

## EQUALITY IMPACT ASSESSMENT - TRAFFORD COUNCIL

A. Summary Details		
1	Title of EIA:	Homecare transformation: Let's Talk Homecare
2	Person responsible for the assessment:	Lindsey Mallory
3	Contact details:	<a href="mailto:Lindsey.mallory@trafford.gov.uk">Lindsey.mallory@trafford.gov.uk</a> 01619124565
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		
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 type="checkbox"/> Existing <input type="checkbox"/> Change to an existing policy or function <input checked="" type="checkbox"/>
3	What is the main purpose of the policy/function?	To improve the quality of commissioned homecare services, by giving the homecare provider more responsibility for completing needs assessments and by supporting people in receipt of homecare to access local services and resources to reduce social isolation and loneliness
4	Is the policy/function associated with any other policies of the Authority?	Let's Talk
5	Do any written procedures exist to enable delivery of this policy/function?	The Service specification describes how the service will work
6	Are there elements of common practice	Not applicable

	not clearly defined within the written procedures? If yes, please state.	
7	Who are the main stakeholders of the policy? How are they expected to benefit?	Homecare providers who are commissioned through the homecare framework and people who are in receipt of homecare in Trafford
8	How will the policy/function (or change/improvement), be implemented?	4 providers will implement Let's Talk Homecare alongside business as usual homecare as a test and learn pilot, so that we can test the cost and non-cost benefits of applying the Let's Talk approach to the delivery of homecare. There will be a formal evaluation of the Let's Homecare project, alongside the wider homecare transformation programme
9	What factors could contribute or detract from achieving these outcomes for service users?	<p>Unwillingness from service users to adopt the new way of working. We will address this by training providers to have Let's Talk conversations with service users, which highlight the benefits of the approach</p> <p>Lack of training for providers to understand how to adopt the new way of working. We will address this through provision of training to providers</p> <p>Lack of willingness from the homecare workforce to adopt the new way of working. We will address this through training and through improved workforce pay and conditions to offer incentives to the workforce</p> <p>The things which will help us to achieve the proposed outcomes include: Let's Talk Training, a Social Work mentor for our providers around Let's Talk and a directory of community services which providers can utilise. We will also provide ongoing support through the homecare commissioning team to help overcome any obstacles as they arise</p>
10	Is the responsibility for the proposed policy or function shared with another department or authority or organisation? If so, please state?	Social work teams in participating neighbourhoods will share responsibility because they will complete a different care plan for people who reside in the Let's Talk homecare localities.

		<p>The participating providers will share responsibility for implementing the Let's talk approach in participating localities</p> <p>Trafford Council Transformation team will share responsibility for training up participating providers around the Let's talk approach</p>
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<b>C. Data Collection</b>		
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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?	Yes
2	Please specify monitoring information you have available and attach relevant information*	<p>Participating service users will have a care plan on Liquid Logic which will include their membership of different equality groups.</p> <p>JSNA information is also relevant because we are delivering Let's Talk Homecare by postcode. The relevant postcodes are M32 and M16 in the North of the borough, M41 in the West of the borough and each of Trafford's Extra Care Schemes which are located in M31, M33, M16 and M41 postcodes</p>
3	If monitoring has NOT been undertaken, will it be done in the future or do you have access to relevant monitoring data?	<p>Let's Talk will commence with people who present for the first time for homecare, who will be monitored at the point of assessment. It will also include a number of people who are already in receipt of homecare, who will already have completed an assessment and therefore we will already have information about their membership of equality groups</p> <p>We have commissioned a formal evaluation of the programme and will require the provider to ensure they make every effort to interview service users from a diverse proportion of communities across Trafford. The information we currently have regarding homecare service users is attached below.</p>



Copy of Current  
Dec19 Demographics

*\*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*

<b>D. Consultation &amp; Involvement</b>		
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 consulted locally with health and social care professionals and with homecare providers to develop the service model
2	Please list any consultations planned, methods used and groups you plan to target. (If applicable)	We have completed our consultations with health and social care providers but not with service users who will be affected by the service. We have commissioned a formal evaluation of the homecare transformation programme, which will include consultation with service users and frontline workers
3	**What barriers, if any, exist to effective consultation with these groups and how will you overcome them?	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 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
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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*

	<b>Positive</b>	<b>Negative (please specify if High, Medium or Low)</b>	<b>Neutral</b>	<b>Reason</b>
<b>Gender – both men and women, and</b>	✓			We will train the workforce around equality issues, such as sexuality, culture, religion, ethnicity, so they can deliver culturally sensitive care. Let's Talk Homecare will also help to connect people to local community assets,

transgender;				which could include women's groups, men's groups and LGBT+ groups
Pregnant women & women on maternity leave	✓			The Let's Talk 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, culture, religion, ethnicity, so they can deliver culturally sensitive care. Let's Talk Homecare 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
<b>Race-</b> include race, nationality & ethnicity (NB: the experiences may be different for different groups)	✓			We will train the workforce around equality issues, such as sexuality, culture, religion, ethnicity, so they can deliver culturally sensitive care. Let's Talk Homecare will also help to connect people to local community assets, which could include women's groups, men's groups and LGBT+ groups We are commissioning Let's Talk homecare 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. The improvements in workforce pay and conditions for Let's talk Homecare also include social value requirements around recruiting people from local communities where homecare is being provided
<b>Disability –</b> physical, sensory & mental impairments	✓			Let's Talk Homecare 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. People in receipt of homecare often have a physical or cognitive impairment which impacts on their ability to access local community assets and this is a key focus for the project
<b>Age Group -</b> specify eg; older, younger etc)	✓			Homecare is predominantly provided to older people aged 55+. Let's talk Homecare will support people in receipt of homecare to be more independent and will reduce social isolation and loneliness by connecting people with their local community
<b>Sexual Orientation –</b> Heterosexual, Lesbian, Gay Men, Bisexual people				We will train the workforce around equality issues, such as sexuality, culture, religion, ethnicity, so they can deliver culturally sensitive care. Let's Talk Homecare will also help to connect people to local community assets, which could include women's groups, men's groups and LGBT+ groups
<b>Religious/Faith groups</b> (specify)				We will train the workforce around equality issues, such as sexuality, culture, religion, ethnicity, so they can deliver culturally sensitive care. Let's Talk Homecare will also help to connect people to local community assets, which could include women's groups, men's groups and LGBT+ groups

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.**

Race:	By piloting services in areas where there is a higher proportion of people from black and minority ethnic communities to ensure the service pilots are accessed by a cross section of the community which is reflective of Trafford's diverse population
Gender, including pregnancy & maternity, gender reassignment, marriage & civil partnership	By rolling out training for the homecare workforce around diversity and equality so that they are mindful of these issues in the care they deliver By monitoring the gender split of people in receipt of Let's Talk Homecare
Disability:	By delivering the pilots to people in receipt of homecare across a range of geographical locations, the service will be accessible to anyone in those postcodes who is eligible for homecare We will also deliver training around supporting people with physical disabilities and learning difficulties, cognitive impairment and dementia to ensure homecare is delivered in a suitable way
Age:	Not applicable - the pilots will be available to anyone who is eligible for homecare and resides in participating postcodes
Sexual Orientation:	We plan to deliver training for the homecare workforce around diversity and culturally sensitive practice, which will include sexuality
Religious/Faith groups:	We plan to deliver training for the homecare workforce around diversity and culturally sensitive practice, which will include religion and faith. By piloting services in areas where there is a higher proportion

		of people from non-Christian communities to ensure the service pilots are accessed by a cross section of the community which is reflective of Trafford's diverse population
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**

<b>Recommendation</b>	<b>Key activity</b>	<b>When</b>	<b>Officer Responsible</b>	<b>Progress milestones</b>
<b>Roll out of the pilot in the North and south of the borough</b>	<b>Providers will deliver the pilot in M41, M33, M32, M31, M16</b>	<b>2<sup>nd</sup> December 2019-31<sup>st</sup> March 2021</b>	<b>Lindsey Mallory</b>	<b>Service commences</b>
<b>Monitor protected characteristics of service users who access the service to ensure representative group</b>	<b>Quarterly monitoring of protected characteristics</b>	<b>31<sup>st</sup> march 2020 and quarterly thereafter</b>	<b>Lindsey Mallory</b>	<b>Quarterly monitoring reports</b>

<b>Roll out training programme around cultural awareness and diversity issues for homecare workforce</b>	<b>Deliver training</b>	<b>2<sup>nd</sup> December 2019 to 30<sup>th</sup> November 2020</b>	<b>Lindsey Mallory</b>	<b>Training completion</b>

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

**H. Review of Action to Mitigate Adverse Impact (where relevant)**

<b>Protected Characteristic Impacted</b>	<b>Type of negative impact</b>	<b>Officer Responsible</b>	<b>Action taken to mitigate negative impact</b>	<b>Date action completed</b>

Signed   
Lead Officer  
Date 2<sup>nd</sup> December 2019

Signed   
Service Head  
Date 13 Jan 2020

