed service requirement within its framework contract for home care.</p>	
<b>2. What is the activity?</b>	<input checked="" type="checkbox"/> strategy <input checked="" type="checkbox"/> Function <input type="checkbox"/> Project <input type="checkbox"/> Review <input type="checkbox"/> Service <input type="checkbox"/> Organisational change	
<b>3. Is it a new or existing activity?</b>	<input checked="" type="checkbox"/> New <input type="checkbox"/> Existing	
<b>4. Officer responsible for the screening</b>	Angela Harris	
<b>5. Who are the members of the EIA team?</b>	Mira Haynes, Neil Haddock, Alison Cronin, Angela Harris.	
<b>6. What is the purpose of the activity?</b>	<p>Please describe briefly its aims, objectives and main activities as relevant.</p> <p>The introduction of Electronic Monitoring represents one part of the wider service transformation within Bracknell Forest and is a key element within the Modernisation of Older Persons Services.</p> <p>Electronic Monitoring is an important supporting tool for local authorities, providers and people who use the services, allowing transparency to all of actual care delivered.</p> <p>Electronic Monitoring is fundamentally a method of capturing service information and communication with the workforce. The data (real time activity) can then be analysed and used to improve quality and efficiency of the commissioned domiciliary care services.</p> <p>The data is automatically matched against the original commissioned service. At set periods subsequent provider payments and billing of end user contributions will be based on the accurate and real time monitoring information.</p> <p>Electronic Monitoring can help to reduce and resolve most service queries, complaints and investigations as the Council holds real time data. This means that if there is a complaint that calls have been missed, or that calls are late this can quickly be checked on the system, and where there is a problem this can then be raised with the provider. The information cannot be disputed.</p> <p>Benefits lead to improved reliability and quality of service with more accountability and flexibility for people who use the services, for example the system provides alerts if calls are late or missed, and will not allow calls to overlap. Users and their relatives can also be given access to view the live data. This can provide reassurance to relatives that calls have been provided, and reduce the levels of queries regarding service delivery.</p> <p>With Electronic Monitoring there is the potential to support the personalisation/individualised budgets/use of Personal Assistants, as people can buy into the system. This will allow the person to view the live data for themselves, and will assist to monitor the spend of their allocated budget.</p>	
<b>7. Who is the activity designed to benefit/target?</b>	Electronic Monitoring will benefit the people who use the service, their families and relatives, carers, the support workers/care staff who provide the service, Bracknell Forest Council and independent sector providers. Benefits	

		include that people will not need to sign timesheets anymore, where there is doubt about attendance, this can be checked quickly, providers will no longer be required to submit invoices, reducing back office costs for providers and the Council.	
<b>Protected Characteristics</b>	<b>Please tick yes</b>	<p><b>Is there an impact?</b></p> <p><b>There is an overall positive impact for the people who use our services</b></p> <p>People who receive an Intermediate Care Service/ home care services will benefit from this change as it supports a faster response to individual needs and emergency situations. It ensures reliable and timely visits improving the quality of service, alerts are raised to inform providers of missed visits and the system improves communication between people who use the service, their families and carers. The system will facilitate more accurate billing.</p> <p>The majority of people who use domiciliary care services have a disability and therefore any improvement to the overall efficiency of the service will have a positive impact .</p> <p>There will be improvements in the safety of a mobile workforce through alerts/ lone working solutions.</p> <p>Support workers will benefit from the move to an electronic system as this will reduce the level of paperwork that they carry with them, for example, timesheets. This will also reduce the risk of a breach of confidentiality whereby one person who receives a service, sees the details of another person who receives the service on a timesheet.</p> <p>Training will be provided to all people involved in the new system, including external providers, which will help reduce any negative impact of the change.</p>	
	<b>Yes</b>	<p><b>What evidence do you have to support this?</b></p> <p>Extensive research has been undertaken by the Department of Health Care Service efficiency Delivery programme - and subsequently supported by the Care Quality Commission together with evidence from other Local Authorities e.g. London Borough of Ealing, Haverin, Wandsworth Council, South Gloucestershire Council, Leicestershire, Suffolk, Manchester City Council etc, with regard to how electronic monitoring will support and address individuals concerns regarding reliability and consistency of service delivery. Feedback from individuals/complaints tell us these are real concerns. This is evidenced by the level of complaints and concerns raised by uses and their representatives with our finance team and Brokerage Team.</p>	
<b>8. Disability Equality</b>	Y	<p>A positive impact as care workers will be monitored as they undertake daily schedule of visits. Care agencies will pick up delays automatically.</p> <p>However individual people who use the service may not have the mental capacity to authorise data entered by care workers.</p>	<p>Any improvement to the overall efficiency of the service will have a positive impact.</p> <p>The need to sign timesheets is cumbersome and can open people who use the service to anxiety. The system will have a positive impact on this issue.</p> <p>The issue of people with a lack of mental capacity will be specifically addressed in the system, specification and through assessment of needs.</p>

9. Racial equality	Y	None have been identified, however as the system is intended to benefit all people who use the service there is likely to be the same impacts that have already been covered.	There will be additional data about services actually provided that could be cross referenced across identified racial groups to ensure services are responsive to their needs.
10. Gender equality	Y	<p>There is a potential negative impact for the workforce which is largely female with a large proportion of part time workers. As the system will measure service provided in real time there is then the possibility that private sector employers could use this information when calculating time sheets and reduce the overall pay bill to the workforce.</p> <p>Evidence shows that more women than men use our services compared against the background population. However people have their needs individually assessed and responded to.</p> <p>There is the potential for a positive impact for the workforce which is largely female lone workers in that the system has alerts for missed calls which would indicate an at risk/safety issue for a mobile community based workforce.</p>	<p>Whilst responsibility rests with the employing agency to satisfy equalities legislation, this is reinforced by the Council's contracts which all providers are required to sign.</p> <p>The minimum wage protects these workers but any impact of reducing price may affect pay levels negatively.</p> <p>Provider Forums and contract monitoring will provide a mechanism for monitoring any impact</p> <p>Bracknell Forest Council staff are professionally qualified and have undertaken appropriate training on assessing individual needs. Data taken from the IAS system is regularly monitored.</p> <p>The Health and Safety Executive have evidenced that community workers are potentially at risk of working alone in the community out of office hours, from violence and also from potential violence within the homes that they visit. A process that minimise this is beneficial.</p>
11. Sexual orientation equality	Y	None have been identified however as the system is intended to benefit all people who use the services there is likely to be the same impacts that have already been covered.	Additional data about services actually provided could be cross referenced against identified groups to ensure services are more responsive to their needs.
12. Gender re-assignment	Y	As above	As above
13. Age equality	Y	Bracknell Forest Adult Social Care and Health supports nearly 600 people with home care services and over 80% of these people are aged 65 or over. Any service improvement will have a positive impact on this very considerable group of people and older	Evidence shows that electronic monitoring offers reliability and alerts which safeguard this vulnerable group e.g. medication alerts/emergency response. Also through accurate real time activity more

			people are the main users of Home Care Services.	timely response to levels of care /trends and care planning can be achieved that ensures service levels can be adjusted to better respond to needs, for example, panel applications can be more timely/increased, transparency of visit delivery, and the cost and levels of care are more accurately provided.
<b>14. Religion and belief equality</b>		N	There is a neutral impact in relation to religion and belief equality in respect of this activity.	Bracknell Forest staff, and service providers are required to ensure that they take into account the differing needs in respect of religion and belief
<b>15. Pregnancy and maternity equality</b>		N	None specific	None specific
<b>16. Marriage and civil partnership equality</b>		N	None specific	None specific
<b>17. Please give details of any other potential impacts on any other group (e.g. those on lower incomes/carer's/ex-offenders) and on promoting good community relations.</b>			<p>All adults eligible for social care in Bracknell Forest are assessed using the Fair Access to Care Services criteria. Assessed need is the primary requirement and this, where appropriate, includes consideration of equality legislation. A significant training programme ensures providers and staff will understand the implications of the implementation. Communication with all stakeholders reassures people who use our services and families on how the system works and how it can benefit them. Regular communication with community groups/representative groups will also ensure implementation of the system and its benefits are discussed.</p> <p>There is a potential benefit to those providers who do not already have an electronic monitoring system, as the system will be provided this free of charge by the Council. This will help to reduce back office costs.</p>	
<b>18. If an adverse/negative impact has been identified can it be justified on grounds of promoting equality of opportunity for one group or for any other reason?</b>			<p>Bracknell Forest Council will support the domiciliary care agencies in undertaking a communication exercise to inform all people who use our services on the introduction of electronic monitoring.</p> <p>Through contract monitoring Bracknell Forest can assess any impact on the externally provided workforce. Local Provider Forums, community groups and advocacy groups will enable any potential areas to be discussed and assurances in place.</p> <p>The PCT Joint Partnership Board will be advised and can discuss implementation issues with regards to the Intermediate Care Service.</p>	
<b>19. If there is any difference in the impact of the activity when considered for each of the equality groups listed in 8 – 14 above; how significant is the difference in terms of its nature and the number of people likely to be affected?</b>			<p>The age/ demographics show that there will be a significant increase in people who use our services being older and frailer. Therefore greater impact is likely to be experienced by older people.</p> <p>People who use our services with mental capacity issues will have their needs assessed and the system will be responsive to those needs.</p> <p>The female nature of the workforce is disproportionate but checks will be in place to ensure they are not disadvantaged</p>	
<b>20. Could the impact constitute unlawful discrimination in relation to any of the Equality</b>		N	No - as actions will be taken to mitigate individual impact on the changes	

Duties?			
21. What further information or data is required to better understand the impact? Where and how can that information be obtained?	<p>Research undertaken by the Care Service Efficiency Delivery programme of the Department of Health has been used to produce an equality impact assessment.</p> <p>Implementation from other Local Authorities provides evidence that there is an overall positive impact for the people who use our services.</p> <p>The Commissioning Strategy contains information on needs analysis/market analysis/deman</p>		
22. On the basis of sections 7 – 17 above is a full impact assessment required?	Y	N	If you are proceeding to a full equality impact assessment please contact Abby Thomas.
23. If a full impact assessment is not required; what actions will you take to reduce or remove any potential differential/adverse impact, to further promote equality of opportunity through this activity or to obtain further information or data? Please complete the action plan in full, adding more rows as needed.			
	<b>Action</b>	<b>Timescale</b>	<b>Person Responsible</b>
24. Which service, business or work plan will these actions be included in?			
25. Please list the current actions undertaken to advance equality or examples of good practice identified as part of the screening?	Please list		
26. Chief Officers signature.	Signature: 		Date: 19-3-12

When complete please send to [abby.thomas@bracknell-forest.gov.uk](mailto:abby.thomas@bracknell-forest.gov.uk) for publication on the Council's website.