

EQUALITY IMPACT ASSESSMENT - TRAFFORD COUNCIL

| A. Summary Details | | |
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| 1 | Title of EIA: | Assisted Hospital Discharge Service |
| 2 | Person responsible for the assessment: | Lindsey Mallory |
| 3 | Contact details: | 0161 912 4565 Lindsey.mallory@trafford.gov.uk |
| 4 | Section & Directorate: | All Age Commissioning Adults |
| 5 | Name and roles of other officers involved in the EIA, if applicable: | Not applicable |

| B. Policy or Function | | |
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| 1 | Is this EIA for a policy or function? | Policy <input type="checkbox"/> Function <input checked="" type="checkbox"/> |
| 2 | Is this EIA for a new or existing policy or function? | New <input checked="" type="checkbox"/> Existing <input type="checkbox"/> Change to an existing policy or function |
| 3 | What is the main purpose of the policy/function? | The service is delivered as part of a programme of work, the Homecare transformation programme, to improve the way Trafford supports people to live well at home. The service provides low level, flexible support, which is not subject to a social care assessment, to help people to leave hospital safely at a sooner point in time and to recover at home. The service also supports people to connect with |

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| | | local services and their community, to reduce social isolation and loneliness |
| 4 | Is the policy/function associated with any other policies of the Authority? | Living Well at Home Priorities |
| 5 | Do any written procedures exist to enable delivery of this policy/function? | Yes- the service has been co-designed with a range of health and social care professionals commissioned and there is a service specification to which the contracted provider must adhere |
| 6 | Are there elements of common practice not clearly defined within the written procedures? If yes, please state. | Not applicable |
| 7 | Who are the main stakeholders of the policy? How are they expected to benefit? | Social care professionals will benefit because they will be able to allocate packages of care more quickly The person in receipt of the service will benefit because they will be able to leave hospital safely at a sooner point in time in order to recover and live well at home |
| 8 | How will the policy/function (or change/improvement), be implemented? | By way of a test and learn pilot. We have commissioned British Red Cross to deliver the service from Trafford General Hospital and Wythenshawe Hospital |
| 9 | What factors could contribute or detract from achieving these outcomes for service users? | Lack of suitable referrals in the hospital Provider capacity to deliver the service Inability to recruit volunteers to support the service |
| 10 | Is the responsibility for the proposed policy or function shared with another department or authority or organisation? If so, please state? | It is shared between commissioning, adult social care and the commissioned provider |

C. Data Collection on People Impacted by Policy or Function

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| 1 | Do you have monitoring data on the number of people (from different equality groups) who are using or are potentially impacted upon by your policy/ function? | Not at this time. The provider will submit monitoring data which includes service user membership of protected groups |
| 2 | Please specify monitoring information you have available and attach relevant information*. | The information is not available at this time because the service hasn't yet commenced |
| 3 | If monitoring has NOT been undertaken, will it be done in the future or do you have access to relevant monitoring data? | Yes |

**Your monitoring information should be compared to the current available census data to see whether a proportionate number of people are taking up your service*

D. Consultation & Involvement

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| 1 | Are you using information from any previous consultations and/or local/national consultations, research or practical guidance that will assist you in completing this EIA? | Yes. We have completed stakeholder consultation with a range of health and social care professionals, voluntary sector organisations and homecare and reablement providers, to design the service pilot |
| 2 | Please list any consultations planned, methods used and groups you plan to target. (If applicable) | We will complete service user and workforce consultation over the course of the pilot. This has been commissioned independently for the whole of the homecare transformation programme |

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| 3 | <p>**What barriers, if any, exist to effective consultation with these groups and how will you overcome them?</p> | <p>Service users are isolated by virtue of the fact that they are often housebound. We will overcome this by utilising volunteers to conduct evaluation interviews in people's home and by completing telephone interviews</p> <p>The workforce often works alone and is paid only for the time they spend delivering care, so they are difficult to access. We will overcome this by establishing a Facebook page where the workforce can complete evaluation questionnaires, and by interviewing the workforce at training events and staff meetings. We will also use survey monkey and telephone interviews as appropriate. Participating providers have signed up to a contract which commits them to facilitating this so we are confident that we can access the workforce</p> <p>British Red Cross will use a mixture of paid staff and volunteers. We haven't consulted with volunteers but BRC were involved in service design consultations. British Red Cross are very experienced at volunteer recruitment and we feel that their views are therefore relevant in the consultation</p> |
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***It is important to consider all available information that could help determine whether the policy/ function could have any potential adverse impact. Please attach examples of available research and consultation reports*

E: The Impact – Identify the potential impact of the policy/function on different equality target groups

The potential impact could be negative, positive or neutral. If you have assessed negative potential impact for any of the target groups you will also need to assess whether that negative potential impact is high, medium or low

| | Positive | Negative (please specify if High, Medium or Low) | Neutral | Reason |
|--|-----------------|---|----------------|---|
| Gender – both men and women, and transgender; | ✓ | | | We will train the workforce around equality issues, such as gender and sexuality, so they can deliver sensitively tailored care. The Assisted Hospital Discharge will also help to connect people to local community assets, which could include women’s groups, men’s groups and LGBT+ groups |
| Pregnant women & women on maternity leave | ✓ | | | The service contract includes specific requirements for staff to be employed on guaranteed hours contracts and to ensure that they have access to the relevant statutory support and benefits. Providers will be required to evidence that they do this |
| Gender Reassignment | ✓ | | | We will train the workforce around equality issues, such as sexuality and gender, , so they can deliver sensitively tailored care. The service will also help to connect people to local community assets, which could include women’s groups, men’s groups and LGBT+ groups |
| Marriage & Civil Partnership | | ✓ | | N/A |

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| <p>Race- include race, nationality & ethnicity (NB: the experiences may be different for different groups)</p> | <p>✓</p> | | | <p>We will train the workforce around equality issues, such as, culture, and ethnicity, so they can deliver culturally sensitive care that addresses individual clients needs with regard to their ethnicity and culture.</p> <p>The service will also help to connect people to local community assets, which could include local black and minority groups both mixed and single-sex.</p> <p>We are commissioning the service across the north and south of the borough, so that people from BAME communities which are predominantly in the north of the borough will have access to more culturally sensitive care.</p> <p>The service will also recruit volunteers and we will ensure that opportunities are available to all of the communities in Trafford, as well as monitoring the protected characteristics of volunteers</p> <p>We will ensure that British Red Cross attempts to recruit a diverse group of volunteers, for instance by running recruitment drives in the North of the Borough and via other organisations who work with diverse communities (e.g. the Jewish Federation, LMCP, ACCG, St Thomas' Centre)</p> |
| <p>Disability – physical, sensory & mental impairments</p> | <p>✓</p> | | | <p>The service will have a focus on supporting people to connect with their local community. This will include finding social activities, transport and other types of support which may include help around disabilities.</p> <p>The service will also recruit volunteers and we will monitor the service to ensure it makes opportunities available to people with protected characteristics</p> |
| <p>Age Group - specify eg; older, younger etc)</p> | <p>✓</p> | | | <p>The service is predominantly provided to older people aged 55+ and support, community links and activities will be provided that are relevant to this age group.</p> |
| <p>Sexual Orientation – Heterosexual,</p> | | | | <p>We will train the workforce around equality issues, such as sexuality and gender, so they can deliver sensitively tailored care.</p> <p>The service will also help to connect people to local community assets, which</p> |

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| Lesbian, Gay Men, Bisexual people | | | | <p>could include women's groups, men's groups and LGBT+ groups</p> <p>The service will also recruit volunteers and we will monitor the service to ensure it makes opportunities available to people with the range of protected characteristics</p> |
| Religious/Faith groups (specify) | | | | <p>We will train the workforce around equality issues, such as, culture, and religion, , so they can deliver culturally sensitive care that also recognises and takes into account people's needs with regards to their religion and faith..</p> <p>The service will also help to connect people to local community assets, which could include women's groups, men's groups and local religions organisations.</p> <p>The service will also recruit volunteers and we will monitor the service to ensure it makes opportunities available to people with protected characteristics</p> |

As a result of completing the above what is the potential negative impact of your policy?

High

Medium

Low

Neutral

F. Could you minimise or remove any negative potential impact? If yes, explain how.

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| Race: | <p>Volunteer recruitment drives across Trafford communities to ensure representation from diverse communities</p> <p>Participation in training around diversity and equality</p> |
| Sex & Gender, including pregnancy & maternity, gender reassignment, marriage & civil partnership | <p>Volunteer recruitment drives across Trafford communities to ensure representation from diverse communities</p> |
| Disability: | <p>Participation in training around diversity and equality</p> |
| Age: | <p>Volunteer recruitment drives across Trafford communities to</p> |

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| | | ensure representation from diverse communities |
| Sexual Orientation: | | Participation in training around diversity and equality |
| Religious/Faith groups: | | Volunteer recruitment drives across Trafford communities to ensure representation from diverse communities |
| Also consider the following: | | |
| 1 | If there is an adverse impact, can it be justified on the grounds of promoting equality of opportunity for a particular equality group or for another legitimate reason? | Not applicable |
| 2 | Could the policy have an adverse impact on relations between different groups? | Not applicable |
| 3 | If there is no evidence that the policy <i>promotes</i> equal opportunity, could it be adapted so that it does? If yes, how? | Not applicable |

G. EIA Action Plan

| Recommendation | Key activity | When | Officer Responsible | Progress milestones |
|--|--|--|----------------------------|----------------------------|
| Roll out of the pilot in the North and south of the borough | Providers will deliver the pilot in Wythenshawe Hospital and Salford Royal Hospital, which treat people from across | 2nd December 2019-31st March 2021 | Lindsey Mallory | Service commences |

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| | Trafford | | | |
| Monitor protected characteristics of service users who access the service to ensure representative group | Quarterly monitoring of protected characteristics | 31st march 2020 and quarterly thereafter | Lindsey Mallory | Quarterly monitoring reports |
| Roll out training programme around cultural awareness and diversity issues for homecare workforce | Deliver training | 2nd December 2019 to 30th November 2020 | Lindsey Mallory | Training completion |

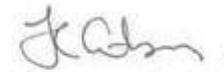
Please ensure that all actions identified are included in the attached action plan and in your service plan.

Signed
Lead Officer
Date



2nd December 2019

Signed
Service Head
Date



13th Jan 2020

