

**Equality Impact Assessment  
Corporate Assessment Template**



**Policy/Strategy/Project/Procedure/Service/Function Title: Domiciliary Care**

**New/Existing/Updating/Amending: Existing (Extension to current procurement method)**

**Who is responsible for developing and implementing the  
Policy/Strategy/Project/Procedure/Service/Function?**

Name: Tom Narbrough

Job Title: Project Manager

Service Team: Adult Services - Finance

Service Area: Social Services

Assessment Date: 15<sup>th</sup> August 2018 (Originally assessed December 2017)

**1. What are the objectives of the Policy/Strategy/Project/ Procedure/  
Service/Function?**

Adult Services are required to put in place new arrangements for the procurement of domiciliary care from November 2018 onwards. At present this function is discharged through a 'Dynamic Approved Provider List' of private care agencies that bid for and procure packages through an online Dynamic Purchasing System portal (DPS). This is an online browser-based system through which care agencies can bid for and secure packages of care.

The contractual arrangements related to this process, included the associated software arrangements, are due to expire on the 4<sup>th</sup> November 2018, and the Directorate are required to put in place new arrangements that would come into place on or before that date.

Care and Support packages are currently assessed and provided within statutory guidelines relating to Social Care. All social workers are required to assess and recommend care bearing these responsibilities in mind, and care agencies are also bound by similar legislation. To that end, **all** current packages have been issued with the considerations mentioned in this form in regard to equality and diversity and all new packages will also be issued in the same manner.

The Directorate have decided to implement a two year extension to the current arrangement in order to guarantee continuity of care and to explore a wider range of service improvements with relation to care and support within the community. This will involve utilising the same DPS system as currently for an additional two years.

**2. Please provide background information on the  
Policy/Strategy/Project/Procedure/Service/Function and any research done [e.g. service users  
data against demographic statistics, similar EIAs done etc.]**

The current method for procuring domiciliary care involves publishing key information about a care package with the care providers on the Council's approved provider list (APL). Providers that can take on this care package will submit an offer to the Council, which will be assessed according to pre-agreed criteria that consider the quality of the care that will be delivered and the cost of the care.

## CARDIFF COUNCIL

### Equality Impact Assessment Corporate Assessment Template

It is the aim of the Directorate that these interim arrangements will not lead to any changes in the provision of care or any disruption to service users.

### 3 Assess Impact on the Protected Characteristics

#### 3.1 Age

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** [positive/negative/] on younger/older people?

	Yes	No	N/A
Up to 18 years		X	
18 - 65 years		X	
Over 65 years		X	

#### Please give details/consequences of the differential impact, and provide supporting evidence, if any.

All of the packages currently awarded through the DPS system are awarded to those over 18 (or due to come into effect from the age of 18).

- 15.6% of packages are for 18 – 64 year olds
- 84.4% of packages are for those 65+
- 63% of packages are for those 80+
- 15 - 20% of packages are awarded to those with a specialist need such as a learning disability, mental health difficulty or problems with physical and sensory impairment.

It is predicted that most providers will wish to maintain their current care packages, and extend the contracts. In these situations, there will be absolutely no impact on the care received by Citizens.

If a provider chooses not to extend their contract, the Council will use the arrangements currently in place to identify a new provider to take over this care package.

#### What action(s) can you take to address the differential impact?

All reasonable steps will be taken by the Council to encourage providers to continue to deliver care to their current service users. Where a provider chooses to withdraw from delivering care on behalf of Cardiff Council, officers will seek to find an alternative providers and will do so in a way that minimises the disruption for the individual service user.

#### 3.2 Disability

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** [positive/negative] on disabled people?

	Yes	No	N/A

**CARDIFF COUNCIL**

**Equality Impact Assessment  
Corporate Assessment Template**

Hearing Impairment		X	
Physical Impairment		X	
Visual Impairment		X	
Learning Disability		X	
Long-Standing Illness or Health Condition		X	
Mental Health		X	
Substance Misuse		X	
Other		X	

**Please give details/consequences of the differential impact, and provide supporting evidence, if any.**

It is predicted that most providers will wish to continue delivering care to current service users. Where this is the case, these arrangements will have no impact on service users or the care they receive.

Through the current model:

- 5.3% of cases are arranged for Citizens with a Learning Disability
- 1.9% are for those with a mental health issue
- 9.3% were issued for Citizens with a physical or sensory impairment
- Up to 5% of further cases were arranged for cases with substance misuse or dementia

Where a change in provider is required, this issue will be discussed with the Citizen and their Case Manager to ensure that the requirement that goes out to the market is as detailed as possible and will cover the same needs that were previously taken care of. When a suitable agency has been found this will then be discussed with the Citizen and their family to ensure they are the right fit.

**What action(s) can you take to address the differential impact?**

All reasonable steps will be taken by the Council to encourage providers to continue to deliver care to their current service users. Where a provider chooses to withdraw from delivering care on behalf of Cardiff Council, officers will seek to find an alternative providers and will do so in a way that minimises the disruption for the individual service user.

**3.3 Gender Reassignment**

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on transgender people?

	Yes	No	N/A
<b>Transgender People</b> (People who are proposing to undergo, are undergoing, or have undergone a process [or part of a process] to reassign their sex by changing physiological or other attributes of sex)		X	

**Please give details/consequences of the differential impact, and provide supporting evidence, if any.**

## CARDIFF COUNCIL

### Equality Impact Assessment Corporate Assessment Template

It is predicted that most providers will wish to maintain their current care packages, and extend the contracts therein. In these situations, there will be absolutely no impact on the care received by Citizens.

In any instance where a provider does not wish to extend their contract, a new care package will be procured prior to the end of the current arrangement. This will ensure that an agency will be providing care at all times to meet their Care and Support needs.

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#### 3.4. Marriage and Civil Partnership

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** [positive/negative] on marriage and civil partnership?

	Yes	No	N/A
Marriage		X	
Civil Partnership		X	

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#### 3.5 Pregnancy and Maternity

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** [positive/negative] on pregnancy and maternity?

**CARDIFF COUNCIL**

**Equality Impact Assessment  
Corporate Assessment Template**

	Yes	No	N/A
Pregnancy		X	
Maternity		X	

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**3.6 Race**

Will this Policy/Strategy/Project//Procedure/Service/Function have a **differential impact [positive/negative]** on the following groups?

	Yes	No	N/A
White		X	
Mixed / Multiple Ethnic Groups		X	
Asian / Asian British		X	
Black / African / Caribbean / Black British		X	
Other Ethnic Groups		X	

**Please give details/consequences of the differential impact, and provide supporting evidence, if any.**

## CARDIFF COUNCIL

### Equality Impact Assessment Corporate Assessment Template

In Cardiff, of the Citizens in receipt of Care & Support in the form of domiciliary care **that have disclosed** their ethnic background, packages are distributed as follows:

- 93.01% White (British/Irish/European or Other)
- 2.15% Black (British/African/Caribbean or Other)
- 0.53% Mixed Heritage (White and African/Caribbean or Asian)
- 2.52% Asian (Chinese/Indian/Pakistani/Bangladeshi or Other)
- 1.10% declared as 'Other'

Of **all overall** Citizens in receipt of domiciliary care from the Council, 4.26% did not disclose their ethnic background.

It is predicted that most providers will wish to maintain their current care packages, and extend the contracts therein. In these situations, there will be absolutely no impact on the care received by Citizens.

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### **3.7 Religion, Belief or Non-Belief**

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** **[positive/negative]** on people with different religions, beliefs or non-beliefs?

	<b>Yes</b>	<b>No</b>	<b>N/A</b>
Buddhist		<b>X</b>	
Christian		<b>X</b>	
Hindu		<b>X</b>	
Humanist		<b>X</b>	
Jewish		<b>X</b>	
Muslim		<b>X</b>	
Sikh		<b>X</b>	
Other		<b>X</b>	

**Please give details/consequences of the differential impact, and provide supporting evidence, if any.**

## CARDIFF COUNCIL

### Equality Impact Assessment Corporate Assessment Template

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### 3.8 Sex

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** [positive/negative] on men and/or women?

	Yes	No	N/A
Men		X	
Women		X	

#### Please give details/consequences of the differential impact, and provide supporting evidence, if any.

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### 3.9 Sexual Orientation

## CARDIFF COUNCIL

### Equality Impact Assessment Corporate Assessment Template

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** [positive/negative] on the following groups?

	Yes	No	N/A
Bisexual		X	
Gay Men		X	
Gay Women/Lesbians		X	
Heterosexual/Straight		X	

**Please give details/consequences of the differential impact, and provide supporting evidence, if any.**

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### 3.10 Welsh Language

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact** [positive/negative] on Welsh Language?

	Yes	No	N/A
Welsh Language		X	

**Please give details/consequences of the differential impact, and provide supporting evidence, if any.**

As part of the current model, it is included as part of the requirement that goes out to the market whether or not the Citizen needs to converse in Welsh, or in any other language. This requirement is initially discussed between Case Manager and Citizens and then the Brokerage team put it out as an essential criteria for potential providers to respond to.

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## CARDIFF COUNCIL

### Equality Impact Assessment Corporate Assessment Template

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#### 4. Consultation and Engagement

What arrangements have been made to consult/engage with the various Equalities Groups?

This is a living document that can be revised as and when necessary, and should any differential impacts become apparent, this document can be updated to reflect any actions/changes.

Consultation has taken place with the domiciliary care market, who will be the main affected parties by this recommendation. Further consultation will be undertaken through the course of Q4 17/18

Formal Citizen consultation is planned for Q4 17/18 in light of the recommendation; however Cardiff clients in receipt of a care package are involved in a constant cycle of review and inspection through both social workers and the Contracts & Service Development team in Adult Services. The results of these are used to make positive changes to support Citizen outcomes and also to affect provider quality scoring. This ensures that those in receipt of Care are able to relay their experience with agencies back to the Council. This is then used to collate a score which affects their likelihood to obtain a bid. This process **will not change** from the new recommendation.

#### 5. Summary of Actions [Listed in the Sections above]

Groups	Actions
Age	N/A
Disability	N/A
Gender Reassignment	N/A
Marriage & Civil Partnership	N/A
Pregnancy & Maternity	N/A
Race	N/A

## CARDIFF COUNCIL

### Equality Impact Assessment Corporate Assessment Template

Religion/Belief	N/A
Sex	N/A
Sexual Orientation	N/A
Welsh Language	N/A
Generic Over-Arching [applicable to all the above groups]	N/A

#### 6. Further Action

Any recommendations for action that you plan to take as a result of this Equality Impact Assessment (listed in Summary of Actions) should be included as part of your Service Area's Business Plan to be monitored on a regular basis.

#### 7. Authorisation

The Template should be completed by the Lead Officer of the identified Policy/Strategy/Project/Function and approved by the appropriate Manager in each Service Area.

Completed By : Tom Narbrough	Date: 15/08/2018
Designation: Project Manager	
Approved By: Leon Goddard	
Designation: Operational Manager	
Service Area: Adult Services	

7.1 On completion of this Assessment, please ensure that the Form is posted on your Directorate's Page on CIS - *Council Wide/Management Systems/Equality Impact Assessments* - so that there is a record of all assessments undertaken in the Council.

For further information or assistance, please contact the Citizen Focus Team on 029 2087 3059 or email [citizenfocus@cardiff.gov.uk](mailto:citizenfocus@cardiff.gov.uk)