

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':	Telecare Review Programme – Monitoring Service Contract re-tender
Person(s) responsible for completing this statement	Holly Newman, Programme Manager
Briefly describe the activity being considered including aims and expected outcomes	To deliver the aims of the Telecare Review Programme – in relation to the delivery of Telecare Monitoring Services

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' and 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 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?	<p>Worcestershire Telecare Services are the current contracted deliverer of this service.</p> <p>All other Telecare provision is delivered through Gloucestershire County Council in house Telecare Team, a separate Due Regard statement is being prepared to cover those areas of development being dealt with in house.</p>								
Service user data/Needs analysis information									
Age	<p>Statistics from ERIC show the following:</p> <table data-bbox="539 651 952 762"> <tr> <td>Under 18</td> <td>0.17%%</td> </tr> <tr> <td>18 – 64</td> <td>41.01%</td> </tr> <tr> <td>65+</td> <td>58.82%</td> </tr> </table> <p>However, if we look at the predicted population growth for the over 65's cohort for Gloucestershire County Council, we can see a sizeable increase over the next 18 years of 55,600 people.</p> <p>If we compare Gloucestershire to its immediate neighbours and comparators, we see a similar increase of this age group. Gloucestershire has a smaller percentage increase than all neighbours and comparators (apart from Worcestershire) in the same over 65 age group, however this evidence confirms that a substantial rise in the over 65 population will potentially increase future service demands on Local Authority services unless we look at new innovate ways to provide these services.</p>	Under 18	0.17%%	18 – 64	41.01%	65+	58.82%		
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Disability	<table data-bbox="539 1177 1146 1327"> <tr> <td>LD</td> <td>12.47%</td> </tr> <tr> <td>Sight impaired</td> <td>7.71%</td> </tr> <tr> <td>Hearing impaired</td> <td>7.95%</td> </tr> <tr> <td>Hearing and sight impairment</td> <td>1.62%</td> </tr> </table>	LD	12.47%	Sight impaired	7.71%	Hearing impaired	7.95%	Hearing and sight impairment	1.62%
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Pregnancy & maternity	Not relevant in this case		
Religion or Belief			
	Church of England	732	41%
	Not Known	631	35%
	Atheist/None	128	7%
	Roman Catholic	82	5%
	Christian	67	4%
	Other	32	2%
	Methodist	27	2%
	Baptist	25	1%
	Muslim	11	1%
	Hindu	8	0%
	Jehovah's Witness	8	0%
	Church of Scotland	7	0%
	Pentecostal	5	0%
	Agnostic	3	0%
	Greek Orthodox	3	0%
	Quaker	3	0%
	Mormon	2	0%
	Protestant	2	0%
	Seventh Day Adventist	2	0%
	Spiritualist	2	0%
	Buddhist	1	0%
	Free Churches	1	0%
	Jewish	1	0%

Sexual Orientation	Not known
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Other information

A report produced by The Community Gateway following its external evaluation of the Gloucestershire Telecare Service in the Autumn of 2012 is attached to this document

S:\TelecareReviewProject\Consultant\Review of Gloucestershire Telecare Service 19OCT12.pdf

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	Not Affected
Age	Not Affected
Disability	Not Affected
Sex	Not Affected
Race (including Gypsy & Traveller)	Not Affected
Gender reassignment	Not Affected
Marriage & civil partnership	Not Affected

Pregnancy & maternity	Not Affected
Religion or Belief	Not Affected
Sexual Orientation	Not Affected

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>Much of the research on which the commissioning of Telecare is based has been carried out at a national level. The intention of this commissioning exercise is to develop a service which responds to the unique demographic needs of Gloucestershire whilst building on the nationally identified best practice.</p> <p>A Gloucestershire Telecare patient survey takes place annually to determine service users' opinion of the Telecare Service and this year 97% of respondents rated the service as good, very good or excellent (57%).</p> <p>The Telecare Review Programme currently working on five individual projects to widen access to Telecare is also working with focus groups of service users to determine their views of the service.</p>
Workforce	Not applicable
Partners	<p>A Steering Group of stakeholders of the Telecare Review Programme meets monthly. Its aims are :</p> <ul style="list-style-type: none"> To receive regular progress reports from the programme manager and workstream leads To review, monitor and support individual project plans, outputs, measures and timescales To oversee implementation of project aims and objectives

	<p>To monitor the Telecare Review Programme Risk Register</p> <p>To challenge the decisions made by the Project Manager to ensure that the best possible implementations are made</p> <p>To advise on areas on which the Steering Group members have specialist knowledge</p> <p>To act as advocates and champions for the Telecare Review Programme</p>
External providers of services	<p>Worcestershire Telecare provides a Monitoring Service under the current contract</p> <p>The Community Gateway provides support and guidance to the Telecare Review Programme</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>Access to Telecare Services is available to all who meet identified criteria and risks such as wandering, falls, safety, medication and epilepsy, regardless of their age, disability, sex, race, marital status or religion.</p> <p>However, the external evaluation of the Gloucestershire Telecare Service by The Community Gateway in 2012 identified areas in which access to Telecare could be widened. The Telecare Review Programme is undertaking five projects which plan to address the issues raised by the</p>

	<p>evaluation thereby increasing the number of service users who have access to a Telecare Service, particularly those aged over 65.</p> <p>The total number of people with poor health is on the rise, and this rise may accelerate even further with better methods of diagnosing illnesses. Improved and earlier identification will have an impact on overall numbers of people known to have a disability or limiting long term illness, especially conditions such as dementia.</p> <p>Independent living is about supporting people with a long term illness or a disability to live their lives as full citizens who have choice and control over the way in which their care is delivered. As the number of older people increases the number of people with a disability or a long term illness will increase.</p> <p>This tender is designed to ensure that there are support services in place that will responds to this increasing demand in a way that supports and empowers the individual through encouraging independence and an awareness of personal responsibility in care and support.</p> <p>Having the security of knowing there is a monitoring and response service in place allows carers including young carers to concentrate on education and employment opportunities and active engagement in their communities..</p>
Disability (D)	<p>As mentioned, access to Telecare Services is available to all who meet identified criteria and risks such as wandering, falls, safety, medication and epilepsy, regardless of their disability, age, sex, race, marital status or religion.</p> <p>However, as mentioned above, the external evaluation of the Gloucestershire Telecare Service by The Community Gateway in 2012 identified areas in which access to Telecare could be widened. In Gloucestershire 46% of 65+ adult social care service users have their primary client group category as, 'physical disability'. Using the definition that a disability is either a long-term health problem or disability that limits day to day activity a little or a lot, 17.6% of people in England are disabled. In Gloucestershire the same definition would indicate that 16.7% of residents, about 10,000 people are disabled, 55% of these are over 65. Telecare provision, (and</p>

	<p>in particular the monitoring and response service that this statement relates to), is designed to provide discreet support so individuals are able to remain independent at home for longer, encouraging people to be and remain part of their community and in charge of their own decision making.</p>														
Sex (S)	<p>Due to longer life expectancy of women, changes to adult social care are more likely to affect females who currently make up 55% of the population of Gloucestershire. There are also a larger percentage of women using the Telecare services, and therefore the monitoring response. Of the current users 62 percent are women which is higher than the county gender split but is in line with the expectation that, 'as the number of older people increases the number of people with a disability or a long term illness will also increase'.</p> <p>Women are also more likely to be informal carers and will also be both direct and indirect users of this service through this role.</p> <p>Having the security of knowing there is a monitoring and response service in place allows carers to take up roles outside of their caring responsibility including employment and active engagement in the community.</p>														
Race (including Gypsy & Traveller)(R)	<p>A review of the service show that over 90% of the current users define themselves as either White British or White other European. The make-up of the remaining service users are broken down in the following way:</p> <table data-bbox="519 1045 1093 1364"> <tr> <td>Other Cultural Background</td> <td>1.04%</td> </tr> <tr> <td>Black African</td> <td>0.17%</td> </tr> <tr> <td>Black British</td> <td>0.23%</td> </tr> <tr> <td>Chinese</td> <td>0.23%</td> </tr> <tr> <td>Other Ethnic Group British</td> <td>0.29%</td> </tr> <tr> <td>White Irish</td> <td>0.29%</td> </tr> <tr> <td>Asian Other Cultural Background</td> <td>0.35%</td> </tr> </table>	Other Cultural Background	1.04%	Black African	0.17%	Black British	0.23%	Chinese	0.23%	Other Ethnic Group British	0.29%	White Irish	0.29%	Asian Other Cultural Background	0.35%
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Religion and/or Belief (RAOB)	<p>As mentioned above, access to Telecare services is available to all who meet identified criteria and risks such as wandering, falls, safety, medication and epilepsy, regardless of their religion, age, disability, sex, race, or marital status.</p> <p>However, the external evaluation of the Gloucestershire Telecare Service by The Community Gateway in 2012 identified areas in which access to Telecare could be widened. The Telecare Review Programme is undertaking five projects which plan to address the issues raised by the evaluation thereby increasing the number of service users who have access to a Telecare Service.</p> <p>In a review of the service of the 1783 service users 963 or 53% declare themselves to as being Christian, (across a variety of denominations), 794 or just under 45% declare themselves as atheist, agnostic, unknown or other. The remaining percentage of service users 1% declare themselves as Islamic and just under 1% as Hindu, the remaining declarations concern individual or such small numbers that it is difficult to show these a percentages. We feel that the current spread is representative of the county and show that the services can be delivered in a manner that enables the service user to reflect their own culture, religion and belief.</p>
Sexual Orientation(SO)	Not relevant in this case

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
None Required		

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

The Steering Group will continue to monitor all activity. Monitoring will take into account how the service is delivered to the various communities of interest. However referrals to this service are via the Gloucestershire County Council Telecare team and therefore, though we need to ensure that the monitoring service is culturally, socially, ethically accessible any promotion or marketing of this service is the responsibility of the council.

As part of the Telecare Review Programme there will be a marketing and promotion drive for Telecare equipment and services. In order to reach the maximum number of people possible the team will be using community spaces to open 'pop-up' shops where people can come to test and discuss the uses for Telecare equipment. The Team are also planning to use community buses to take Telecare equipment into communities and areas where pop-up shops may not be an option.


Contract monitoring arrangements to map the protected characteristics of the service users will be written into the contract between GCC and the provider.

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: 	Date: 21/10/2013
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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:	
Signed by Portfolio Holder/Cabinet Member: 	Date: 20/10/13

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.

