

Title of proposed EIA	Customer Journey - Adult Social Care & Health
Reference No	EQUA118
EA is in support of	Amended Service
Review Frequency	Six Months
Date of first review	30/11/2018
Directorate	Adult social care & health
Division	
Service Area	
Responsible Officer(s)	<input type="checkbox"/> Amanda J Jones
Quality Control Officer(s)	<input type="checkbox"/> Melanie Brooks
Accountable Officer(s)	<input type="checkbox"/> Melanie Brooks
Initial equality impact assessment of your proposal	<p>The proposed service change is a development of the constituency model further into the local community. We intend to improve the service and therefore the impact will be positive.</p> <p>The proposals have the following intended outcomes:</p> <ul style="list-style-type: none"> • Birmingham's citizens will receive timely care and support by a skilled multi-disciplinary constituency based team. • To build a high quality community service based on evidence and best practice including three conversations social work model and improving the outcomes for adults. • To deliver a practice and behavioural shift which will focus on outcomes and will subsequently deliver savings across the system. • Deliver considerable efficiency through the implementation of stream lined practice and process within the three conversation model; reducing waiting times for service, reliance on packages of care, increased crisis support and reduced assessment process. • To build an efficient and lean customer journey which improves the satisfaction and experience of Adults that can both meet care and support needs whilst increasing independence and building on strengths. <p>At this initial stage, no discriminatory impact has been identified for any groups either within the employee or citizen base.</p> <p>It is expected that as a result of this work, there will be changes to posts and that some posts may be deleted. The outline proposals will not impact a specific group in any greater proportion than any other profile. There will be staff engagement events as well as tasks and finish groups as we are planning to co-produce the model with staff. Any</p>

potential for emerging detriment or discrimination identified will be addressed accordingly. We will also be consulting with citizen's and involving them in the design through the Citizen's Voice Team.

Further to this, there will be a formal consultation process and any redundancies made will be done in line with the corporate redundancy process, placement and selection process. This will be completed in consultation with staff and unions.

It is acknowledged that there will be further detail to consider as the model develops. However, at the initial stage there is no identified potential for negative impact to any person with a protected characteristic.

For citizens, the impacts identified at this time are positive.

This document will be reviewed at the end of November when it is expected that the design of the new model will be in place.

Protected characteristic: Age Not Applicable

Age details:

Protected characteristic: Disability Not Applicable

Disability details:

Protected characteristic: Gender Not Applicable

Gender details:

Protected characteristics: Gender Reassignment Not Applicable

Gender reassignment details:

Protected characteristics: Marriage and Civil Partnership Not Applicable

Marriage and civil partnership details:

Protected characteristics: Pregnancy and Maternity Not Applicable

Pregnancy and maternity details:

Protected characteristics: Race Not Applicable

Race details:

Protected characteristics: Religion or Beliefs Not Applicable

Religion or beliefs details:

Protected characteristics: Sexual Orientation Not Applicable

Sexual orientation details:

Consulted People or Groups

Staff engagement events will be held and formal consultation with staff across Adult Social Care & Health is expected to take place in January 2019.

Consultation will also take place with citizens through the Citizen's Voice Team.

Informed People or Groups

Summary and evidence of findings from your EIA

From initial analysis there is no requirement for a full EA.

A full review of this document will take place in November 2018.

Submit to the Quality Control Officer for reviewing?

Yes

Quality Control Officer comments

Decision by Quality Control Officer

Submit draft to Accountable Officer?

No

Decision by Accountable Officer

Date approved / rejected by the Accountable Officer

Reasons for approval or rejection

Please print and save a PDF copy for your records

Yes

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