

# Equality Analysis

## Birmingham City Council Analysis Report

<b>EA Name</b>	CareFirst Replacement
<b>Directorate</b>	Children and Young People Directorate and Adult Social Care and Health Directorate
<b>Service Area</b>	Children's Social Care and Adults Social Care
<b>Type</b>	New/Proposed Function
<b>EA Summary</b>	This analysis evaluates the potential impact of proposals to replace the current 'CareFirst' I.T system used by both Children's and Adult's services within the Children and Young People Directorate and the Adult Social Care and Health Directorate. The proposed change in I.T follows recent criticism of the current system by Ofsted and a lack of flexibility within this system to support changing business processes. CareFirst is over 15 years old and further internal modification is not considered practical or sufficient. It is proposed that CareFirst is replaced with a new I.T solution that will enable direct improvement in Social Care delivery, reduce the administrative burden on Social Workers and allow more time to be spent
<b>Reference Number</b>	EA001217
<b>Task Group Manager</b>	<a href="mailto:Andrew.J.Clarke@birmingham.gov.uk">Andrew.J.Clarke@birmingham.gov.uk</a>
<b>Task Group Member</b>	
<b>Senior Officer</b>	<a href="mailto:graeme.betts@birmingham.gov.uk">graeme.betts@birmingham.gov.uk</a> and <a href="mailto:Alastair.gibbons@birmingham.gov.uk">Alastair.gibbons@birmingham.gov.uk</a>
<b>Quality Control Officer</b>	<a href="mailto:PeopleEAQualityControl@birmingham.gov.uk">PeopleEAQualityControl@birmingham.gov.uk</a>

### Introduction

The report records the information that has been submitted for this equality analysis in the following format.

#### **Overall Purpose**

This section identifies the purpose of the Policy and which types of individual it affects. It also identifies which equality strands are affected by either a positive or negative differential impact.

#### **Relevant Protected Characteristics**

For each of the identified relevant protected characteristics there are three sections which will have been completed.

- Impact
- Consultation
- Additional Work

If the assessment has raised any issues to be addressed there will also be an action planning section.

The following pages record the answers to the assessment questions with optional comments included by the assessor to clarify or explain any of the answers given or relevant issues.

## 1 Activity Type

The activity has been identified as a New/Proposed Function.

## 2 Overall Purpose

### 2.1 What the Activity is for

What is the purpose of this Function and expected outcomes?	The purpose of the proposed replacement of CareFirst is to deliver a modern I.T solution that will improve delivery of services to the citizens of Birmingham, assist in the identification of Safeguarding issues, assist in making better decisions more quickly, provide for better handling of out of hours incidents as well as being flexible enough to respond to the changing needs of the service. It is also an objective of the project for the replacement solution to incorporate several older systems and processes that presently result in a significant resource overhead.
---	--

For each strategy, please decide whether it is going to be significantly aided by the Function.

Public Service Excellence	Yes
<u>Comment</u> The proposed CareFirst solution will contribute to Public Service Excellence by providing a more flexible I.T system that better meets the needs of the staff utilising it. This solution will reduce the administrative burden on Social Workers and other staff allowing more time with citizens. It will also better assist in the management of casework thereby helping keep people safe; and will reduce wastage through un-necessary admin that can directly impact directly upon the customer by delaying decisions and the provision of services.	
A Fair City	Yes
<u>Comment</u> As reductions on public services finance and resources continue to increase the provision of local authority services will need to ensure that those in the highest need are provided for first. The proposed I.T solution will assist in contributing to this objective by increasing the quality and types of information available to professionals when determining the needs of citizens and ensuring the correct provision is in place.	
A Prosperous City	No
A Democratic City	No

### 2.2 Individuals affected by the policy

Will the policy have an impact on service users/stakeholders?	Yes
---	-----

Comment

Although there are anticipated improvements for service users within the proposed replacement solution, the end use system itself is only used by staff and some key partners. Therefore there will be no noticeable change, day to day, for service users beyond the improvements identified beyond possible alterations to public facing portals.

The current system does provide some portals which are accessed by citizens and some other partners such as Police, Health and others. Should an alternate supplier be selected to provide the solution these public facing portals will be subject to replacement by a version provided by the chosen supplier. However the business requirements specified that such a solution minimally match or even supersede the accessibility requirements of the present system (i.e. DDA compatibility). Having considered this it is concluded that there is no identified detrimental impact on service users foreseen at this time.

The replacement solution has been subject to stringent business requirements that the replacement system must meet. The chosen system has been selected through this process and in line with procurement rules.

Will the policy have an impact on employees?

Yes

Comment

There will be impact on staff as CareFirst is a very widely used system and any replacement will require extensive staff retraining as well as commitment from the numerous teams that use the system to assist in UAT for the modules that they will use in future. Staff resources helped to develop and agree the business requirements specific to the various areas of work the replacement will work within.

Additional staff will be impacted as the proposed replacement solution may incorporate tasks presently undertaken by other systems. The staff in these areas will also require training on the use and application of the proposed replacement solution.

Will the policy have an impact on wider community?

No

Comment

There is no potential or actual effect on the wider community noted or foreseen at this time.

### **2.3 Analysis on Initial Assessment**

This EA has been reviewed and updated to ensure that due regard has been paid to any new information that could impact upon those identifying with a protected characteristic. This will continue to be updated throughout the life cycle of the Programme.

At this time and based on available information, the only potential impacted characteristic is that of disability. It is noted that there is potential for impact upon disabled staff who will be required to use the replacement system and currently access CareFirst with the aid of adjustments such as large print or specialised keyboards/access devices.

It is considered that there are a small number of people who will be affected and the final numbers will be identified during the implementation planning. The identified solution provider has confirmed that it meets all requirements under the DDA.

It is therefore concluded, on the available information, that there will be no disproportionately detrimental impact upon disabled members of staff who will use the replacement system.

It is noted that the replacement system may result in amendments to the way in which some service users access portals and online systems. However it is anticipated that such amendments will be aesthetic only and will not result in any impact on service users.

The remaining protected characteristics detailed within the Equality Act (2010) have been considered and evaluated for potential impacts with none being noted. However it should again be noted that this EA will be reviewed and updated as the project progresses to ensure that new information is considered.

Should any impact relating to a protected characteristic be identified then this EA can be reviewed or amended prior to any planned review following assessment of the severity and proportionality of the identified impact. We will continually seek to appropriately remove, minimise or mitigate any EA issue as and when this information is known.

### **3 Concluding Statement on Full Assessment**

The protected characteristics within the Equality Act (2010) have all been assessed against the information known at this early stage. It is not foreseen that there will be any potential or actual disproportionate impact on any person due to Age, Gender, Gender Reassignment, Marriage & Civil Partnership, Pregnancy & Maternity, Race, Religion or Belief or Sexual Orientation.

There is potential for disproportionate impact on disabled persons for reasons set out in the analysis on initial assessment. However, specific business requirements have been included that fully match the DDA standards of the existing system(s) and where possible surpass them.

### **4 Review Date**

26/12/2017

### **5 Action Plan**

There are no relevant issues, so no action plans are currently required.