

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

<b>Proposal name</b>	<b>Re shaping of the internal provider resource (OP97)</b>		
<b>Directorate</b>	Adult Social care Directorate		
<b>Service</b>	Adult Social care Directorate /Children Directorate		
<b>Responsible Officer</b>	Jeanette Knapper /Tracy Simcox		
<b>Proposal planning start</b>	June 2021	<b>Proposal start date (due or actual date)</b>	By end of December 2021

<b>1</b>	<b>What is the purpose of the proposal?</b>	<b>Yes / No</b>	<b>revision</b>
	Policy		
	Procedure		
	Guidance		
	Is this a service to customers/staff/public?	<b>Yes</b>	
	If yes, is it contracted or commissioned?	<b>commissioned</b>	
	Other - give details	STP as well as service transformation	
<b>2</b>	<b>What is the business case for this proposal? Please provide the main purpose of the service, intended outcomes and reasons for change?</b>		
	<p>As part of the long term work that has been delivered in terms of developing an all age approach and also the work that is ongoing to continually work towards a strength based approach that asks people what their aspirations are, there is a need for us to consult with internal workforce in relation to a reshape of the Provider services. The aim is to create a seamless and robust management and delivery model that supports the internal provider activities under the umbrella of one management structure and a streamlined front line team that have generic roles to deliver a mix of regulated and none regulated activities as part of the model.</p> <p>The work is linked directly to all age; Day opportunities and the promotion of meaningful activities focussing on a strength based approach.</p> <p>The reshape also fits within the priorities for the council's transformation agendas (STP).</p> <p>The learning from COVID and the agendas that have been delivered pre and Post COVID, also directs the service in a timely fashion, to reshape its model in order to deliver the diversity of needs across a much wider landscape than just adults with a range of disabilities. The reshaping of the resource will not only enable the business to operate a more slick of response, but staff on the front line will be able to receive consistent supervision and timely support when</p>		



working across the whole service area for Crisis interventions and community calls as apart of provider of last report, whilst also developing the all age model that reflects the needs of people with a range of social care needs both from a building based offer as well as within settings inclusive of a persons own home.

The internal resource is currently working from Goscote as its base and is inclusive of Shared Lives: Day opportunities: Outreach: Employment and Domiciliary care functions. All currently work as separate management structures. The need to collaborate more seamlessly as part of COVID has also meant that there have been some good lessons learned in advance of making decisions to propose such changes to the model internally as part of the reshaping of the whole service All of this is with the aspiration to support people to maintain a good quality of life in Walsall, whilst also recognising that this could be done more effectively if we were able to organise ourselves differently.

### 3 Who is the proposal likely to affect?

People in Walsall	Yes / No	Detail
All	N	<ul style="list-style-type: none"> <li>Any person who is directly or indirectly affected by living with a range of disabilities, autism Mental health or age related needs and currently uses a service or support across Walsall for this purpose</li> <li>Any carers/parents of people who receives support as a result of their Disability; Mental Health; Autism or age related needs(including young people preparing for adulthood)</li> <li>Any internal staff and wider stakeholders currently using the services offered internally</li> <li>Staff currently working within the internal provider resource at Goscote (Shared lives: Day opportunities: Outreach and employment)</li> </ul>
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 consultation needs to be introduced by way of reshaping the internal workforce and formally introducing change as this will impact and affect some staff.
- The customers should not be affected adversely by the internal reshaping of the workforce, as to a point the workforce is operating in some ways similar to those we want to introduce more permanently.
- By re organising the way we work with people across the service, we will intend to improve the communications and delivery across the customer base as there will be one vision, that incorporates the whole of the activities delivered via the in-house resource and in a way that is less clunky due to the fact there is one management team and oversight and the team members have generic roles, thus preventing handoffs across the resource for customers
- Formal consultation for the staff teams will also bring with it the ongoing engagement of stakeholders incl of customers and carers of people who use the resource

currently and in the future.

- The use of the internal resource and the all age approach that is adopted as part of the delivery via the internal resource, means there are other opportunities for customers and stakeholders that are also working at armslength with the provider, but also want to be part of the offers and opportunities for a much more seamless and diversity of delivery now and longer term, this is also inclusive of how we can develop the ongoing opportunities to work more closely with the third sector, volunteers in relation to initiatives to maximise use of community based options tht are affordable and not specific longer term to requiring the support of adult social care in its entirety

**5 Please provide details of all engagement and consultation undertaken for this proposal.**

Ongoing engagement with internal staff since 2019 as part of promoting the model we continue to work to deliver.

Daily team huddles introduced since Dec 2020 as part of connected working.

Monthly Team meetings with whole staff team since March 2021 where the ongoing needs of the business are discussed and the awareness of pending reshaping is on agenda by way of keeping team abreast of change

JNCC verbal updates continual as part of regular engagement. Formal consultation report to be presented to JNCC October 12th 2021 and formal consultation commencing with staff as part of the internal reshaping of resource 13<sup>th</sup> October .

**Links to other agendas**

**AAD –CMT 2019** and ongoing development of that model and approach that covers the work being developed across In house

**Service days across whole service area 2018/2019** to develop the model and vision Engagement pre and post COVID with internal workforce

**Carers engagement for Day ops and All age hub.** Ongoing and next meetings arranged for 3<sup>rd</sup> Sept to update all carers on the developments post covid

**Day opportunities Consultation (predominantly External Day ops)** cabinet report 21<sup>st</sup> July .Formal consultation with stakeholders commences October 25<sup>th</sup> and ends 22<sup>nd</sup> November 2021 Formal consultation to a wide range of stakeholders across Walsall using a range of diverse methods to support people to contribute in a meaningful wayto his consultation.

**Shared Lives Consultation and Cabinet approval for payment bandings**  
21<sup>st</sup> July

Consultation Activity				
Type of engagement/consultation	Internal workforce engagement and awareness raising	Date	2019 onwards	
Who attended/participated?	All internal staff across Assessment and care management teams for children with Disabilities and adult complex care teams.			
Protected characteristics of participants	All staff are treated fairly and as part of further change and considerations for internal staff, this again forms part of a process which is transparent open and engaging .All people were supported appropriately as part of this			
<b>Feedback</b> <ul style="list-style-type: none"><li>Positive feedback from front line staff and the reshaping of internal resource continues as it has done since 2019.(As this is ongoing work that is at the stage of formal consultation to operationally organise the workforce to deliver all activities within the hub, of which part of this is Day care opportunities)</li><li>Engagement has continued throughout COVID and the feedback post covid and the actions of internal staff are very positive and their day to day activities continue to be varied and more linked to a strength based model of support</li></ul>				
6	Concise overview of all evidence, engagement and consultation			
Associated documentation that is linked directly to this EQIA.				
Internal staff employed to deliver the All Age approach internally will commence consultation to ensure we can continue to organise ourselves to meet need moving forward as well as to ensure we are able to deliver outcomes for the all age approach and the Directorate STP/direction of travel .The efficiencies that can also be introduced will be achieved wherever possible by mutual agreement and requests from the workforce for VR: Assimilation into posts and the none filling of vacancies where they are no longer required.				
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 Yes / No
Age		From the local, as well as Regional work, we can also consider the lessons learned from work undertaken recently by ADASS (Association of Director of Adult Social Care) as part of the Post COVID review. It will still mean that peoples protected characteristics will be protected in all we do, however it may well be that there are several other ways in which people can choose to receive their support and inclusion across community based activities moving forward .The intentions of the internal reshape is to ensure that we are able to continue to support the local agendas and deliver front facing outcomes with people referred into		
Disability				
Gender reassignment				
Marriage and civil partnership				
Pregnancy and maternity				
Race				
Religion or belief				
Sex				

	<b>Sexual orientation</b>	us as part of Time-limited intervention, set against the needs of local population alongside the additional ask of the Commissioner as part of becoming the provider of last resort ,
	<b>Other (give detail)</b>	
	<b>Further information</b>	
<b>8</b>	<b>Does your proposal link with other proposals to have a cumulative effect on particular equality groups? If yes, give details.</b>	(Delete one) <b>Yes / No</b>
	This will/should in turn, improve outcomes for local citizens of all ages and dependencies when looking for support to engage in a range of meaningful activities across Walsall	
<b>9</b>	<b>Which justifiable action does the evidence, engagement and consultation feedback suggest you take?</b>	
	<b>A</b>	<b>Positive change through consultation with wider external stakeholders and marketplace</b>
	<b>B</b>	<b>Adjustments needed to remove barriers or to better promote equality</b>
	<b>C</b>	<b>Continue despite possible adverse impact</b>
	<b>D</b>	<b>Stop and rethink your proposal</b>

Action and monitoring plan				
Action Date	Action	Responsibility	Outcome Date	Outcome
25.8.21	Consider and accept the EQIA that supports the internal reshaping of the provider resource	Jeanette Knapper		Preperation for the business case to be presented to JNCC and pre this, BDA in September 2021
Sept 2021	Presentd the business case to BDA for the proposal for the reshape of in house	Jeanette Knapper	21 <sup>st</sup> September	Prepare to present to EDMT the full business case for internal resource and reshape of this service offer .

	provision			
October 12 <sup>th</sup> 13-15 <sup>th</sup> October	Present case to JNCC and also to Core staff group and Unions /HR	Jeanette Knapper	12-15 <sup>th</sup> October	Progress to delivery of the informal consultation process with staff

Update to EqIA	
Date	Detail
22.11.21	Amended EQIA to include all dates represented as aprt of the communication and steps /key milestones for implementation
Use this section for updates following the commencement of your proposal.	

### Contact us

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