

Introducing Tier 2 On Call for OP and PLD Services within the Service Delivery Central Team

Question	Answer
Did you use the EIA Screening Tool? (Delete as applicable)	Yes

1. Explaining the matter being assessed

Question	Answer
What policy, function or service change are you assessing?	A consultation on making on call a requirement for staff in specified roles within the Service Delivery Central Team will take place in September 2021. Staff in these roles are considered to be appropriately knowledgeable and qualified to undertake this duty. This Tier 2 on call would cover Older People residential services and services for People with Learning Disabilities (PLD) operated or managed by Service Delivery. The on call system for services that come under Reablement are out of scope of this consultation.
Why does this EIA need to be completed?	Assessing the impact of these changes on different 'protected characteristic' groups is an important part of our compliance with duties under the Equality Act 2010. Staff may: - have caring responsibilities - have disabilities - become pregnant or become new parents

Equality Impact Assessment

Question	Answer
<p>Who is affected by the proposals outlined above?</p>	<p>Staff in the following roles within the Service Delivery Central team, which it is proposed are included in the Tier 2 on call system:</p> <ul style="list-style-type: none"> -Senior Manager for Older People Services (x2) -Senior Manager for PLD Services (x1) -Area Support Manager (x2) -Quality Assurance Manager (x1) -Lead Project Manager (x1) -Safeguarding Advisor (x2) -Quality Assurance Advisor (x2) <p>Others impacted:</p> <ul style="list-style-type: none"> -Area Director Service Delivery -Staff in older people and PLD services -Emergency Duty Team -Staff on the directorate Adult Social Care on call rota
<p>How does your service proposal support the outcomes in the Community Vision for Surrey 2030?</p>	<p>Everyone gets the health and social care support and information they need at the right time and place.</p>
<p>Are there any specific geographies in Surrey where this will make an impact?</p> <p>(Delete the ones that don't apply)</p>	<ul style="list-style-type: none"> • County-wide

Equality Impact Assessment

Question	Answer
<p>Briefly list what evidence you have gathered on the impact of your proposals</p>	<p>In 2020 as part of the response to the Covid pandemic a Tier 2 on call system for the eight older people residential services was established. The Tier 2 on call for PLD was covered by the Senior Manager for PLD services with support from other colleagues to cover annual leave etc. This proposal brings these two Tier 2 systems together with the benefit of having a larger number of people providing a consolidated on call system to cover 12 services.</p> <p>A survey was conducted among the staff who undertook and are still undertaking the Tier 2 on call. The results of this survey are included as an Appendix in the consultation paper. In general, the feedback from the survey was that:</p> <ul style="list-style-type: none"> • the on call system was used appropriately • the level of disturbance while on call was minimal • staff had not needed to go into a service as part of an on call response • induction regarding on call would be useful for new staff <p>The requirement to be part of an on call system has been written into nearly all job profiles, but this does not cover all staff already in post.</p> <p>Some members of staff in roles included in the Tier 2 on call proposals have caring responsibilities and have concerns on how they would support the on call system in the event of unforeseen circumstances relating to the individuals they care for.</p> <p>The Senior Manager for PLD has requested that her services are now included in a consolidated Tier 2 on call system.</p>

Equality Impact Assessment

2. Service Users / Residents

There are 10 protected characteristics to consider in your proposal. These are:

1. Age including younger and older people
2. Disability
3. Gender reassignment
4. Pregnancy and maternity
5. Race including ethnic or national origins, colour or nationality
6. Religion or belief including lack of belief
7. Sex
8. Sexual orientation
9. Marriage/civil partnerships
10. Carers protected by association

Though not included in the Equality Act 2010, Surrey County Council recognises that socio-economic disadvantage is a significant contributor to inequality across the County and therefore regards this as an additional factor.

Therefore, if relevant, you will need to include information on this. Please **refer to the EIA guidance** if you are unclear as to what this is.

These service changes do not impact Service Users and Residents and therefore section 2 of the EIA is not applicable.

Equality Impact Assessment

3. Staff

Disability

Question	Answer
What information (data) do you have on affected staff with this characteristic?	No data is provided regarding disabilities for the staff group affected due to the small numbers involved. It is important to recognise that disabilities may not be obvious.
Impacts (Delete as applicable)	Negative

Impacts identified	Supporting evidence	How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner
What impacts have you identified?	What are you basing this on?	Actions to mitigate or enhance impacts	Due date	Who is responsible for this?
Staff affected may not be able to complete the requirements of being on call due to the nature of their particular disability.	Not all disabilities are visible or may have been shared with SCC.	Any affected staff member should raise issues regarding a disability that they have with the Area Director so a discussion can take place regarding the impact and how this can be mitigated or a reasonable adjustment be considered.	As part of the consultation process or after the consultation if a staff member develops a disability.	Area Director – Service Delivery

Equality Impact Assessment

Question	Answer
What other changes is the council planning/already in place that may affect the same group of staff ? Are there any dependencies decisions makers need to be aware of	Not known at this time.
Question	Answer
Any negative impacts that cannot be mitigated? Please identify impact and explain why	Not envisaged at this time.

Equality Impact Assessment

Pregnancy and Maternity

Question	Answer
What information (data) do you have on affected staff with this characteristic?	No data is provided regarding pregnancy and maternity for the staff group affected due to the small numbers involved, but there will be an impact for any staff with this characteristic.
Impacts (Delete as applicable)	Negative

Impacts identified	Supporting evidence	How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner
What impacts have you identified?	What are you basing this on?	Actions to mitigate or enhance impacts	Due date	Who is responsible for this?

Equality Impact Assessment

<p>Staff who become pregnant may have a complicated pregnancy and need to take time off work or have reduced duties. They may experience tiredness and other issues which mean they need to ensure they have rest when not at work.</p> <p>New mothers returning to work after maternity leave may need time to get used to balancing their new motherhood with work responsibilities.</p>	<p>Specific laws relating to new and expectant mothers at work are mainly contained in:</p> <ul style="list-style-type: none"> • Management of Health and Safety at Work Regulations 1999 (MHSW) which require employers to protect the health and safety of new and expectant mothers; • Workplace (Health, Safety and Welfare) Regulations 1992 which require employers to provide suitable rest facilities; • Equality Act 2010 which provides protection to pregnant women and those on maternity leave against discrimination. These regulations cover female employees of childbearing age and expectant or new mothers, including those who are breastfeeding. 	<p>Any member of staff who becomes pregnant will complete a risk assessment with their line manager to ensure that any reasonable adjustments to their work can be made and this should include consideration of being part of the on call system. Reasonable adjustments should also be considered as part of return to work after maternity leave. For example the staff member not being part of the on call system for the first 6 months, or longer if required, after they return to work.</p>	<p>As part of the consultation process or after the consultation if a staff member affected becomes pregnant.</p>	<p>Staff member's Line Manager</p>
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Equality Impact Assessment

Question	Answer
What other changes is the council planning/already in place that may affect the same group of staff ? Are there any dependencies decisions makers need to be aware of	Not known at this time.

Question	Answer
Any negative impacts that cannot be mitigated? Please identify impact and explain why	Not envisaged at this time.

Equality Impact Assessment

Carers protected by Association

Question	Answer
What information (data) do you have on affected staff with this characteristic?	A number of staff in roles impacted by the proposals have children who are minors or have elderly parents or family members who they care for and support.
Impacts (Delete as applicable)	Negative

Impacts identified	Supporting evidence	How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner
What impacts have you identified?	What are you basing this on?	Actions to mitigate or enhance impacts	Due date	Who is responsible for this?

Equality Impact Assessment

<p>Staff affected may not be able to complete the requirements of being on call due to competing demands of their caring responsibilities, which could potentially cause stress and anxiety.</p>	<p>Staff have children who are too young to be left alone if their parent needed to attend a service as part of being on call.</p> <p>Situations can and do arise where staff need to leave the workplace to support an adult member of their family in an emergency situation.</p>	<p>The rota for on call will give sufficient notice of when staff are on call.</p> <p>Any staff member who cannot undertake their on call duties for any reason must raise this as soon as possible with their other colleagues who form part of the on call rota to see who can cover the on call period or part of the on call period.</p> <p>If a staff member can cover most of the on call support eg telephone support but not travel to a service if required then a buddy arrangement could be considered whereby the staff member remains on call but if a visit to service is required that this is undertaken by the buddy. This is part of the normal management of any on call or rota system.</p> <p>Carry out a wellbeing assessment with individual staff members as appropriate.</p>	<p>On going</p>	<p>Staff who are part of the on call system, their line managers and Area Director – Service Delivery</p>
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Equality Impact Assessment

Question	Answer
What other changes is the council planning/already in place that may affect the same group of staff ? Are there any dependencies decisions makers need to be aware of	Not known at this time.
Question	Answer
Any negative impacts that cannot be mitigated? Please identify impact and explain why	Not envisaged at this time.

4. Amendments to the proposals

CHANGE	REASON FOR CHANGE
What changes have you made as a result of this EIA?	Why have these changes been made?
The procedure has been updated to reflect the process for making urgent changes to the rota if staff cannot cover their on call duties	To ensure that staff are assured that if they cannot undertake their on call duties that it will be undertaken by another colleague and staff in front line services will continue to get the support they may need.

5. Recommendation

Based your assessment, please indicate which course of action you are recommending to decision makers. You should explain your recommendation below.

Outcome Number	Description	Tick
Outcome One	No major change to the policy/service/function required. This EIA has not identified any potential for discrimination or negative impact, and all opportunities to promote equality have been undertaken	✓
Outcome Two	Adjust the policy/service/function to remove barriers identified by the EIA or better advance equality. Are you satisfied that the proposed adjustments will remove the barriers you identified?	
Outcome Three	Continue the policy/service/function despite potential for negative impact or missed opportunities to advance equality identified. You will need to make sure the EIA clearly sets out the justifications for continuing with it. You need to consider whether there are: <ul style="list-style-type: none"> • Sufficient plans to stop or minimise the negative impact • Mitigating actions for any remaining negative impacts plans to monitor the actual impact. 	
Outcome Four	Stop and rethink the policy when the EIA shows actual or potential unlawful discrimination (For guidance on what is unlawful discrimination, refer to the Equality and Human Rights Commission's guidance and Codes of Practice on the Equality Act concerning employment, goods and services and equal pay).	

Equality Impact Assessment

Question	Answer
Confirmation and explanation of recommended outcome	<p>It is recommended that this EIA has not identified any potential for discrimination or negative impact, and all opportunities to promote equality have been undertaken.</p> <p>This EIA records that good management practice must be in place to ensure that any risks or impacts identified to affected staff must be taken into account and that reasonable adjustments are considered and are made if appropriate.</p>

Equality Impact Assessment

6a. Version control

Version Number	Purpose/Change	Author	Date
V.1	-	Chris Hastings	27/08/2021
V2	Feedback from Directorate Equalities group	Chris Hastings	September 2021

The above provides historical data about each update made to the Equality Impact Assessment. Please do include the name of the author, date and notes about changes made – so that you are able to refer back to what changes have been made throughout this iterative process. For further information, please see the EIA Guidance document on version control.

6b. Approval

Approved by*	Date approved
Head of Service	Chris Hastings (author)
Executive Director	Aware through DJCC Conversation on 17/08/2021
Cabinet Member	-
Directorate Equality Group	14 September 2021

EIA Author	Chris Hastings
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*Secure approval from the appropriate level of management based on nature of issue and scale of change being assessed.

6c. EIA Team

Name	Job Title	Organisation	Team Role
Chris Hastings	Area Director, Service Delivery	SCC	

If you would like this information in large print, Braille, on CD or in another language please contact us on:

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Equality Impact Assessment

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