

Appendix D

Summary of Equality Impact Assessments

A review of the Careline service has been carried out and multiple options have been considered. The table below summarises the impact each option could have on service users, staff and the Council.

General actions for all Options

- Monitor service user feedback and satisfaction surveys.
- Monitor staff morale and provide support for staff who require it.
- Conduct meetings with staff and management to explain the process going forward and provide an update on the review conducted so far.
- Union engagement in the process.
- Employee Assistance Programme offered to all staff.
- Regular communication with service users.

Title of Activity	Type & Purpose of Activity	How will the activity impact on people?	Who will be affected by Activity	Impact on Protected Characteristics	Evidence	Impact on people's health and well being	Specific Actions for this Option
Option 1 – Maintain Current position	Maintain current position – no changes are made to the current structure or duties performed.	It is intended that the service will continue without changes, therefore, no consultation would be required for this option, as there is no effect on the service provided.	No one will be affected since there will be no changes to the service.	All areas are neutral.	The Careline service users provide their personal circumstances and medical history to current records held on service users and staff. This would not be affected by continuing with the service.	There would be a minimal impact on people's health and wellbeing.	No addition to general actions above.

Title of Activity	Type & Purpose of Activity	How will the activity impact on people?	Who will be affected by Activity	Impact on Protected Characteristics	Evidence	Impact on people's health and well being	Specific Actions for this Option
<p>Option 2 – provide Out of Hours service only</p>	<p>Provide an Out-of- hours service only.</p> <p>This option also includes continuation of CCTV monitoring.</p>	<p>There are 1,859 service users who use the call monitoring and responding/lifting service.</p> <p>Less staff would be required to undertake the reduced service.</p> <p>By changing to out-of-hours only 1,986 Careline users, would be impacted as they would need to switch to an alternative provider.</p> <p>All third party contracts would need to be terminated and services transferred to an alternative provider, ensuring a smooth transition from one provider to another.</p>	<p>Service users and staff.</p>	<p>Negative impact on some service users due to their disability and age.</p> <p>Service users lack of support from next of kin, friends, or neighbours' family members.</p> <p>Known ill health or dementia.</p> <p>Potential negative impact on some staff due to their age/disability, due to ability to be redeployed into a suitable alternative role.</p> <p>There is a neutral impact on other protected characteristics.</p>	<p>Current records held on service users enable the team to identify who might need additional help during the consultation process and when transferring to an alternative provider.</p> <p>Service Users - Breakdown in age ranges Up to 60 = 80 61-70 = 190 71-80 = 500 81-90 = 800 Over 90 = 400</p> <p>Staff encouraged to contact Careline managers, HR or the union for support.</p>	<p>This option could potentially impact service users by causing stress and anxiety, having to change service providers.</p> <p>Impact on staff morale during the reduction of the Careline service, to out of hours only, due to potential loss of income . If Option 2 is still the preferred option , following consultation, HR support would include a focus on redeployment opportunities.</p>	<p>In addition to the general actions above, identify service users who might need additional support, including those who have no next of kin.</p> <p>Identify service users who might need additional help transferring to an alternative provider and support.</p> <p>Make sure to provide staff with effective and robust support.</p> <p>An additional fund (£300k) has been included in the budget to support the transition.</p> <p>Monitor the contact made with service users to ensure everyone has the right information provided to make an informed choice of alternative provider based on their personal needs and circumstances.</p>

Title of Activity	Type & Purpose of Activity	How will the activity impact on people?	Who will be affected by Activity	Impact on Protected Characteristics	Evidence	Impact on people's health and well being	Specific Actions for this Option
Option 3 – change in working pattern	<p>Option 3 of the Careline review is to change the working pattern of staff and return to 6 hourly shifts for both control operators and responders.</p> <p>Reduce need to pay for breaks, as only working 6 hours per shift.</p>	<p>Reducing the working pattern may help address the current difficulties in covering shifts.</p> <p>Easier to locate replacements - shifts will be less hours when cover is needed.</p>	Staff.	<p>All areas are neutral, apart from potential negative impact on some staff due to their disability e.g. mental health.</p> <p>Protected pay in place for 1 year. Reduced at 25% every 3 months. Financial impact on staff after protected pay has ended.</p>	<p>Current staff records enable the team to identify whether staff with a history of mental health may need additional support during the process.</p> <p>Staff encouraged to contact Careline managers, HR or the union to discuss any concerns.</p>	This option could potentially have a financial impact on staff, which in turn could cause stress and anxiety.	In addition to the general actions above, ensure all staff are provided with effective and robust support. Managers and HR will offer support if any staff are experiencing stress and anxiety.
Option 4 – removal of responder and lifting service.	Option 4 is the removal of the responder/lifting service.	<p>The responder/lifting element of the service would no longer be provided. Careline would offer a Telecare only service. If medical assistance was required, Careline would either call an ambulance or notify the next of kin or nominated contact.</p>	<p>Service users.</p> <p>Staff.</p>	<p>Negative impact on some service users due to their disability and age.</p> <p>Some service users who rely on this element of the service to remain in their home would have to consider changing to another provider or being removed to a care facility.</p>	<p>Current records held on service users enable the team to identify who might need additional help during the consultation process and if transferring to an alternative provider.</p> <p>Current records on staff enable the team to identify whether staff may need additional support through the process.</p>	<p>This option could potentially impact service users by causing stress and anxiety.</p> <p>This option could potentially have a financial impact on staff, which in turn could</p>	<p>In addition to the general actions above, identify service users who might need additional support and assistance during the consultation process, including those who have no next of kin.</p> <p>Make sure to provide staff with effective and robust support. To provide alternative employment within TDC if appropriate. Redundancies are a last resort.</p>

Title of Activity	Type & Purpose of Activity	How will the activity impact on people?	Who will be affected by Activity	Impact on Protected Characteristics	Evidence	Impact on people's health and well being	Specific Actions for this Option
				<p>Potential negative impact on some staff due to their age and disability. Redeployment of responder staff would need to be considered or staff would need to be absorbed into other duties within the Careline service if appropriate.</p> <p>The other protected characteristic groups would have a neutral impact.</p>	Staff encouraged to contact HR, Union or Managers if they are concerned about the proposed changes to service delivery.	cause stress and anxiety.	<p>Identify staff who might need additional support during the process. Encourage staff to contact HR, Union or managers if concerned.</p> <p>An additional fund (£300k) has been included in the budget to facilitate the smooth transition for staff and service users.</p>
Option 5 – Termination of third party contracts and cessation of the TSA accreditation.	Option 5 is to terminate all third party contracts and cessation of the TSA accreditation.	Careline customers could be affected by Option 5, as this would mean the removal of the responding TSA accreditation. Users would need to be consulted on this to inform them of their options to	Service users. Staff.	<p>Negative impact on some service users due to their physical and mental capacity and age.</p> <p>Lack of support from family, friends, neighbours care facility.</p>	Current records held on service users enable the team to identify who might need additional help during the consultation process and when transferring to an alternative provider.	This option could potentially impact service user by causing stress and anxiety having to change service providers	<p>In addition to the general actions above, identify service users who might need additional support and assistance during the consultation process, including those who have no next of kin.</p> <p>An additional fund (£300k) has been included in the budget to enable this process</p>

Title of Activity	Type & Purpose of Activity	How will the activity impact on people?	Who will be affected by Activity	Impact on Protected Characteristics	Evidence	Impact on people's health and well being	Specific Actions for this Option
		transfer to an alternate provider if they wish to.		The other protected characteristic groups would have a neutral impact.			to be supported for those individuals that require additional help and support.