

Thurrock Council

Community Equality Impact Assessment

Service area and lead officer

Name of service	Adult Social Care
CEIA Lead Officer	Dawn Wakeling
CEIA Lead Officer job title	Business Team Manager
CEIA Lead Officer email address	DaWakeling@thurrock.gov.uk

Subject of this assessment

What specific policy, strategy, function or service is the subject of this assessment?
Caring for Thurrock
Borough-wide or location-specific?
<input checked="" type="checkbox"/> Borough-wide <input type="checkbox"/> Location-specific – please state locations below.
Click or tap here to enter text.
Why is this policy, strategy, function or service development or review needed?
<p>Following the impact on the service post the pandemic there is now over capacity in staffing and under capacity in commissioned hours.</p> <p>This business case seeks to maximise the capacity within Well Being Teams to enable the completion of an evaluation with a view to externalising the service.</p> <p>The retirement and resignation of some staff provides further opportunity to make changes to the Community Services structure to support the needs of the service users within Thurrock to maximise financial efficiency.</p> <p>There will be changes to the way the service is delivered across the borough with existing staff expected to work across Thurrock rather than in small village patches to meet the needs of individuals accessing the service. Rotas within the Community Home Care Service are also subject to change.</p>

1. Engagement, consultation and supporting information

- 1.1. What steps you have taken, or do you plan to take, to engage or consult (where applicable) the whole community or specific groups affected by this development or review? **This is a vital step.**

Steps you have taken, or plan to take, to engage or consult

Consultation proposed in line with Change Management Policy to change working practices and contracts.

Existing staff were consulted and asked to amend their roles to support taking on tasks of others. Due to the reduction in support being provided within Well Being and Community Teams the Service Planners and Coordinator have capacity to support with taking on tasks of those staff who have left. Some staff have been very engaged in taking on new tasks to broaden their work knowledge.

The consultations were conducted as group meetings and also 1:1's, all staff were given the opportunity to respond after the meetings once they had considered the proposals.

Regular meetings and supervisions will be undertaken with encouragement of staff to feedback issues that arise to be considered by Management in the future.

1.2. What data or intelligence sources have you used to inform your assessment of the impact? How have these helped you understand who will be affected by the development or review?

Sources of data or intelligence, and how they have been used

Data was gathered as part of the staff consultation process. The information gathered was a review of the care provision in hours provided across the service 12 months ago and compared with current service provision – which showed a reduction.

The removal of vacant posts will not be detrimental to service users. The sharing of staff across services to support with care calls has been a positive and helped to reduce overtime and stress on existing staff.

2. Community and workforce impact

2.1. What impacts will this development or review have on communities, workforce and the health and wellbeing of local residents?

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Local communities in general	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No specific impact anticipated.	To be monitored through feedback and satisfaction monitoring from individuals that are service users.

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Age	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Individuals that are service users are often older members of the community. The impact for this group is currently considered neutral and will be the subject of ongoing review.	Workforce diversity data will be considered as part of the review process to determine if there are any disproportionate impacts on the basis of age.
Disability	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Individuals that are service users are frequently affected by disability. The impact for this group is currently considered neutral and will be the subject of ongoing review.	Workforce diversity data will be considered as part of the review process to determine if there are any disproportionate impacts on the basis of disability.
Gender reassignment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Diversity data relating to gender reassignment not presently collected for individuals that are service users.	Workforce diversity data will be considered as part of the review process to determine if there are any disproportionate impacts on the basis of gender reassignment.
Marriage and civil partnership	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Diversity data relating to marriage and civil partnership not presently collected for individuals that are service users.	Workforce diversity data will be considered as part of the review process to determine if there are any disproportionate impacts on the basis of marriage and civil partnership.
Pregnancy and maternity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Diversity data relating to pregnancy and maternity not presently collected for individuals that are service users.	Workforce diversity data will be considered as part of the review process to determine if there are any disproportionate impacts on the basis of pregnancy and maternity.

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Race	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Diversity data relating to race is collected for individuals that are service users.	Workforce diversity data will be considered as part of the review process to determine if there are any disproportionate impacts on the basis of race.
Religion or belief	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Diversity data relating to religion is sometimes collected for individuals that are service users.	Workforce diversity data will be considered as part of the review process to determine if there are any disproportionate impacts on the basis of religion or belief.
Sex	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Diversity data relating to sex is collected for individuals that are service users.	Workforce diversity data will be considered as part of the review process to determine if there are any disproportionate impacts on the basis of sex.
Sexual orientation	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	Diversity data relating to sexual orientation is not collected for individuals that are service users.	Workforce diversity data will be considered as part of the review process to determine if there are any disproportionate impacts on the basis of sexual orientation.
Location-specific impact, if any	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No anticipated impact that is location specific.	No anticipated impact that is location specific.

Communities and groups	Positive	Neutral	Negative	Summary of positive and negative impacts	How will positives be maximised, and negatives minimised or eliminated?
Workforce	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The proposal will impact some members of the workforce in that they may have a change of line manager or be responsible for managing different staff or service users.	To be supported by Change Management process. Workforce diversity data will be considered as part of the review process to determine if there are any disproportionate impacts across all groups.
Health and wellbeing of residents	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	The proposal may impact some residents in that they may have a change of keyworker	We will communicate with residents as changes occur
Socio-economic outcomes	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No anticipated impact on socio-economic outcomes.	N/A
Veterans and serving members of the armed forces	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	No anticipated impact on veterans and serving members of the armed forces.	N/A

3. Monitoring and review

3.1. How will you review community and equality impact once the policy, strategy, function or service has been implemented? These actions should be developed using the information gathered in sections 1 and 2 and included in your service area's business plans.

Action	By when	By who
We are currently undertaking regular meetings to review the processes and the services we provide to the community. We will be doing this on a monthly and quarterly basis.	31/3/2024	Business Team Manager
Ongoing review of future changes in capacity will be undertaken to ensure that there is enough support in the budget to provide the services with the care provision they need.	Monthly	Head of Service and Team Managers

Review any additional feedback from engagement and update this CEIA accordingly	January 2024	Dawn Wakeling
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4. Next steps

4.1. The information gathered must be used to inform reports presented to Cabinet or overview and scrutiny committees. This will give members a necessary understanding of the impact their decisions will have on different groups and the whole community.

Summarise the implications and customer impact below. This summary should be added to the committee reports template in the Diversity and Equality Implications section for review and sign-off at the consultation stage of the report preparation cycle.

Summary of implications and customer impact

Data will be gathered as part of the staff consultation process to inform an updated version of this CEIA that will be the subject of ongoing review. Implications for service users will be considered through regular feedback cycles e.g. satisfaction service and day to day interaction with members of the workforce.

5. Sign off

5.1. This Community Equality Impact Assessment must be authorised by the relevant project sponsor, strategic lead, or assistant director. This should not be the CEIA Lead Officer. Officers authorising this assessment are responsible for:

- the accuracy of the information
- making sure actions are undertaken

Name	Role	Date
Angela Clarke	Head of Service	02/11/2023
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