

The **Public Sector Equality Duty** (Section 149 of the Equality Act) requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people carrying out their activities.

The Equality Duty supports good decision making – it encourages public bodies to be more efficient and effective by understanding how different people will be affected by their activities, so that their policies and services are appropriate and accessible to all and meet different people’s needs. The Council’s Equality and Safety Impact Assessment (ESIA) includes an assessment of the community safety impact assessment to comply with Section 17 of the Crime and Disorder Act and will enable the Council to better understand the potential impact of proposals and consider mitigating action.

Name or Brief Description of Proposal	Client Case Management system for Children’s & Adults services
Brief Service Profile (including number of customers)	
The proposal is to gather requirements, procure, award, develop, design, configure, test, migrate data, data cleanse and implement a Client Case Management system. This will impact on all individuals open to Children’s and Adult’s services in that we will be changing the way we record and store their data. It should not have a direct impact on our customers/service users.	
Summary of Impact and Issues	
<p>The impact will be low, but we could implement a new system which improves our visibility of the individuals in our system. This could mean we undertake targeted, restorative work to prevent escalation through our processes. Individual may be contacted on a more proactive basis to offer support or suggest services that could be accessed.</p> <p>There is likely to be a drive to increase the level of self-service and while the council would expect most people to find digital access to services quicker, easier and cheaper than other methods, it is possible that some will find digital services harder to use. The council will therefore need to mitigate this by continuing to provide alternative means of access such as a telephone number, face-to-face meetings or large-type web pages.</p> <p>This impact is most likely to be felt by older people, who may not have high levels of digital skills; those with disabilities that inhibit use of digital devices such as smartphones; and those on low incomes, who may not own or have</p>	

access to digital devices. Our processes should reflect that not all have access to digital technology and there should be an awareness that not all are able. An increase in our capability to offer self-service options should not prohibit the most vulnerable from accessing our service.

Potential Positive Impacts

We should be able to respond quicker to the most vulnerable in our society. Our processes should be more streamlined and we are hoping to improve the self-service function for those who are able. We should be able to complete assessments more quickly and provide a way of other professionals inputting in a more seamless way. This means that decisions could be made more quickly and be more accurate. The DP process could become more streamlined.

Citizens could be able to access information to signpost them towards support services or self-help suggestions.
 The positive impacts are dependent upon which service we go with.
 The potential availability of digital access will mean that customers are able to engage with the council and its services at a time and place that suits them, rather than the council.

This could, for example, avoid the need for someone with mobility difficulties to have to make a visit to a council office in person.

If we have portal provision, which has been an option with some of the supplier demonstrations we have seen, then it is likely that there will be more opportunities for children and young people to be involved in their care planning. In addition, adults using our services could have the opportunity to be more involved in the process of their assessments, care planning and provisions.

Responsible Service Manager	Hilary Brooks, Paul Juan, James Strachan, Stephanie Ramsey.
Date	02/03/2018
Approved by Senior Manager	
Date	

Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
Age	Some older people may lack digital skills or familiarity with new technology	Maintain availability of telephone numbers and other non-digital contact

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	Children and young people could have the opportunity to engage with their care planning.	options; promote accessible options such as 'large type' web pages and voice recognition; promote digital skills initiatives This is a positive and should be encouraged.
Disability	People with certain disabilities may experience difficulty in use of digital services or problems with reading online information. For those with certain impairments access to advice and information via digital channels may be improved.	Maintain availability of telephone numbers and other non-digital contact options; promote accessible options such as 'large type' web pages, easy to read versions, visual prompts and voice recognition; promote digital skills initiatives.
Gender Reassignment	N/A	N/A
Marriage and Civil Partnership	N/A	N/A
Pregnancy and Maternity	We will record and retain this information if the individual is open to the service or is a safeguarding concerns.	N/A – this is the same as current processes.
Race	We may collect ethnicity information about our service users, foster carers and adopters, but this will not be published.	This should not influence decision making unless it is for positive placement purposes. Will assist in identification of culturally appropriate services
Religion or Belief	Information will be collected as part of processes.	This should not influence decision making unless it is for positive placement purposes.
Sex	Information will be collected as part of processes.	Given the nature of some of the cases, it may be necessary to use this information from time to time to exclude individuals from a service users care (i.e. abuse

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
		cases).
Sexual Orientation		
Community Safety	Information recorded here may need to be shared with the police to ensure safety of those in the community. It might also need to be shared with other professionals if the nature of the information could put them at risk.	This should only be shared if there is a risk to the safety of those in the community.
Poverty	<p>This can be used as an indicator for requirement for Early Help services or general support.</p> <p>Some people may not be able to afford digital devices</p>	<p>It should not be used to make judgements on all individuals, but if this is present in line with other identifying factors (or qualifying criteria for troubled families), then could be used to proactively identify where services should be prioritised.</p> <p>Maintain availability of telephone numbers and other non-digital contact options; maintain free internet access in council locations such as libraries; promote universal mobile and broadband coverage, and free Wi-Fi access in city centre locations; promote digital skills initiatives.</p>
Health & Wellbeing	Positive impact if there is better integration with health colleagues. Particularly where there are integrated teams.	Positive.
Other Significant Impacts	DPIA – extensive collection and storing of personal information.	Complete DPIA form.

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