

Equality Impact Assessment Toolkit (January 2021)

Section 1: Your details

EIA lead Officer: Stella Ajuwa

Email address: stellaajuwa@wirral.gov.uk

Head of Section: Jayne Marshall

Chief Officer: Sayyed Osman

Directorate: Adult Health & Care

Date: 2nd October 2024

Section 2: What Council proposal is being assessed?

Wirral Council is seeking to appoint one organisation to provide a Direct Payment Support Service. The service will be comprised of 3 elements which will include an information, advice and support service, a payroll and managed accounts function and a digital Personal Assistant register which would match people with the skill set required to meet assessed needs.

The service is expected to support Direct Payment recipients to manage their Direct Payments as independently as possible and maximise the choice and control of people who are allocated Direct Payments.

This new service will replace the existing Payroll and Managed Accounts service which is currently commissioned. The new service will be a merged offer which will include not just a Payroll and Managed Account service, it will offer people access to a digital Personal Assistant Register and provide information, advice and support for current and potential Direct Payment recipients.

The Care Act 2014 and associated guidance require all Councils to ensure that all Direct Payment recipients are offered appropriate support to set up and maintain their Direct Payments as independently as possible.

When the Direct Payment Support Service was advertised on the CHEST in July 2024, there were 478 Direct Payment recipients which is approximately 6% of all Wirral residents accessing an adult social care service.

Current equality related statistics for Direct Payments from Wirral Intelligence Service are as follows:

Age

Gender	No of Clients	Percentage
Male	259	50.29%
Female	256	49.71%

Disability

Primary Support Reason	Number of Clients
Learning Disability Support	255
Physical Support - Personal Care Support	135
Physical Support - Access and Mobility Only	48
Mental Health Support	44
Social Support - Support for Social Isolation / Other	11
Support with Memory and Cognition	11
Sensory Support - Support for Visual Impairment	7
Social Support - Support to Carer	3
Sensory Support - Support for Dual Impairment	1

Gender

Age Group	No of Clients	Percentage
Adults	416	80.78%
Older People	99	19.22%

The new Service is expected to contribute towards the development of Direct Payments in Wirral by supporting the Council's ambitions to increase the uptake of Direct Payments in the borough. This will overall have a positive impact on protected groups.

Section 2a: Will this EIA be submitted to a Committee meeting?

Yes / No **If 'yes' please state which meeting and what date**

.....

Hyperlink to where your EIA is/will be published on the Council's website

<https://www.wirral.gov.uk/communities-and-neighbourhoods/equality-impact-assessments>

Section 3: Does the proposal have the potential to affect..... (please tick relevant boxes)

- Services**
- The workforce**
- Communities**
- Other** (please state eg: Partners, Private Sector, Voluntary & Community Sector)

If you have ticked one or more of above, please go to section 4.

- None** (please stop here and email this form to your Chief Officer who needs to email it to engage@wirral.gov.uk for publishing)

Section 4:

Could the proposal have a positive or negative impact on any protected groups (age; disability; gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation)?

You may also want to consider socio-economic status of individuals. We encourage services to consider the impact on those who serve and who have served in the armed forces and their families, in accordance with the Armed Forces Covenant

Please list in the table below and include actions required to mitigate any potential negative impact.

Which group(s) of people could be affected	Potential positive or negative impact	Action required to mitigate any potential negative impact	Lead person	Timescale	Resource implications
People 18+ in receipt of Direct Payments	Potential negative impact if the commissioning results in a new Provider with potential TUPE implications and risk of staff not moving over to the new service	Ensuring a fair and transparent procurement process Informing people of the Council's intentions to procure a new service in line with its duties under the Care Act Incorporate the principles of co-production in the service design and ensure people's voices are heard	Stella Ajuwa	April 2024 to March 2025	Existing Adult Health & Care staff are allocated to manage the recommissioning of this service.

		<p>Inform people at the earliest opportunity if the Provider does change</p> <p>Long lead mobilisation period to ensure a smooth transition if there is a change in service Provider</p> <p>The service specification will require providers to adopt a person-centred approach to their service and ensure people have choice and control over which elements/aspects of the service that they wish to access</p>			
All People 18+ in receipt of a Direct Payment	<p>Positive: The new service will be an improved offer to Direct Payment recipients who will benefit from access to a free PA register, practical advice and if required, hands on support to manage their Direct Payments effectively.</p> <p>Current data on Direct Payment uptake in the borough shows less older adults opting to become Direct Payment recipients. This number is likely to increase with the availability of advice and support as well as the active promotion of Direct Payments once the new service starts.</p>		Stella Ajuwa	For the duration of the contract	Existing Adult Health & Care staff are allocated to manage the recommissioning of this service

Carers	<p>The enhanced offer should have a positive effect on carers who usually are the nominated individuals receiving and administering Direct Payments on behalf of the people with Care Act eligible needs. This is because they will be able to access different aspects of the service as and when they require it.</p>		Stella Ajuwa	For the duration of the contract	Existing Adult Health & Care staff are allocated to manage the recommissioning of this service
Communities	<p>Positive: The new service would support the Council's ambitions to increase Direct Payment uptake in the borough as the service will provide advice to anyone who is interested in taking up a Direct Payment. This will have a positive impact as people will be able to have better choice and control over how their care and support needs are met.</p> <p>There is also a positive impact on people who have the skill set to become Personal Assistants. The new service will provide a means to enable Direct Payment recipients and Personal Assistants to be matched</p>		Stella Ajuwa	For the duration of the contract	Existing Adult Health & Care staff are allocated to manage the recommissioning of this service

Section 4a: Where and how will the above actions be monitored?

The new service will be contract managed and subject to regular contract management meetings by Wirral Council's Contracts and Commissioning Team

Section 4b: If you think there is no negative impact, what is your reasoning behind this?

N/A

Section 5: What research / data / information have you used in support of this process?

It is a legal duty of Local Authorities to offer Direct Payments to anyone over the age of 16 who has been assessed as having eligible Care Act Needs. The following documents were consulted:

The Care Act 2014
Think Local Act Personal – Direct Payments Self Directed Support
Skills For Care support for individual employers and PAs
Wirral Intelligence Service

Section 6: Are you intending to carry out any consultation with regard to this Council proposal?

No

If 'yes' please continue to section 7.

If 'no' please state your reason(s) why:

No as engagement has already taken place during the design of the service and its specification.

(please stop here and email this form to your Chief Officer who needs to email it to engage@wirral.gov.uk for publishing)

Section 7: How will consultation take place and by when?

As part of the service design and procurement exercise, consultation was carried out with:

- Direct Payment recipients and people with lived experience
- The market and potential suppliers
- Front-line Teams that deal with Direct Payments

Before you complete your consultation, please email your preliminary EIA to engage@wirral.gov.uk via your Chief Officer in order for the Council to ensure it is meeting it's legal publishing requirements. The EIA will need to be published with a note saying we are awaiting outcomes from a consultation exercise.

Once you have completed your consultation, please review your actions in section 4. Then email this form to your Chief Officer who needs to email it to engage@wirral.gov.uk for publishing.

Section 8: Have you remembered to:

- Select appropriate directorate hyperlink to where your EIA is/will be published** (section 2a)
- Include any potential positive impacts as well as negative impacts?** (section 4)
- Send this EIA to engage@wirral.gov.uk via your Chief Officer?**
- Review section 4 once consultation has taken place and sent your updated EIA to engage@wirral.gov.uk via your Chief Officer for re-publishing?**