

Equality Impact Assessment (EqIA) for Policies, Procedures and Services

Proposal name	To restart payment by plan for Adult Social Care providers during COVID-19 pandemic		
Directorate	Adult Social Care Directorate		
Service	Commissioning		
Responsible Officer	Tony Meadows		
Proposal planning start	24 th August 2021	Proposal start date (due or actual date)	13 th September 2021

1	What is the purpose of the proposal?	Yes / No	New / revision
	Interim change to the way community based commissioned care providers are paid during COVID-19 – to pay providers against the value of service users support plan		
	Policy	N	N
	Procedure	Y	Y
	Guidance	Y	Y
	Is this a service to customers/staff/public?	Y	Y
	If yes, is it contracted or commissioned?	Commissioned	
	Other - give details	Interim proposal replacing current contractual payment arrangements	
2	What is the business case for this proposal? Please provide the main purpose of the service, intended outcomes and reasons for change?		
	<p>Over the last month the number of people medically fit for discharge from hospital has increased by 250%. The number of people awaiting a package of care in the community and hospital settings has increased by 400%.</p> <p>During 2021 we have seen a decline in the mortality rate for people receiving care, meaning that they are requiring care packages longer than before the pandemic. This has also been noted nationally by the British Medical Journal who have reported a 45% reduction in the mortality rate for people aged 85+ in certain care settings.</p> <p>Providers continue to face an unpredictable future as the pandemic continues. Mandatory vaccination, isolation and difficulties with recruitment and retention continue to impact on the management of staffing levels and excessive financial increases across a number of areas including insurance premiums, recruitment, and personal protective equipment (PPE).</p> <p>Adult Social Care Providers continue to indicate to the Council that by enabling them to utilise their local knowledge and insight of our vulnerable adults (based on their day-to-day contact) during this unprecedented period, they can work flexibly, innovatively and prioritise their resources to meet service users' needs, which in turn better manages</p>		



existing demand and creates additional capacity.

The option of payment by plan and a number of alternative payment options were considered by Cabinet on 19 May 2021. The model of paying providers on a payment by plan basis rather than paying providers for actual care delivery, which was the pre-pandemic payment arrangement, was approved.

Whilst payment by plan does not have the lowest cost, it is considered to be the most cost effective and has the strongest rationale in terms of maintaining service delivery and protecting the market and was previously agreed by Cabinet on 19 May 2020.

Adult Social Care have duties under the Care Act, which include market management and market shaping, specifically:

- local market shaping to encourage quality, choice, and sufficiency of provision,
- local contingency planning in case of provider failures,
- ensure care is maintained where provider fails financially and services cease – for everyone, including self-funders, to ensure people's needs continue to be met.

3 Who is the proposal likely to affect?

People in Walsall	Yes	Detail
All	N	All citizens of the borough who have received a statutory community care assessment, where it has been determined they have assessed needs under The Care Act (2014) requiring services in the community within which they live. Systems development staff will be required to temporarily reconfigure social care systems to enable payment processes to temporarily change. Payment by plan will offer care providers greater assurance regarding income and enable them to manage /plan improved utilisation of the workforce resource.
Specific group/s	Y	
Council employees	Y	
Other (identify)		

4 Please provide service data relating to this proposal on your customer's protected characteristics.

The vulnerable Adult Social Care service user groups who receive community-based services either directly commissioned through Walsall Council or via a Direct Payment by age banding are as follows:

15	Day Care	18 - 65
407	Direct Payment	18 - 65
84	Direct Payment	66 - 75
228	Direct Payment	76 +
164	Dom Care – CM (CM electronic monitoring tool care recorded)	18 - 65
130	Dom Care – CM	66 - 75
542	Dom Care – CM	76 +
43	Dom Care – Non-CM	18 - 65
40	Dom Care – Non-CM	66 - 75
131	Dom Care – Non-CM	76 +

The vulnerable Adult Social Care service user groups who receive community-based services either directly commissioned through Walsall Council or via a Direct Payment by gender are as follows:

9	Day Care	Female
6	Day Care	Male
394	Direct Payment - Client	Female
325	Direct Payment - Client	Male
540	Dom Care – CM (Care recording tool)	Female
296	Dom Care - CM	Male
132	Dom Care – Non-CM	Female
82	Dom Care – Non-CM	Male

The vulnerable Adult Social Care service user groups who receive community-based services either directly commissioned through Walsall Council or via a Direct Payment by ethnicity @ May 2020 are as follows:

6	Day Care	Asian/Asian British
1	Day Care	Black/Black British
8	Day Care	White
133	Direct Payment	Asian/Asian British
30	Direct Payment	Black/Black British
		Mixed/Multiple ethnic groups
6	Direct Payment	Other Ethnic Groups
5	Direct Payment	White
545	Direct Payment	Asian/Asian British
79	Dom Care – CM (CM electronic care recording tool)	Black/Black British
21	Dom Care – CM	Mixed/Multiple ethnic groups
8	Dom Care – CM	NULL
6	Dom Care – CM	Other Ethnic Groups
5	Dom Care – CM	White
717	Dom Care – CM	Asian/Asian British
12	Dom Care – Non-CM	Black/Black British
3	Dom Care – Non-CM	No ethnicity recorded
1	Dom Care – Non-CM	Other Ethnic Groups
2	Dom Care – Non-CM	White
196	Dom Care – Non-CM	

5 Please provide details of all engagement and consultation undertaken for this proposal. (Please use a separate box for each engagement/consultation).

	<p>Detailed engagement has previously taken place with all community-based providers of commissioned care.</p> <p>Engagement with our regional authorities continues to ensure the approaches being undertaken by other local authorities in the payment of providers are understood and complement our approach.</p> <p>Engagement also continues with Association of Directors of Adult Social Care to seek a steer and understand the national issues faced in terms of the shortage of care.</p> <p>Internal staff engagement has previously taken place for those staff whose work practices will be changed during this period, recognising this is now a dispersed staff cohort working remotely, which brings additional challenges.</p>																
	<p>Consultation Activity</p> <table><tr><td>Type of engagement/consultation</td><td>Affected staff engagement – face-to-face, conference calls Regular conference calls to commissioned care providers.</td><td>Date</td><td>Ongoing since May 2021</td></tr><tr><td>Who attended/participated?</td><td colspan="3">Adult Social Care staff; Corporate Finance Payment Team; Community Based Care externally commissioned care providers (circa 65)</td></tr><tr><td>Protected characteristics of participants</td><td colspan="3">The officer participants are representative of the make-up of the council organisation The community-based providers also represent the make-up of the local community and include both small-scale independent providers and larger regional and more national providers.</td></tr><tr><td colspan="4">Feedback<ul style="list-style-type: none">Provider feedback continues to be overwhelmingly positive in response to a future model that enables payment by plan to be adopted permanently in any future commissioning.</td></tr></table>	Type of engagement/consultation	Affected staff engagement – face-to-face, conference calls Regular conference calls to commissioned care providers.	Date	Ongoing since May 2021	Who attended/participated?	Adult Social Care staff; Corporate Finance Payment Team; Community Based Care externally commissioned care providers (circa 65)			Protected characteristics of participants	The officer participants are representative of the make-up of the council organisation The community-based providers also represent the make-up of the local community and include both small-scale independent providers and larger regional and more national providers.			Feedback <ul style="list-style-type: none">Provider feedback continues to be overwhelmingly positive in response to a future model that enables payment by plan to be adopted permanently in any future commissioning.			
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6	<p>Concise overview of all evidence, engagement and consultation</p> <p>Assessment and Care Management staff continue to engage with service users. Full Cabinet report and associated documentation that is linked directly to this EQIA.</p>																

7	How may the proposal affect each protected characteristic or group? The effect may be positive, negative, neutral or not known. Give reasons and if action is needed.			
	Characteristic	Affect	Reason	Action needed / No
	Age	The proposal aims to ensure that new and existing recipients of home care continue to receive care by allowing care providers to work more flexibly.		
	Disability			
	Gender reassignment			
	Marriage and civil partnership			
	Pregnancy and maternity			
	Race			
	Religion or belief			
	Sex			
	Sexual orientation			
	Other (give detail)			
Further information				
8	Does your proposal link with other proposals to have a cumulative effect on particular equality groups? If yes, give details.			(Delete one) / No
9	Which justifiable action does the evidence, engagement and consultation feedback suggest you take?			
	A	A change required due to urgent needs		
	B	Adjustments needed to remove barriers or to better promote equality		
	C	Continue despite possible adverse impact		
	D	Stop and rethink your proposal		

Action and monitoring plan				
Action Date	Action	Responsibility	Outcome Date	Outcome
Sept 2021	Monitor the success of the proposal through the Walsall Together Tactical Group	Interim Director of Commissioning Procurement & Contract Management		

Update to EqIA	
Date	Detail
Use this section for updates following the commencement of your proposal.	

Contact us

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Resources and Transformation

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Inside Walsall: [http://int.walsall.gov.uk/Service information/Equality and diversity](http://int.walsall.gov.uk/Service%20information/Equality%20and%20diversity)