

EQUALITY IMPACT ASSESSMENT - TRAFFORD COUNCIL

A. Summary Details		
1	Title of EIA:	Children Families & Wellbeing Agile Working Project
2	Person responsible for the assessment:	Kashif Chaudhry
3	Contact details:	07779 560881
4	Section & Directorate:	Vision 2031 Team, Transformation and Resources
5	Name and roles of other officers involved in the EIA, if 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?	Children's Families and Wellbeing (CFW) Management highlighted the need to identify an agile ICT solution in order to improve the productivity of front-line social work practitioners and managers for children and adults. They also wanted to maximise staff time, reduce duplication and delay in meeting responsibilities. A business case was prepared on the basis that capital funding would be required to purchase agile technology for an estimated 300 staff. The technology

identified were smartphones, tablet devices and the Liquid Logic offline app. Revenue budgets were also identified from existing CFW budgets, for ongoing costs such as data charges and additional licence costs.

Data was collated from Social Care staff via a questionnaire. The aim was to understand the activities undertaken on a daily basis by social care staff and how the introduction of agile technology could support staff to work smarter and carry out their roles more efficiently. There was a response rate of 60%; staff strongly supported the need for agile working. The main barriers to effective working practices identified were:

- Duplication of inputting data, as staff are unable to type up case notes, whilst out seeing clients, and have to wait until they are back in the office
- Paper based records that cannot be accessed remotely
- Lack of access to laptops or Wi-Fi
- Making numerous appointments (incurring more travel time) to complete one task
- Lack of desks/ space when whole teams are in

An options appraisal was completed in collaboration with ICT, which aimed to meet both business requirements as well as ICT technical hardware requirements within the agreed budget.

		Once the project has been delivered, an evaluation will be carried out on the impact that the agile technology has had on practitioners carrying out their roles.
4	Is the policy/function associated with any other policies of the Authority?	There is some overlap with the Estates programme, which is delivering the co-location of Health and Social Care Teams in the four Trafford localities i.e. the North, South, Central and West areas. A number of teams are in scope for both projects such as the area social care teams (Adults and Children's), Family Focus, CAN, CDLT etc. The Estates programme will directly impact the staff/ desk ratio in the Council's corporate accommodation, particularly Trafford Town Hall and Sale Waterside. As there are a number of teams that are in scope for both projects, the Agile project will support this change as it will enable more social care staff to work in an agile manner. Details of in scope staff and device deployment/ training plan will be shared to assist in planning as part of the estates project.
5	Do any written procedures exist to enable delivery of this policy/ function?	<ul style="list-style-type: none"> ▪ Health & Safety Regulations for Trafford Council ▪ Agile Working Protocols ▪ Homeworker's Health and Safety Handbook ▪ Homeworking Policy ▪ Managing Teams, Which are Agile
6	Are there elements of common practice not clearly defined within the written procedures? If yes, please state.	No
7	Who are the main stakeholders of the policy? How are they expected to benefit?	<p>The main stakeholders impacted by the project are:</p> <ul style="list-style-type: none"> ▪ Front-line social work practitioners and managers for children and adults in the Children, Families & Wellbeing directorate ▪ Service users and carers in receipt of social care service

Through use of the Agile devices and the Liquid Logic mobile app, staff will be able to work more agile and therefore benefit in the following ways:

- Increased access to email will enable officers to spend more time out of the office, and enhance communication with management, clients and partners.
- Staff have the ability to complete forms and case notes, when working in the community or hospitals, where there is no Trafford network presence, through the offline Liquid Logic app
- Increased data security and compliance with information governance (Paper based assessments no longer required), which will benefit staff, Trafford Council and service users
- Staff have the ability to work from different locations, with increased autonomy and flexibility
- Staff will be able to use the device in a variety of ways to support interactive working e.g. using the stylus for life story work and using tablet mode with the Liquid Logic app
- Staff are able to capture signatures when on visits
- Staff have access to service user records when in the community, even without a network connection, through the offline Liquid Logic app
- Staff working on 'duty rotas' are able to access records for service users they are not familiar with
- Managers will be able to support their staff more easily with their use of agile devices
- Reduced assessment time, as information is captured in real-

		<p>time</p> <ul style="list-style-type: none"> ▪ Reduce duplication of notes and increase the capacity of Practitioners ▪ The training session has also upskilled staff in their ICT proficiency <p>Service Users and Carers will benefit from a more tech savvy workforce, who are able to:</p> <ul style="list-style-type: none"> ▪ Increase engagement with customers, and work more flexibly, on-site, from home or from alternative office bases ▪ Assessments can be completed with service users in the community, and more efficiently, including the capture of signatures in one visit ▪ Case-notes completed in the community ▪ Staff with access to service user information will have more informed engagement with service users ▪ Gain access to the internet through their smartphones, for signposting purposes
8	How will the policy/function (or change/Improvement), be implemented?	<p>An Agile Project Team has been set up with staff from the Council's Vision 2031 team, Performance team and CFW. An over-arching Project Plan has been created and data on the in-scope teams has been collated with key information such as staff numbers, roles and ICT requirements.</p> <p><u>Data Validation</u> Additional meetings and data validation activity is being held with the Strategic Leads and Senior Managers to ensure data is correct and reflects ongoing changes across the workforce.</p>

Deployment and Training

The first phase of the project is the deployment of smartphones to staff in scope. The second is the deployment and training of agile devices to in scope staff. A training plan will be completed, and 3 hour training sessions will be delivered covering the hardware, software, tablet functionality, VPN connectivity and the Liquid Logic App. Post deployment support will also be provided, which will include follow-up support sessions, user manuals, an intranet page and ongoing support from the ICT and Liquid Logic helpdesks.

Additional Requirements

Adapted software or hardware requirements have been captured to anticipate any reasonable adjustments or health and safety measures that need to be taken. 1 staff member needs adapted hardware and was deployed with a keyboard designed specifically for users with visibility issues. 4 staff have been identified that need adapted software. The adapted software is not compatible with Windows 8.1, but there are Ease of Access settings within Windows 8.1 that may replicate the features used in the accessibility software. Individual 121 sessions will be run with these users to understand whether the deployment of agile devices to these users is appropriate for their requirements.

Communications

Regular communications to update stakeholders on the project are being sent to the relevant staff members; in addition to a number of staff briefings to communicate the finer details and practical issues involved in the co-locations. Meetings are planned with service and team managers to ensure buy-in. Staff were also given the opportunity

		to try the two potential devices and feedback on which, they believe to be better suited to them. The vast majority of staff selected the Lenovo Yoga 260 devices. No concerns were raised around health and safety as staff were advised that both types of devices can connect to a monitor, keyboard and mouse.
9	What factors could contribute or detract from achieving these outcomes for service users?	<p>The following factors contribute/ detract from the project outcomes being met:</p> <ul style="list-style-type: none"> • Not providing enough or sufficient training to staff - To mitigate this, staff are being provided 3 hour training sessions and follow-on support as detailed in previous sections. • High level commitment from senior management to drive usage of the Liquid Logic Mobile app - Senior Management are being engaged and will be provided with usage reports, so that they are able to monitor and manage usage of the app.
10	Is the responsibility for the proposed policy or function shared with another department or authority or organisation? If so, please state?	<p>Yes</p> <ul style="list-style-type: none"> • While the project will be delivered by the Project Team, senior management from CFW will need to ensure that the Liquid Logic app is utilised across the workforce • On project closure, the Liquid Logic Support Team will provide ongoing support for the Liquid Logic app • The ICT Helpdesk will provide ongoing support for the device and future procurement, although the approvals for the latter will be overseen by a Senior Business Support Officer in CFW (Michelle Stott)

C. Data Collection

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?	<p>Yes – Trafford Council has workforce monitoring information on the equality data of all Social Care Staff. Please note that not all staff included in the data provided are in scope for the staff moves. Please see Appendix 1.</p> <p>The staff in scope have been asked whether they use any adapted hardware or software to fulfil any disability requirements such as visibility issues. Staff using adapted equipment or software, will be given 121 requirements gathering sessions to understand their needs and reasonable adjustments will be made to ensure that they can benefit from the agile technology. This will be followed up by 121 support to ensure that they are confident in using the device.</p>
2	Please specify monitoring information you have available and attach relevant information*	See above
3	If monitoring has NOT been undertaken, will it be done in the future or do you have access to relevant monitoring data?	N/A

**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

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?	NA
2	Please list any consultations planned, methods used and groups you plan to target. (If applicable)	NA
3	**What barriers, if any, exist to effective consultation with these groups and how will you overcome them?	NA

***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;			√	No impact on staff anticipated due to their gender.
Pregnant women & women on maternity leave			√	Any staff who are pregnant or on maternity leave and in scope for the staff moves will be fully informed by their line manager and their needs addressed as required.
Gender Reassignment			√	No impact on staff anticipated due to their gender reassignment
Marriage & Civil Partnership			√	No impact on staff anticipated due to their marital status.
Race - include race, nationality & ethnicity (NB: the experiences may be different for different groups)			√	No impact on staff anticipated due to their race, nationality or ethnicity.
Disability – physical, sensory & mental impairments		√ Low		There is potential for some negative impact on staff with adaptability requirements not being deployed with devices.
Age Group - specify eg; older, younger etc)			√	No impact on staff anticipated due to their age.
Sexual Orientation – Heterosexual, Lesbian, Gay			√	No impact on staff anticipated due to their sexual orientation.

Men, Bisexual people				
Religious/Faith groups (specify)			√	No impact on staff anticipated due to their religious beliefs.

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:	N/A
Gender, including pregnancy & maternity, gender reassignment, marriage & civil partnership	N/A
Disability:	To ensure equal opportunities, 121 sessions will be held with staff to explore all reasonable adjustments that can be made to facilitate them being able to use the agile devices. The devices themselves are lightweight and portable, so do not present an issue from a health and safety perspective. Staff unable to benefit from the agile devices, because they are unable to carry the device due to medical reasons will be taken out of scope on health and safety grounds.
Age:	N/A
Sexual Orientation:	N/A
Religious/Faith groups:	N/A
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?	N/A
2	Could the policy have an adverse impact on relations between different groups?	N/A
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?	N/A

G. EIA Action Plan

Recommendation	Key activity	When	Officer Responsible	Progress milestones
Hold 121 sessions with staff with specific adaptability requirements	Hold 121 sessions with staff with adaptability requirements to understand: <ul style="list-style-type: none"> ▪ The nature of their requirements ▪ Follow-up sessions to try and configure the device so that their requirements are met 	May 2018	Kashif Chaudhry	Reasonable adjustments explored to ensure that staff with adaptability requirements are not dis-included from the project

	<ul style="list-style-type: none"> Allow a reasonable trial period for the staff member to adjust to the device and advise whether it is suitable for them 			
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Please ensure that all actions identified are included in the attached action plan and in your service plan.

Signed 

Lead Officer Ridhwaan Hafezji

Signed 

Service Head Diane Eaton

Date 14.10.2018

Date 11.10.2018

Appendix 1



CFW Equality
Data.xlsx