

Equality impact assessment (EIA) form: evidencing paying due regard to protected characteristics

(Form updated April 2019)

eBrokerage

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যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھیے۔

Equality Impact Assessments (EIAs) are public documents. EIAs accompanying reports going to County Councillors for decisions are published with the committee papers on our website and are available in hard copy at the relevant meeting. To help people to find completed EIAs we also publish them in the Equality and Diversity section of our website. This will help people to see for themselves how we have paid due regard in order to meet statutory requirements.

Name of Directorate and Service Area	Health and Adult Services Service Development - Brokerage
Lead Officer and contact details	Mike Rudd Head of Housing, technology & Sustainability Michael.rudd@northyorks.gov.uk 01609 535347
Names and roles of other people involved in carrying out the EIA	
How will you pay due regard? For example, working group, individual officer	Lead officer as named above, engagement with staff and people using the service

When did the due regard process start?	October 2023 at project scoping phase

Section 1. Please describe briefly what this EIA is about. (For example, are you starting a new service, changing how you do something, stopping doing something?)

The eBrokerage project will replace manual processes within the Brokerage team with a systems based approach with a view to improving the speed, consistency and value for money achieved within the service, this primarily relates to the sourcing of care packages and care home placements with both in house and commissioned service providers.

Section 2. Why is this being proposed? What are the aims? What does the authority hope to achieve by it? (For example, to save money, meet increased demand, do things in a better way.)

From calendar 2025 and in an ongoing phased approach, HAS will implement an eBrokerage solution to replace existing manual processes.

The aim of this project is to improve and speed up the sourcing of packages of care and care home placements. This is achieved by moving away from a manual, email and telephone based approach towards a systems based approach which will standardise practice and also allow for more accurate recording and auditing of practice and performance within the service.

This will ensure that HAS is achieving best value and best match when sourcing care, whilst gathering additional market insights and information as part of standard processes.

Savings of £125,000 in each year between 2024/25 and 2027/28 are proposed as part of this project, totalling £500,000 to be achieved through the reorganisation and restructure of the brokerage service in a phased way over this period. This is on target as at the end of calendar 2024.

Section 3. What will change? What will be different for customers and/or staff?

The key change will be a move away from email and telephone to a systems based approach to sourcing care.

Brokerage colleagues will work through this system and this will represent a significant change in working practice for the team. Wider HAS teams will not be directly impacted and people accessing service should not see a material impact as their link to North Yorkshire Council will remain through Care and Support.

People should see a more timely response to care requests and the system will allow for a wider choice of providers to ensure best value, best match.

Whilst the project is focussing on a systems based approach, the person will remain at the heart of all decision making and personal conversations between brokers, care and support teams and the individual and their family will remain the guiding and determining factor in decision making on future care options.

Section 4. Involvement and consultation (What involvement and consultation has been done regarding the proposal and what are the results? What consultation will be needed and how will it be done?)

Engagement with the team has been thorough through the second half of 2024 with full staff briefings, ongoing communications and opportunities for the team to engage with the system being put in place.

Brokerage Team Leaders have been engaged in work to standardise processes ahead of this change and colleagues from Care and Support and Integration have also been involved including in the formal project board.

In general, the team feel positive and engaged with the project and can see the benefits it will bring.

Section 5. What impact will this proposal have on council budgets? Will it be cost neutral, have increased cost or reduce costs?

The project is projected to deliver savings of £125,000 in each year between 2024/5 and 2027/8 totalling £500,00 over this period.

Section 6. How will this proposal affect people with protected characteristics?	No impact	Make things better	Make things worse	Why will it have this effect? Provide evidence from engagement, consultation and/or service user data or demographic information etc.
Age		X		Revised systems and processes will allow for more timely and cost effective care sourcing ensuring people have better access to care services
Disability		X		Revised systems and processes will allow for more timely and cost effective care sourcing ensuring people have better access to care services
Sex	X	X		For people receiving services there is no evidence or expectation of an impact based on this characteristic. The existing Brokerage workforce is predominantly female, as such any changes or reductions in staffing will impact this group
Race	X			There is no evidence or expectation of an impact based on this characteristic.
Gender reassignment	X			There is no evidence or expectation of an impact based on this characteristic.
Sexual orientation	X			There is no evidence or expectation of an impact based on this characteristic.

Religion or belief	X			There is no evidence or expectation of an impact based on this characteristic.
Pregnancy or maternity	X			There is no evidence or expectation of an impact based on this characteristic.
Marriage or civil partnership	X			There is no evidence or expectation of an impact based on this characteristic.

Section 7. How will this proposal affect people who...	No impact	Make things better	Make things worse	Why will it have this effect? Provide evidence from engagement, consultation and/or service user data or demographic information etc.
...live in a rural area?	X			There is no evidence or expectation of an impact based on this characteristic.
...have a low income?	X			There is no evidence or expectation of an impact based on this characteristic.
...are carers (unpaid family or friend)?	X			There is no evidence or expectation of an impact based on this characteristic.

Section 8. Geographic impact – Please detail where the impact will be (please tick all that apply)	
North Yorkshire wide	X
Craven district	
Hambleton district	
Harrogate district	
Richmondshire district	
Ryedale district	
Scarborough district	
Selby district	
If you have ticked one or more districts, will specific town(s)/village(s) be particularly impacted? If so, please specify below.	

<p>Section 9. Will the proposal affect anyone more because of a combination of protected characteristics? (For example, older women or young gay men) State what you think the effect may be and why, providing evidence from engagement, consultation and/or service user data or demographic information etc.</p> <p>Based on demographics, most changes to adult social care services have a disproportionate impact on older women as they make up a large part of those accessing services. Any impact is due to this demographic position rather than anything inherent to the programme.</p> <p>The current brokerage team are predominantly female, in line with much of the Adult Social Care workforce. Any changes that this project introduces would therefore inevitably impact this group more, however this is due to the demographics of the team and not planned aspect of the change.</p>

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Section 10. Next steps to address the anticipated impact. Select one of the following options and explain why this has been chosen. (Remember: we have an anticipatory duty to make reasonable adjustments so that disabled people can access services and work for us)		Tick option chosen
1. No adverse impact - no major change needed to the proposal. There is no potential for discrimination or adverse impact identified.		
2. Adverse impact - adjust the proposal - The EIA identifies potential problems or missed opportunities. We will change our proposal to reduce or remove these adverse impacts, or we will achieve our aim in another way which will not make things worse for people.		
3. Adverse impact - continue the proposal - The EIA identifies potential problems or missed opportunities. We cannot change our proposal to reduce or remove these adverse impacts, nor can we achieve our aim in another way which will not make things worse for people. (There must be compelling reasons for continuing with proposals which will have the most adverse impacts. Get advice from Legal Services)		X
4. Actual or potential unlawful discrimination - stop and remove the proposal – The EIA identifies actual or potential unlawful discrimination. It must be stopped.		
Explanation of why option has been chosen. (Include any advice given by Legal Services.)		
<p>Changes to staffing numbers and structures will impact a predominantly female workforce. This change is an inherent part of the proposal and such the impact reflects the make-up of the team.</p> <p>By working closely with HR the project will support staff through consultation and will look for opportunities to support colleagues in a range of ways, including those who may wish to leave North Yorkshire Council or look for alternative roles within the organisation.</p> <p>The savings allocated to this project are based on a reduced headcount within the service, as such the risk of Adverse Impact is accepted and will be mitigated through the project structure. As anticipated, natural turnover within the service is accounting for the required reductions in headcount at this point in time.</p>		

Section 11. If the proposal is to be implemented how will you find out how it is really affecting people? (How will you monitor and review the changes?)
<p>Post Implementation reviews are planned after each stage and the overall change to the service is planned to take place over a number of years. Progress and expectations will be continually reviewed over this period and changes will be made and reflected in this document.</p>

Section 12. Action plan. List any actions you need to take which have been identified in this EIA, including post implementation review to find out how the outcomes have been achieved in practice and what impacts there have actually been on people with protected characteristics.				
Action	Lead	By when	Progress	Monitoring arrangements
Engagement with Brokerage Colleagues	Mike Rudd Head of Service	Q2 2024	Ongoing	Project Board HASLT

			Full face to face workshop held in mid 2024 Ongoing engagement with teams	
Phase 1 PIR	Jonathan Prince Head of Operational Support	May -July 2025	Not started	Project Board HASLT

Section 13. Summary Summarise the findings of your EIA, including impacts, recommendation in relation to addressing impacts, including any legal advice, and next steps. This summary should be used as part of the report to the decision maker.

The impact of the project on people receiving service should be positive and as such poses no issues, although performance and outcomes will be closely measured through the project board.

There is a planned and predictable impact in staff, again this will be managed through the project and efforts will be made to mitigate this as far as possible in consultation with HR colleagues.

Section 14. Sign off section

This full EIA was completed by:

Name: Mike Rudd

Job title: Head of Housing, technology &Sustainability

Directorate: Health and Adult Services

Signature: M. Rudd

Completion date: 20/12/2023

Updated 24/12/2024

Authorised by relevant Assistant Director (signature): Abi Barron

Date: 22/12/23