Equality Impact Assessment Template

Adult Integrated Solution (AIS)

Name of the Directorate and Service Area	Adult & Community Services / Resources				
Name of the service/policy being assessed	Adult Integrated Solution (AIS)				
Is this the area being impact assessed a	**Policy & its implementation?**			**Service?**	
	Function			**Initiative?**	
	Project?		Y	**Procedure & its implementation?**	
Is this an Equality Impact Assessment for a (Note: the Equality Impact Assessment (EIA) is concerned with the policy itself, the procedures or guidelines which control its implementation and the impact on the users)	**Existing service or a policy and its implementation?**				Y
	Proposed service or a policy and its implementation?				
	Change to an existing service or a policy and its implementation?				
	Service or Policy carried out by an organisation on behalf of NYCC?				
How will you undertake the EIA? Eg team meetings, working party, project team, individual Officer	The EIA will be undertaken by the ICT Client Manager with assistance from the AIS Project Board.				
Names and roles of people carrying out the Impact Assessment	Neil Bartram, Mick Lambert, Anne Marie Lubanski				
Lead Officer and contact details	Neil Bartram (3791)				
Date EIA started	09/12/2009 Scope of EIA revised and amended version produced 07/02/2011				
Date EIA Completed	Final draft 18 May 2011				
Sign off by Assistant Director (or equivalent)	██████████ Anne Marie Lubanski				
Date of Publication of EIA					
Monitoring and review process for EIA					

1. Operating Context

Please consider issues around impacts (positive or negative) raised for **all protected characteristics** and show your evidence

1.1 Describe the service/policy What does the service/policy do and how? How would you describe the policy to someone who knows very little about Council Services? If there is a proposal to change the service or policy, describe what it looks like now and what it is intended to look like in the future. What are the drivers for this proposed change? Who does it benefit? What are its intended outcomes? Who is affected by the policy? Who is intended to benefit from it and how? Who are the stakeholders? identify those protected characteristics for which this service is likely to have an impact (positive or negative) Are there any other policies or services which might be linked to this one? Have you reviewed the EIA for these policies/services? What do they tell you about the potential impact? How will the policy be put into practice? Who is responsible for it?	The Adults Integrated Solution (AIS) is a comprehensive ICT solution for Adult social care. It is supplied and maintained by Northgate Public Sector and forms part of a wider portfolio of ICT based solutions for the Public Sector. The solution supports the operational care management process through the capture and maintenance of electronic Adult social care case records and also the provision of management and statutory reporting. Functionality in AIS covers the personal demographics of each recorded person, Contact & Referral history, Assessments, Services, Provisions & Reviews. AIS is intended for use by members of staff and not directly by citizens or Service users. AIS is built using industry standard technology and is managed within the ICT infrastructure by the corporate ICT Services Unit. The project commenced in May 2008 with the rollout to an early adopter Community in Hambleton/Richmondshire in May 2009. Full rollout to the rest of the County commenced in January 2010 and was complete by May 2010. The linkage to the social model of disability relates mainly to users of the system who are disabled.
1.2 How do people use the policy/service? How is the policy/service delivered? How do people find out about the policy/service? Do they need specialist equipment or information in different formats? How do you meet customer needs through opening times/locations/facilities? Can customers contact your service in different ways? How do you demonstrate that your service/policy is welcoming to all groups within the community? Does the policy/service support customers to access other services? Do you charge for your services? Do these changes affect everyone	AIS is a computerised system for supporting the care management process within Adult social care. It will be delivered using the corporate ICT network to standard ICT devices (PC's & Laptops). Reasonable adjustments can be made to those standard devices. Support and maintenance contractual arrangements are in place with the supplier (Northgate Public Sector). Access is granted in line with the operational or support role of the member of staff. There are no charges for use of the AIS that are passed on directly to

equally? Do some customers incur greater costs or get 'less for their money'? Are there eligibility criteria for the service/policy? How do you ensure that staff/volunteers delivering the service follow the Council's equality policies? Does the Council deliver this policy in partnership or through contracts with other organisations? How do you monitor that external bodies comply with the Council's equality requirements?	Citizens and service users or to staff. Documents produced from AIS are made available to people who access support, and may therefore need to be made available in a range of formats for people who have visual impairment or other accessibility requirements. At present, the output from AIS is in PDF format. Translation services are available (eg Braille, community languages, large print, easy read etc); however, to facilitate the translation of AIS outputs it would be helpful if such output could be in Word rather than PDF. PDF format is not straightforward to translate and would add time and cost onto the translation process. As the system is intended to support an existing process (the care management process), aspects relating to the equalities impact of that process are not considered in this EIA. A further EIA on the care management process may be required to ensure that necessary information relating to protected characteristics and cultural or accessibility needs are captured to then be input to the AIS system in such a way that the information then informs care planning and monitoring

2. Understanding the Impact (using both qualitative and quantitative data)

Please consider issues around impacts (positive or negative) raised for **all protected characteristics** and show your evidence

2.1 What information do you use to make sure the service meets the needs of all customers? What data do we use now? Is it broken down across protected characteristics (and are these categories consistent across all data sets)? How current is the data? Where is it from? Is it relevant? What engagement work have you already done that can inform this impact assessment? Who did you talk to and how? What are the main findings? Can you analyse the results of this consultation across the protected characteristics? Are there differences in response between different groups? How has this changed the plans for the policy/service?	AIS is intended to support the data captured during the care management process. It has been designed specifically to support adult social care operational needs. The nature of that data to be captured has been defined by the care management processes, including 'protected characteristics'.

2.2 What does the information tell you? Are there any differences in outcome for different groups e.g. differences in take up rates or satisfaction levels across groups? Does it identify the level of take-up of services by different groups of people? Does it identify how potential changes in demand for services will be tracked over time, and the process for service change? **Please include data and analysis as an appendix**	The analysis of the data captured in AIS and any subsequent policy/procedure changes are carried out as part of the current Performance Management processes and therefore do not form part of this EIA.
2.3 Are there areas where we need more information? How could we get this information? What data is available? Do other directorates, partners or other organisations hold relevant information? Is there relevant information held corporately e.g. compliments and complaints? Are there national datasets that would be useful? Is there relevant census data? Do you need to collect more data? How could you do this? Do you need to do more engagement work to inform this impact assessment? Have you identified information in other sections of this EIA that you need to assess the impact on different groups of people? What do you want to find out? Which existing mechanisms can you use to get this information? Please refer to the Community Engagement toolkit on the NYCC intranet	The analysis of the data captured in AIS and any subsequent policy/procedure changes are carried out as part of the current Performance Management processes and therefore do not form part of this EIA.
2.4 How will you monitor progress on your policy/service, or take-up of your service? What monitoring techniques would be most effective? What performance indicators or targets would be used to monitor the effectiveness of the policy/service? How often does the policy/service need to be reviewed? Who would be responsible for this?	The analysis of the data captured in AIS and any subsequent policy/procedure changes are carried out as part of the current Performance Management processes and therefore do not form part of this EIA.

3. Assessing the Impact

Please consider issues around impacts (positive or negative) raised for **all protected characteristics** and show your evidence.

3.1 Has an adverse impact been identified for one or more groups? Has this assessment shown anything in the policy, plan or service that results in (or has the potential for) disadvantage or discrimination towards people of different groups? Which groups? Do some needs/ priorities 'miss out' because they are a minority not the majority? Is there a better way to provide the service to all sections of the community?	No adverse impact has been identified. However, there are some areas where improvements could be made, particularly with reference to accessibility for disabled people and people who do not have English as their first language. As the system is primarily aimed at use by staff, there are reasonable adjustments available to address access needs of some staff groups. Larger screens, specialist keyboard/mice are already provided as part of the normal access to the ICT network. However, the Supplier of AIS only provides limited advice and support around accessibility issues affecting the software itself. Documents produced from AIS are made available to people who access support and they will therefore need to be made available in accessible versions as required, for example for people with sensory impairment or other access requirements. AIS output is currently in PDF format which can cause issues for translation services and large print. If AIS output could be made available in other versions (eg Word), this could improve the ease with which the output can be translated, put into large print, Braille, audio etc.
3.2 How could the policy be changed to remove the impact? Which options have been considered? What option has been chosen?	Work with Northgate to improve accessibility issues. This is already being done as part of a National User Group.
3.3 Can any adverse impact be justified? If the adverse impact will remain, can this be justified in relation to the wider aims of the policy or on the grounds of promoting equality of opportunity for one target group? **Please seek legal advice on whether this can be justified.**	If the accessibility issues affecting staff can't be addressed then consideration will have to be given by Managers as to how work can be recorded on AIS through the use of support staff. If the alternative format for outputs can't be achieved then there will be an impact on the ease with which AIS outputs can be made available in accessible formats. This will have an impact on staff time and costs to

	the organisation, and may mean that people who access support are less likely to have the outputs in the format they prefer. This would need to be monitored to identify whether or not it was an issue, and if so, practice would need to be reviewed to address the issues.
3.4 Are you planning to consult people on the outcome of this impact assessment? When and how will you do this? How will you incorporate your findings into the policy?	No, not on this particular EIA. However, future developments in Citizen Portals to directly access their individual social care record will be the subject of a separate EIA.
3.5 How does the service/policy promote equality of opportunity and outcome? Does the new/revised policy/service improve access to services? Are resources focused on addressing differences in outcomes?	

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<tr><td colspan="2" align="center">Don't forget to transfer any issues you have identified in this section to the <u>Equality Action Plan</u></td></tr>
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Action Plan					
What are you trying to change (outcome)?	**Action**	**Officer responsible**	**Deadline**	**Other plans this action is referenced in (e.g. Service Performance Plan, work plan)**	**Performance monitoring**
Improve accessibility of AIS software	Establish software accessibility options: work with Northgate as part of National User Group	NB	June 2011		SDS Project Board
	AIS Project Board to	NB	December		SDS Project Board

	establish feasibility of implementing software accessibility options and develop associated project targets		2011		
Implement alternative formats for AIS outputs (eg Word)	Establish whether or not format of output from AIS can be changed from PDF	NB	June 2011		SDS Project Board
	AIS Project Board to establish feasibility and timescales for implementation of outputs in other formats eg Word	NB	Dec 2011	Links to action in SCS project plan (communications work stream) to improve accessibility of information and communication	SDS Project Board
Ensure that necessary information relating to protected characteristics and cultural or accessibility needs are captured to then be input to the AIS system in such a way that the information then informs care planning and monitoring	Consider carrying out an EIA on the Care Management Process	AML	June 2011		SDS Project Board