

Equality & Poverty Impact Assessment 00586 (Version 1)

SECTION ONE: ESSENTIAL INFORMATION

Service & Division:	Social Work Adult Services Community Care	Lead Officer Name:	Kirsty Howarth
		Team:	Central Matching Team
		Tel:	01324 501767
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Proposal:	<p>The purpose of this EPIA is in relation to the proposal that Falkirk HSCP will procure the Professional Brokerage module which forms part of the OCC Market Place product suite.</p> <p>The Professional Brokerage module would be integrated with Falkirk HSCP's new social care case management and finance system (LAS/ContrOCC) and would assist the Falkirk HSCP Central Matching Team (CMT) in finding and negotiating care packages (POC) with suitable Providers.</p> <p>OCC Marketplace is a system which supports brokerage as a way of finding the best match to a client's needs.</p> <p>The brokerage module provides CMT with the means to provide all the necessary details of a service user's care/support requirements, advertise them to the appropriate Providers, have the Providers select which service users they can provide their service to, before CMT</p>	Reference No:	

select the best provider offer for the service user.

The Care Plan for each service user is created by the relevant worker in LAS which feeds through to MarketPlace. This is where the external Provider logs in and bids for care packages.

Once a Provider has been sourced for a care package, this links back to LAS which then feeds through to ContrOCC in order to process the provider payments. This will improve the timeliness and quality of service being provided to our service users through efficient use of automated processes as the system can be configured to the requirements of Falkirk HSCP.

Providers can log into the system to view the care package information and make any bids at any time therefore improving efficiencies for service users and ensure timely delivery of service.

There is also a map on the system for the external Providers to refer to which highlights the location where each service user is based, thus allowing Providers to identify and select any geographical area where they may have availability. Marketplace could encourage providers to submit more bids as they would have easier access to only view the care packages where they have capacity.

Support Plans can be attached to the POCs, and requirements can be set along with the deadlines for any bids. Providers can also add any notes to their response if they are looking for more information before submitting a bid. This again improves the quality of support being provided to our most vulnerable service users. The Providers cannot see each other's details thus adding a layer of confidentiality to the process.

Any open POCs which are listed on Professional Brokerage can also be offered to Falkirk HSCP's In-house Homecare teams before being offered to external Providers. This should assist greatly in reducing service user's wait times and any delayed discharges from hospital.

What is the Proposal?	Budget & Other Financial Decision	Policy (New or Change)	HR Policy & Practice	Change to Service Delivery / Service Design
	Yes	No	No	Yes
Who does the Proposal affect?	Service Users	Members of the Public	Employees	Job Applicants
	Yes	Yes	Yes	No
Other, please specify:				

Identify the main aims and projected outcome of this proposal (please add date of each update):	
31/01/2024	The aim of this project is to fully automate our Care and Support at Home Brokerage Service. This system will allow our Social Work Case Management System, Central Matching process and payments to provider to be linked up. This will result in the reduction in the scope of manual error and improve the support provided to our service users.

SECTION TWO: FINANCIAL INFORMATION

For budget changes ONLY please include information below:			Benchmark, e.g. Scottish Average
Current spend on this service (£'0000s)	Total:	£1,001,499 Care at Home £1,173,540 Support at Home	Current monthly expenditure for External Care at Home and Support at Home Services
Reduction to this service budget (£'0000s)	Per Annum:	£0	
Increase to this service budget (£'000s)	Per Annum:	£0	
If this is a change to a charge or concession please complete.	Current Annual Income Total:	N/A	
	Expected Annual Income Total:	N/A	
If this is a budget decision, when will the saving be achieved?	Start Date:		
	End Date (if any):		

SECTION THREE: EVIDENCE Please include any evidence or relevant information that has influenced the decisions contained in this EPIA. (This could include demographic profiles; audits; research; health needs assessments; national guidance or legislative requirements and how this relates to the protected characteristic groups.)

A - Quantitative Evidence This is evidence which is numerical and should include the number people who use the service and the number of people from the protected characteristic groups who might be affected by changes to the service.

The Central Matching Team (CMT) are responsible for sourcing external packages of care (POC) for service users who still remain in their own home. Our Internal Homecare teams attempt to pick up as many POC's as possible however due to the current systems pressures, the split is currently 74% CMT and 26% Internal Homecare provision.

At the date of completing this assessment, CMT is responsible for brokering 1116 POC's for Support at Home and 1325 POC's for Care at Home.

B - Qualitative Evidence This is data which describes the effect or impact of a change on a group of people, e.g. some information provided as part of performance reporting.

Social - case studies; personal / group feedback / other

A Short Life Working Group (SLWG) was established in June 2023 following a provider event which was held at our local head office and via MS Teams on 31st May 2023. Over 50 providers attended in person with around the same number joining virtually. This was a mixture of Care at Home and Support at Home providers. We discussed the eBrokerage System at the provider event and it was met with positive feedback and support from the providers. A provider survey was circulated following the event which invited any providers who were interested in being part of the pilot system roll out to let us know. There are currently 20 providers who have signed up to be part of this pilot testing phase.

The positive impact which this system would have on service users, their families and the providers who support them would be immense. Most notably, the reduction in hospital discharge/waiting times and the functionality which allows providers to pick up packages of care in real time and build runs using the interactive heat map will result in a more robust and effective Care and Support at Home Service for our local communities.

The majority of service users who require Support and Care at Home are older people and/or those with a disability (physical and learning disabilities) so are some of our most vulnerable community members therefore having regular engagement sessions and provider events is essential for this project to progress.

Best Judgement:	
Has best judgement been used in place of data/research/evidence?	No
Who provided the best judgement and what was this based on?	
What gaps in data / information were identified?	
Is further research necessary?	Yes

If NO, please state why.

SECTION FOUR: ENGAGEMENT

Engagement with individuals or organisations affected by the policy or proposal must take place

Has the proposal / policy / project been subject to engagement or consultation with service users taking into account their protected characteristics and socio-economic status?	Yes	
If YES, please state who was engagement with.	<p>A Short Life Working Group (SLWG) was established in June 2023 following a provider event which was held at our local head office and via MS Teams on 31st May 2023. Over 50 providers attended in person with around the same number joining virtually. This was a mixture of Care at Home and Support at Home providers. We discussed the eBrokerage System at the provider event and it was met with positive feedback and support from the providers. A provider survey was circulated following the event which invited any providers who were interested in being part of the pilot system roll out to let us know. There are currently 20 providers who have signed up to be part of this pilot testing phase.</p> <p>The positive impact which this system would have on service users, their families and the providers who support them would be immense. Most notably, the reduction in hospital discharge/waiting times and the functionality which allows providers to pick up packages of care in real time and build runs using the interactive heat map will result in a more robust and effective Care and Support at Home Service for our local communities.</p> <p>The majority of service users who require Support and Care at Home are older people and/or those with a disability (physical and learning disabilities) so are some of our most vulnerable community members therefore having regular engagement sessions and provider events is essential for this project to progress.</p>	
If NO engagement has been conducted, please state why.		
How was the engagement carried out?	What were the results from the engagement? Please list...	
Focus Group	Yes	From the 20 providers who have joined the Short Life Working Group, all of them provided positive feedback on the procurement and establishment of eBrokerage.
Survey	Yes	Feedback from the 50+ surveys which were completed following the provider event held on 31st May 2023, once again an automated brokerage system was the preferred option.
Display / Exhibitions	No	
User Panels	No	
Public Event	Yes	The benefits of the eBrokerage system were presented at a provider feedback event on 31st May 2023 and engagement/feedback from providers was welcomed.

Other: please specify	We continue to meet on a fortnightly basis with providers for continuous feedback and comment.
Has the proposal / policy/ project been reviewed / changed as a result of the engagement?	Yes
Have the results of the engagement been fed back to the consultees?	Yes
Is further engagement recommended?	Yes

SECTION FIVE: ASSESSING THE IMPACT

Equality Protected Characteristics: What will the impact of implementing this proposal be on people who share characteristics protected by the Equality Act 2010 or are likely to be affected by the proposal / policy / project? This section allows you to consider other impacts, e.g. poverty, health inequalities, community justice, carers etc.

Protected Characteristic	Neutral Impact	Positive Impact	Negative Impact	Please provide evidence of the impact on this protected characteristic.
Age		✓		The majority of our service users who require Care and Support at Home are older persons therefore eBrokerage will improve the quality and efficiency of service they receive.
Disability		✓		Many of our service users who require Care and Support at Home are people with disabilities therefore eBrokerage will improve the quality and efficiency of service they receive.
Sex		✓		Some of our service users prefer to have carers of the same gender. The eBrokerage system allows the Central Matching Team to select criteria for providers to be notified ahead of bidding on a POC so this will help facilitate any preferences relating to sex or gender.
Ethnicity		✓		Some of our service users prefer to have carers that speak the same language/have similar cultural background. The eBrokerage system allows the Central Matching Team to select criteria for providers to be notified ahead of bidding on a POC so this will help facilitate any preferences relating to ethnicity.
Religion / Belief / non-Belief		✓		Some of our service users prefer to have carers which is in line with their religion beliefs. The eBrokerage system allows the Central Matching Team to select criteria for providers to be notified ahead of bidding on a POC so this will help facilitate any preferences relating to religion/belief.
Sexual Orientation	✓			The eBrokerage System will have no or little impact on this protected characteristic.
Transgender	✓			The eBrokerage System will have no or little impact on this protected characteristic.
Pregnancy / Maternity	✓			The eBrokerage System will have no or little impact on this protected characteristic.
Marriage / Civil Partnership	✓			The eBrokerage System will have no or little impact on this protected characteristic.
Poverty	✓			The eBrokerage System will have no or little impact on this protected characteristic.
Care Experienced		✓		The eBrokerage System is designed to enhance the overall experience of our Support and Care at Home service users.

Public Sector Equality Duty: Scottish Public Authorities must have 'due regard' to the need to eliminate unlawful discrimination, advance quality of opportunity and foster good relations. Scottish specific duties include:

				other health/community/carer groups.
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Risk (Identify other risks associated with this change)	
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	Evidence of Due Regard
Eliminate Unlawful Discrimination (harassment, victimisation and other prohibited conduct):	The eBrokerage System provides a fair, open and transparent process for the brokerage of care and support across all our communities.
Advance Equality of Opportunity:	
Foster Good Relations (promoting understanding and reducing prejudice):	

SECTION SIX: PARTNERS / OTHER STAKEHOLDERS

Which sectors are likely to have an interest in or be affected by the proposal / policy / project?		Describe the interest / affect.
Business	Yes	Our Care at Home and Support at Home providers are a mixture of small local businesses or national companies who provide care across the Falkirk area.
Councils	Yes	The eBrokerage System will be implemented, managed and supported by Falkirk Council and NHS employees.
Education Sector	No	
Fire	No	
NHS	Yes	The eBrokerage System will be implemented, managed and supported by Falkirk Council and NHS employees.
Integration Joint Board	No	
Police	No	
Third Sector	Yes	There is an option to use care finder which allows service users to choose what provider/TS support they would prefer to deliver Care at Home/Support at Home.
Other(s): please list and describe the nature of the relationship / impact.		

SECTION SEVEN: ACTION PLANNING

Mitigating Actions: If you have identified impacts on protected characteristic groups in Section 5 please summarise these in the table below detailing the actions you are taking to mitigate or support this impact. If you are not taking any action to support or mitigate the impact you should complete the No Mitigating Actions section below instead.

Identified Impact	To Who	Action(s)	Lead Officer	Evaluation and Review Date	Strategic Reference to Corporate Plan / Service Plan / Quality Outcomes

No Mitigating Actions

Please explain why you do not need to take any action to mitigate or support the impact of your proposals.

From completing this EPIA it is apparent that all impact from establishing the eBrokerage System will be positive or neutral. There are no negative impacts identified with this project.

Are actions being reported to Members?

Yes

If yes when and how ?

The eBrokerage project is part of the wider UIG Tender Project which is reviewed on a fortnightly basis and reported to the Head of Integration. It is also part of the wider Liquid Logic project with all updates being fed back to Liquid Logic project board.

SECTION EIGHT: ASSESSMENT OUTCOME

Only one of following statements best matches your assessment of this proposal / policy / project. Please select one and provide your reasons.

No major change required	Yes	Based on feedback received from the provider event, the survey and SLWG all people with the protected characteristics as defined by the Equalities Act (2010) have been considered and have been instrumental in the work of this EPIA.
The proposal has to be adjusted to reduce impact on protected characteristic groups	No	
Continue with the proposal but it is not possible to remove all the risk to protected characteristic groups	No	
Stop the proposal as it is potentially in breach of equality legislation	No	

SECTION NINE: LEAD OFFICER SIGN OFF

Lead Officer:

Signature:	<i>Kirsty Howarth</i>	Date:	22/09/2023
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SECTION TEN: EPIA TASK GROUP ONLY

OVERALL ASSESSMENT OF EPIA:	Has the EPIA demonstrated the use of data, appropriate engagement, identified mitigating actions as well as ownership and appropriate review of actions to confidently demonstrate compliance with the general and public sector equality duties?	Yes
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ASSESSMENT FINDINGS	This EPIA has demonstrated that adequate stakeholder engagement has been established through the arranged Provider events, the bi-weekly Provider short life working group and as part of the wider Home Care Redesign Project which has representation from across Falkirk HSCP, NHS FV and Falkirk Council. The project is being managed by the Home Care Redesign PMO and the FHSCP Business Manager who are familiar with the requirements and obligations which the PSED sets out for the Partnership, hence ensuring compliance with all Public Sector Duties and Equalities legislation.	
If YES, use this box to highlight evidence in support of the assessment of the EPIA		
If NO, use this box to highlight actions needed to improve the EPIA		

Where adverse impact on diverse communities has been identified and it is intended to continue with the proposal / policy / project, has justification for continuing <u>without making changes been made</u>?	Yes	If YES, please describe: There is no adverse impact on diverse communities from this project - only positive and enhanced care at home provision will be the result from this project.
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LEVEL OF IMPACT: The EPIA Task Group has agreed the following level of impact on the protected characteristic groups highlighted within the EPIA

LEVEL		COMMENTS
HIGH	Yes	As stated above this project will have a positive but high impact on some of the most vulnerable people in our communities.
MEDIUM	Yes / No	
LOW	Yes / No	

SECTION ELEVEN: CHIEF OFFICER SIGN OFF

Director / Head of Service:			
Signature:	<i>Martin David Thom</i>	Date:	06/11/2023