

Due Regard Statement

Please use this statement to evidence how 'due regard to' the three aims of the public sector equality duty has been made (section 149 of the Equality Act 2010) .during the development of the 'policy'.¹

- Eliminate discrimination, harassment and victimisation and any other conduct prohibited by the ACT:
- Advance equality of opportunity between people who share a protected characteristic and people who do not share it; and
- Foster good relations between people who share a protected characteristic

Name of the 'policy':	Implementation of Electronic Call Monitoring across multi-disability community care and support Providers
Person(s) responsible for completing this statement	Jane Reid – Outcome Manager Jane Field – Project Manager
Briefly describe the activity being considered including aims and expected outcomes	Introduce an Electronic Call Monitoring system across all community based disability care and support services to monitor the actual support delivered to individuals. To interface with existing IT systems to facilitate automated payments to providers for actual care delivered.

¹ For 'policy': any new and existing policy, strategy, services, functions, work programme, project, practice and activity. This includes decisions about budgets, procurement, commissioning or de-commissioning services, service design and implementation.

Documenting use of sufficient information

Please document below the data and information sources that you have used to understand the needs, participation and experiences of each protected group. Evidence must be gathered as the policy is developed and used to inform decisions.

Service User data

Service user data is an important source of evidence and should be collated as part of routine monitoring of in-house or external services. If Service User data is not available/record 'not known' use the action plan to identify what improvement actions will be used to gather data going forward.

[Service user diversity reports](#) are available on our website and give an indication of service user participation across commissioning areas, for example adult residential services and youth services. It does not include participation data at individual service level.

Needs analysis

[Gloucestershire population demographics](#) data is available to understand the representation of different protected groups across the county and help with needs analysis. Data like this may also be also useful for benchmarking to identify under or over representation of a service by any of the protected groups. For example, a service is open to all residents and from monitoring you know that 2% of service users are disabled: However, demographic data indicate that 16.7% of Gloucestershire residents report having a disability or long term limiting illness. This finding can be used can be used to explore if there are barriers to participation by residents with disabilities and how this can be addressed as part of the development of your 'policy'.

Data gaps

You may find that you have more information about some of the protected groups for example, gender, age, disability and less about others, for example, sexual orientation and religion and/or belief. If data is not available and you intend to start collating data about a protected characteristic please use the action plan to outline how this data will be collated. You can find equality monitoring guidance on our [website](#) including an equality monitoring template.

If you have no plans to start collating data about a protected characteristic please state the rational why.

Service information (if applicable) or Needs analysis (if applicable)

Who is responsible for delivering the service?	Multi-disability external community based care and support providers		
<p>Service user data/Needs analysis information</p> <p>Breakdown of service user data below. We have analysed all the protected characteristics of the service users affected within this project. Undertaking this analysis ensures we meet the requirements within the Public Sector Equality Duty. We have established the Service Users who may be affected in any of the nine protected characteristics and would not expect any Service User to be adversely affected by the implementation of the system.</p>			
Age	Age	Service users	
	18 to 64	613	
	65 to 74	60	
	75 to 84	13	
	85+	6	
	Total	692	
Disability	Client group	Service users	
	Learning Disabilities	634	
	Physical disabilities	48	
	Mental Health	6	
	Other	4	
	Total	692	

Sex	Gender	Service users
	Female	294
	Male	398
	Total	692
Race (including Gypsy & Traveller)	Ethnicity	Service users
	A1:White British	652
	A3:White Other	10
	B3:Mixed White/Asian	1
	B4:Mixed Other	2
	D1:Black Caribbean	7
	E1:Chinese	1
	E2:Other	4
	F1: Declined	1
	F2: Not known	14
	Total	692
	Gender reassignment	Not known
Marriage & civil partnership	Status	Service users
	Single	572
	Not known	82
	Married	18
	Divorced	7
	Separated	5
	Widowed	5
	Cohabiting	3
	Total	692

Pregnancy & maternity	Not known																																	
Religion or Belief	<table border="1"> <thead> <tr> <th data-bbox="528 296 770 363">Religion</th> <th data-bbox="777 296 947 363">Service users</th> </tr> </thead> <tbody> <tr> <td data-bbox="528 368 770 405">Not Known</td> <td data-bbox="777 368 947 405">376</td> </tr> <tr> <td data-bbox="528 410 770 478">Church of England</td> <td data-bbox="777 410 947 478">217</td> </tr> <tr> <td data-bbox="528 483 770 520">Atheist/None</td> <td data-bbox="777 483 947 520">46</td> </tr> <tr> <td data-bbox="528 525 770 561">Roman Catholic</td> <td data-bbox="777 525 947 561">24</td> </tr> <tr> <td data-bbox="528 566 770 603">Christian</td> <td data-bbox="777 566 947 603">13</td> </tr> <tr> <td data-bbox="528 608 770 644">Baptist</td> <td data-bbox="777 608 947 644">5</td> </tr> <tr> <td data-bbox="528 649 770 686">Agnostic</td> <td data-bbox="777 649 947 686">2</td> </tr> <tr> <td data-bbox="528 691 770 727">Methodist</td> <td data-bbox="777 691 947 727">2</td> </tr> <tr> <td data-bbox="528 732 770 769">Other</td> <td data-bbox="777 732 947 769">2</td> </tr> <tr> <td data-bbox="528 774 770 810">Christian Scientist</td> <td data-bbox="777 774 947 810">1</td> </tr> <tr> <td data-bbox="528 815 770 852">Hindu</td> <td data-bbox="777 815 947 852">1</td> </tr> <tr> <td data-bbox="528 857 770 925">Jehovah's Witness</td> <td data-bbox="777 857 947 925">1</td> </tr> <tr> <td data-bbox="528 930 770 967">Jewish</td> <td data-bbox="777 930 947 967">1</td> </tr> <tr> <td data-bbox="528 971 770 1008">Pentecostal</td> <td data-bbox="777 971 947 1008">1</td> </tr> <tr> <td data-bbox="528 1013 770 1050">Total</td> <td data-bbox="777 1013 947 1050">692</td> </tr> </tbody> </table>	Religion	Service users	Not Known	376	Church of England	217	Atheist/None	46	Roman Catholic	24	Christian	13	Baptist	5	Agnostic	2	Methodist	2	Other	2	Christian Scientist	1	Hindu	1	Jehovah's Witness	1	Jewish	1	Pentecostal	1	Total	692	
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Sexual Orientation	Not known																																	

Workforce data

Please document details of GCC staff only if they will be affected by the proposed activity. This could include GCC staff transferring under TUPE to a new service provider, relocating, employment at risk. GCC [Workforce diversity reports](#) are available on our website.

If the proposed activity does not affect GCC staff, please state 'Not affected below'.

Total number of GCC staff affected	We have considered the nine protected characteristics (Age, Disability, Sex, Race, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Religion or Belief, Sexual Orientation), and can see no disproportionate impact for any potential staff involved with these protected characteristics. Analysis of staff demographics did not highlight any equality issues to be considered.
Age	There is no evidence that there will be a disproportionate impact for potential staff involved.
Disability	There is no evidence that there will be a disproportionate impact for potential staff involved.
Sex	There is no evidence that there will be a disproportionate impact for potential staff involved.
Race (including Gypsy & Traveller)	There is no evidence that there will be a disproportionate impact for potential staff involved.
Gender reassignment	There is no evidence that there will be a disproportionate impact for potential staff involved.

Marriage & civil partnership	There is no evidence that there will be a disproportionate impact for potential staff involved.
Pregnancy & maternity	There is no evidence that there will be a disproportionate impact for potential staff involved.
Religion or Belief	There is no evidence that there will be a disproportionate impact for potential staff involved.
Sexual Orientation	There is no evidence that there will be a disproportionate impact for potential staff involved.

Consultation and engagement

List all types of consultation that has taken place during the development of this activity. Include on-line consultations, events, meetings with stakeholders, community events, employee consultation exercises etc

Service Users	<p>Service Users were involved in the Pilots and the feedback to the ECM provider was positive. Discussions have been held with the User Led Organisation - Gloucestershire Voices.</p> <p>Presentation will be made at the Learning Disability Partnership Board on 24 October 2013, which will involve Service Users and Carers to collect their views.</p>
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<p>Workforce</p>	<p>External Workforce – Meeting with Providers to ensure they have all available information to disseminate to their workforce. Training sessions will be held to ensure all employees are aware of the changes to their working processes.</p> <p>Internal Workforce – Initial discussions with Business Service Centre and Admin/Finance would indicate there are no significant changes to work practices for staff.</p>
<p>Partners</p>	<p>Process mapping workshop has taken place to fully understand the process of ECM from the point of confirmed Support Plan through to the Service Provider being paid automatically from GCC's SAP system.</p> <p>This workshop involved members of staff from all GCC departments and that may be involved in the change.</p>
<p>External providers of services</p>	<p>Process mapping workshops held with a selection of Service Providers to understand the potential issues they may encounter with the implementation of ECM. A follow-up workshop will be held in Mid-September 2013 to fully understand the implications for a Service Provider with an electronic rostering/payment system already in place</p> <p>Presentation given at LD Provider Forum on 1 August 2013 and feedback sought.</p> <p>Presentation will be made at LD Partnership Board on 24 October 2013, which will involve Service Users and Carers to collect their views.</p>

Equality analysis: Summary of what the evidence shows and how has it been used

This section will allow you to outline how the evidence has been used to show 'due regard' to the three aims of the general equality duty. It is important that this consideration is thorough and based on sufficient information. Consideration should be relevant and proportionate.

- Eliminate discrimination
- Advance equality of opportunity
- Promote good relations..

Protected group	Challenge or opportunity considered and what we did
Age(A)	<p>Service Users - There will be a positive impact on service users ensuring they are confident that the support outlined in the Support Plan will be delivered. The monitoring of quality indicators will include care received, punctuality and the consistency of the carer. Real time information on missed visits will be available meaning that medication errors can be better prevented.</p> <p>Real time monitoring also provides immediate safeguarding benefits through visibility that Service Users receive the care that is commissioned</p> <p>We do not consider that the implementation of an ECM system will have a negative impact on any of the nine protected characteristics.</p> <p>External Workforce - Providers will have all available information to disseminate to their workforce. Training sessions will be held to ensure all employees are aware of the changes to their working practices.</p> <p>ECM provides lone working safeguards for support staff.</p> <p>We do not consider that the implementation of an ECM system will have negative or otherwise impact on any of the protected characteristics.</p>

Disability (D)	As above
Sex (S)	As above
Race (including Gypsy & Traveller)(R)	As above
Gender reassignment(GR)	As above
Marriage & civil partnership (MCP)	As above
Pregnancy & maternity (PM)	As above
Religion and/or Belief (RAOB)	As above
Sexual Orientation(SO)	As above

Strengthening actions: Planning for further improvements

Please outline here what actions are required for further improvements to address challenges or opportunities, for example:

- Arrangements for continued/new engagement with stakeholders, staff, service users
- Plans to close data gaps across any of the protected characteristics through reviewed contract management arrangements
- Identify other plans already underway to address the challenges or opportunities identified in this statement
- Share findings with partner organisations.

If none, state 'none' below.

Action Plan

Action	Who is accountable	Time frame
Process mapping workshop with internal stakeholders to gather further information.	Jane Field/Jane Reid	Mid September 2013
Process mapping workshop with Service Providers with an electronic rostering/payment system already in place	Jane Field	Mid September 2013
Presentation to be made at LD Partnership Board to engage with Carers/Service users on the ECM system	Jane Field	24 October 2013

Further updates on ECM progress will be made at future LD Provider forums which are held on a quarterly basis.	Jane Field/Jane Reid	7 November 2013 & Quarterly thereafter
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Monitoring and Review

Please indicate what processes/actions will be put in place to keep this 'activity' under review. For example will progress be monitored/ reported to a board, scrutiny committee, project board etc

This statement will be reviewed on an on going basis once the contract for ECM has been awarded to a Provider.

A Project Team will be in place for the implementation phase of the project to facilitate the processes. Jane Field, ECM Project Manager, will be responsible for providing updates to the Commissioning Board & ECM Project Board (still to be set up) on a regular basis.

Once the implementation has started, monitoring of feedback from stakeholders will take account of protected characteristics and inform this document.

Sign off and Scrutiny

By signing this statement off as complete you are confirming that 'you' have examined sufficient information across all the protected groups and used that information to show due regard to the three aims of the general duty. This has informed the development of the activity

Senior level sign off: <i>M. M. Williams</i>	Date: 09:09:2013.
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I am in agreement that sufficient information and analysis has been used to inform the development of this 'activity' and that any proposed improvement actions are appropriate and I confirm that I as the decision maker have been able to show due regard to the needs set out in section 149 of the Equality Act 2010.

Name of relevant Portfolio Holder/Cabinet Member: Councillor Kathy Williams – Long Term Care	
Signed by Portfolio Holder/Cabinet Member: <i>K. B. Williams</i>	Date: 9.9.13

Publication

If this statement accompanies cabinet paper it will be published as part of the cabinet report publication process. Statements accompanying cabinet reports are also published on our website. If this statement is not to be submitted with a cabinet paper please maintain a copy for your own records that can be retrieved for internal review and also in case of future challenge.

