

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

EQUALITY IMPACT ASSESSMENT

EqlA : Title of EQIA

Essential information

Items to be assessed: (please mark 'x')

Strategy		Policy		Plan		Project	X	Service/Procedure	
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Responsible officer	Kevin McDaniel	Service area	Adult Social Care	Directorate	People
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Stage 1: EqlA Screening (mandatory)	Date created: 1st March 2023	Stage 2 : Full assessment (if applicable)	Date created : N/A
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Approved by Head of Service / Overseeing group/body / Project Sponsor:

"I am satisfied that an equality impact has been undertaken adequately."

Signed by (print): Kevin McDaniel

Dated: 28/03/2023

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Guidance notes

What is an EqlA and why do we need to do it?

The Equality Act 2010 places a 'General Duty' on all public bodies to have 'due regard' to:

- Eliminating discrimination, harassment and victimisation and any other conduct prohibited under the Act.
- Advancing equality of opportunity between those with 'protected characteristics' and those without them.
- Fostering good relations between those with 'protected characteristics' and those without them.

EqlAs are a systematic way of taking equal opportunities into consideration when making a decision, and should be conducted when there is a new or reviewed strategy, policy, plan, project, service or procedure in order to determine whether there will likely be a detrimental and/or disproportionate impact on particular groups, including those within the workforce and customer/public groups. All completed EqlA Screenings are required to be publicly available on the council's website once they have been signed off by the relevant Head of Service or Strategic/Policy/Operational Group or Project Sponsor.

What are the "protected characteristics" under the law?

The following are protected characteristics under the Equality Act 2010: age; disability (including physical, learning and mental health conditions); gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation.

What's the process for conducting an EqlA?

The process for conducting an EqlA is set out at the end of this document. In brief, a Screening Assessment should be conducted for every new or reviewed strategy, policy, plan, project, service or procedure and the outcome of the Screening Assessment will indicate whether a Full Assessment should be undertaken.

Openness and transparency

RBWM has a 'Specific Duty' to publish information about people affected by our policies and practices. Your completed assessment should be sent to the Strategy & Performance Team for publication to the RBWM website once it has been signed off by the relevant manager, and/or Strategic, Policy, or Operational Group. If your proposals are being made to Cabinet or any other Committee, please append a copy of your completed Screening or Full Assessment to your report.

Enforcement

Judicial review of an authority can be taken by any person, including the Equality and Human Rights Commission (EHRC) or a group of people, with an interest, in respect of alleged failure to comply with the general equality duty. Only the EHRC can enforce the specific duties. A failure to comply with the specific duties may however be used as evidence of a failure to comply with the general duty.

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Stage 1 : Screening (Mandatory)

1.1 What is the overall aim of your proposed strategy/policy/project etc and what are its key objectives?

Updating and replacing the adult social care case management system will support RBWM and Optalis to deliver cost effective and preventative social care support and enable the council and Optalis to remain compliant with Government requirements on reporting and social care funding.

The new system will deliver:

- An efficient internal workflow to improve efficiency, access to data and smoother more accurate reporting.
- An automated process for adult social care finance which will improve efficiency, timeliness of invoicing and accurate charging and debt monitoring
- A portal to give residents access to information, advice and guidance, self assessment and monitoring of care account

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1.2 What evidence is available to suggest that your proposal could have an impact on people (including staff and customers) with protected characteristics? Consider each of the protected characteristics in turn and identify whether your proposal is Relevant or Not Relevant to that characteristic. If Relevant, please assess the level of impact as either High / Medium / Low and whether the impact is Positive (i.e. contributes to promoting equality or improving relations within an equality group) or Negative (i.e. could disadvantage them). Please document your evidence for each assessment you make, including a justification of why you may have identified the proposal as “Not Relevant”.

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Protected characteristics	Relevance	Level	Positive/negative	Evidence
Age	Relevant	High	Positive	The majority of people needing support from adult social care are over the age of 65. The new system will improve accessibility and information directly available to residents. It will ensure a timely, more efficient service particularly in relation to charging for social care reducing the risk of delayed billing and people being presented with large bills. There is a risk that some residents will not have internet access or lack the confidence to utilise the systems available. This will be mitigated by ensuring support can be provided via universal services such as libraries as well as specialist support organisations. Additionally, residents will still be able to contact adult social care by phone, email and letter.
Disability	Relevant	High	Positive	Residents aged between 18 and 65 who require access to information, advice and guidance and/or support from adult social care will be able to access this online. Anecdotally, this age group are more familiar with using online services and have a higher expectation of information being easily available online. The new system will ensure a timely, more efficient service particularly in relation to charging for social care reducing the risk of delayed billing and people being presented with large bills. There is a risk that some residents will not have internet access or lack the confidence to utilise the systems available. This will be mitigated by ensuring support can be provided via universal services such as libraries as well as specialist support organisations. Additionally, residents will still be able to contact adult social care by phone, email and letter.
Gender re-assignment	Relevant			The new system will support reporting on these protected characteristics which will contribute to better planning and monitoring of specific needs of this group.
Marriage/civil partnership	Relevant			The new system will support reporting on these protected characteristics which will contribute to better planning and monitoring of specific needs of this group.

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Pregnancy and maternity	NR			There is no specific impact for this group.
Race	Relevant			The new system will support reporting on these protected characteristics which will contribute to better planning and monitoring of specific needs of this group
Religion and belief	Relevant			The new system will support reporting on these protected characteristics which will contribute to better planning and monitoring of specific needs of this group
Sex	Relevant			The new system will support reporting on these protected characteristics which will contribute to better planning and monitoring of specific needs of this group
Sexual orientation	Relevant			The new system will support reporting on these protected characteristics which will contribute to better planning and monitoring of specific needs of this group

Outcome, action and public reporting

Screening Assessment Outcome	Yes / No / Not at this stage	Further Action Required / Action to be taken	Responsible Officer and / or Lead Strategic Group	Timescale for Resolution of negative impact / Delivery of positive impact
Was a significant level of negative impact identified?	No			
Does the strategy, policy, plan etc require amendment to have a positive impact?	No			

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If you answered **yes** to either / both of the questions above a Full Assessment is advisable and so please proceed to Stage 2. If you answered “No” or “Not at this Stage” to either / both of the questions above please consider any next steps that may be taken (e.g. monitor future impacts as part of implementation, re-screen the project at its next delivery milestone etc).

Stage 2 : Full assessment

2.1 : Scope and define

2.1.1 Who are the main beneficiaries of the proposed strategy / policy / plan / project / service / procedure? List the groups who the work is targeting/aimed at.

This is an internal process change which will lead to improved efficiency and effectiveness. The benefit will be experienced by all residents who need support from adult social care, and staff who use the system.

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2.1.2 Who has been involved in the creation of the proposed strategy / policy / plan / project / service / procedure? List those groups who the work is targeting/aimed at.

2.2 : Information gathering/evidence

2.2.1 What secondary data have you used in this assessment? Common sources of secondary data include: censuses, organisational records.

<https://www.ons.gov.uk/businessindustryandtrade/itandinternetindustry/datasets/internetusers/current>

[Communities | The State of Ageing 2022 | Centre for Ageing Better \(ageing-better.org.uk\)](#)

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2.2.2 What primary data have you used to inform this assessment? *Common sources of primary data include: consultation through interviews, focus groups, questionnaires.*

Eliminate discrimination, harassment, victimisation

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Protected Characteristic	Advancing the Equality Duty : Does the proposal advance the Equality Duty Statement in relation to the protected characteristic (Yes/No)	If yes, to what level? (High / Medium / Low)	Negative impact : Does the proposal disadvantage them (Yes / No)	If yes, to what level? (High / Medium / Low)	Please provide explanatory detail relating to your assessment and outline any key actions to (a) advance the Equality Duty and (b) reduce negative impact on each protected characteristic.
Age					
Disability					
Gender reassignment					
Marriage and civil partnership					
Pregnancy and maternity					
Race					
Religion and belief					
Sex					
Sexual orientation					

Advance equality of opportunity

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Foster good relations

Protected Characteristic	Advancing the Equality Duty : Does the proposal advance the Equality Duty Statement in relation to the protected characteristic (Yes/No)	If yes, to what level? (High / Medium / Low)	Negative impact : Does the proposal disadvantage them (Yes / No)	If yes, to what level? (High / Medium / Low)	Please provide explanatory detail relating to your assessment and outline any key actions to (a) advance the Equality Duty and (b) reduce negative impact on each protected characteristic.
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Pregnancy and maternity					
Race					
Religion and belief					
Sex					
Sexual orientation					

2.4 Has your delivery plan been updated to incorporate the activities identified in this assessment to mitigate any identified negative impacts? If so please summarise any updates.
These could be service, equality, project or other delivery plans. If you did not have sufficient data to complete a thorough impact assessment, then an action should be incorporated to collect this information in the future.

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