

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':	Direct award contract for Electronic Call Monitoring to disability community care and support providers
Person(s) responsible for completing this statement	Jane Reid – Outcome Manager
Briefly describe the activity being considered including aims and expected outcomes	Conduct a legally compliant direct award process under an Eastern Shires Purchasing Organisation ("ESPO") framework agreement for the award of a 5 year 3 months Electronic Call Monitoring contract with an estimated maximum spend of £480k. This will achieve the goals of ensuring vulnerable service users receive the services we commission for them. It will also measure key quality indicators such as the continuity of the carer, the punctuality of the carer and the number of missed visits. Additionally it will result in an expected 5 year net saving of between £2 and £3 million across the community based care and support sector. This will also enable alignment of the duration of the ECM LD and Older Persons Domiciliary Care contracts so they can be jointly reviewed in 2023.

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 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)

<p>Who is responsible for delivering the service?</p>	<p>Multi-disability external community-based care and support providers.</p>														
<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>															
<p>Age</p>	<table border="1"> <thead> <tr> <th data-bbox="740 837 847 1084">Age Groups</th> <th data-bbox="740 1084 847 1464">Sum of rowCounter</th> </tr> </thead> <tbody> <tr> <td data-bbox="847 837 890 1084">Row Labels</td> <td data-bbox="847 1084 890 1464"></td> </tr> <tr> <td data-bbox="890 837 933 1084">1.18-64</td> <td data-bbox="890 1084 933 1464">872</td> </tr> <tr> <td data-bbox="933 837 976 1084">2.65-74</td> <td data-bbox="933 1084 976 1464">144</td> </tr> <tr> <td data-bbox="976 837 1019 1084">3.75-84</td> <td data-bbox="976 1084 1019 1464">28</td> </tr> <tr> <td data-bbox="1019 837 1062 1084">4.85+</td> <td data-bbox="1019 1084 1062 1464">12</td> </tr> <tr> <td data-bbox="1062 837 1106 1084">Grand Total</td> <td data-bbox="1062 1084 1106 1464">1056</td> </tr> </tbody> </table>	Age Groups	Sum of rowCounter	Row Labels		1.18-64	872	2.65-74	144	3.75-84	28	4.85+	12	Grand Total	1056
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3.Physical Disability	41														
4.Other	72														
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Sex	Row Labels	Sum of rowCounter
Race (including Gypsy & Traveller)	Female	456
	Male	600
	Grand Total	1056
	Row Labels	Sum of rowCounter
	Asian or Asian British -	6
	Black or Black British	13
	Mixed Parentage	6
	Not known	58
	Other Ethnic Group	9
	White - British	941
	White - Other	23
	White - Irish	1
	White - Not Stated	2
	White - Other Cultural Background	2
	White - Other European	16
Grand Total	1056	

Gender reassignment	Not known	
Marriage & civil partnership	Row Labels	Sum of rowCounter
	Married	20
	Not known	153
	Single	849
	Other	34
	No information is available on Civil Partnerships	
	Grand Total	1056
Pregnancy & maternity	Not known	
Religion or Belief	Not known	
Sexual Orientation	Not known	

Other information

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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	GCC staff are not affected by the proposed activity, so there are no equality issues to be considered for example in terms of protected characteristics.
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	This 'policy' does not involve a change of service and extensive consultation was carried out when the original contract was awarded. Therefore, no additional consultation has been necessary, Service users were involved in piloting the original LD ECM project and now that all phases of that project have been implemented, service users are very familiar with Electronic Call Monitoring and we know from their ongoing experience that the ECM service works for them in practice. In particular there are safeguarding benefits to using ECM and this has provided additional reassurance to service users and their relatives. The acceptance of service users is reviewed through the LD Partnership Board.
Workforce	No additional consultation necessary as no change of service involved. Initial provider training sessions enabled lead care and support staff to be trained directly in how to use ECM and then in turn train colleagues working for/with them. The Council's ECM team is responsive to any feedback through business as usual processes, for example by monitoring compliance levels on a weekly/monthly basis as appropriate.
Partners	No additional consultation necessary as no change of service involved. The original project has been delivered successfully for 3 years in partnership with Gloucestershire Clinical Commissioning Group and 2gether Trust, as

<p>External providers of services</p>	<p>the Council facilitates the ECM system on their behalf for their clients. No additional consultation necessary as no change of service involved. Following initial provider training sessions from the ECM contractor (Care Monitoring 2000), the Council's ECM officers offer ongoing support to providers to manage any questions they may have about the operation of the ECM system and payments.</p>
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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
<p>Age(A)</p>	<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</p>

	<p>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>
<p>Disability (D)</p>	<p>Service Users - There will be a positive impact on service users ensuring they are confident 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>
<p>Sex (S)</p>	<p>As above</p>
<p>Race (including Gypsy & Traveller)(R)</p>	<p>As above</p>

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
Reviewing LD ECM service specification as part of contract award process	Jane Reid	October-November 2017
Reviewing ECM team processes to ensure continued effective contract management and provider support	Jane Reid	October-December 2017

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 once the direct award of the contract has been made.

The ECM team will manage and facilitate the processes for continuation of ECM service delivery.

Continued 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:

R. D. Wilson

Date:

15:09:2017

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:

ROGER WILSON

Signed by Portfolio Holder/Cabinet Member:

R. D.

Date:

18/9/17

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.