

# Equality and Safety Impact Assessment

The **public sector Equality Duty** (Section 149 of the Equality Act) requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people carrying out their activities.

The Equality Duty supports good decision making – it encourages public bodies to be more efficient and effective by understanding how different people will be affected by their activities, so that their policies and services are appropriate and accessible to all and meet different people’s needs. The Council’s Equality and Safety Impact Assessment (ESIA) includes an assessment of the community safety impact assessment to comply with section 17 of the Crime and Disorder Act and will enable the council to better understand the potential impact of the budget proposals and consider mitigating action.

<b>Name or Brief Description of Proposal</b>	<b>HASC 6 – Telecare:</b> Introduce wider role out of Telecare to reduce the ongoing cost of existing packages and delay the need for clients to require long term support.
<b>Brief Service Profile (including number of customers)</b>	<p>Telecare is the use of personal alarms and environmental sensors to monitor people’s support needs, enabling them to remain safe and independent in their own homes for longer. Telecare can also support increased independent living for some individuals.</p> <p>There is currently a small telecare service provided by the existing community alarm service. The service received 255 referrals (2014-15), resulting in assessments, with 232 receiving installations, a rise from 119 in 2013. Of the current customer base, around 65% receive the service for less than 1 year.</p> <p>At the request of Southampton City Council and Southampton Clinical Commissioning Group, PA Consultancy have undertaken a telecare diagnostic for Southampton. The final report and proposed numbers will be ready in November. Current estimates indicate improvements in the end to end management of the telecare process, which would see a large proportion of the existing domiciliary care client population (circa 1,576 per annum) in receipt of telecare equipment alongside cohorts of other client groups (e.g. Learning Disability, Disability, frail elderly).</p> <p>The service would achieve this increased roll out of telecare (if commissioned) through a number of key changes including:</p> <ul style="list-style-type: none"> <li>- Clear vision &amp; strategy set out for telehealthcare in</li> </ul>

	<p>Southampton</p> <ul style="list-style-type: none"> <li>- Driving a culture change and engagement process to prepare the Adult Services workforce to make even more high quality referrals so that telecare becomes an expected element of care packages</li> <li>- Robustly measuring the financial and non financial benefits of enhanced telecare and in doing so improve the use of targeted approaches.</li> </ul>
<p><b>Summary of Impact and Issues</b></p>	<p>The use of telecare enables care to be provided in a more efficient, cost effective way, while also improving the experience for the individual, their carers and the professionals who are involved in providing the care.</p> <p>The use of telecare can impact across a wide range of areas. The two main areas will be a reduction in the number of domiciliary care hours and delayed, reduced or even avoided admissions to residential care settings. Telecare can also offer people with learning disability the opportunity to lead more independent and fulfilling lives within the community. For others the impact is likely to see improved access to support.</p> <p>The provision of telecare also enables better targeting of resources, ensuring that service users have constant access to emergency help at a low cost to the Council.</p> <p>This will require focused engagement with care professionals and service users to convince them of the benefits of using it. The new service will need to put in place targeted communication and training, the right processes and the skills to deploy telecare effectively for service users.</p>
<p><b>Potential Positive Impacts</b></p>	<p>A strategically driven approach to the provision of telecare will see a wide range of positive impacts for the individuals, their carers and the professionals who are involved directly or indirectly in their care package.</p> <p>The following is not an exhaustive list but shows some of the positive impacts, aside from financial savings that telecare can realise:-</p> <ul style="list-style-type: none"> <li>• Social workers would receive informed assessment information and regular feedback.</li> <li>• Telecare offers people with learning disability the opportunity to lead more independent and fulfilling lives within the community.</li> <li>• Telecare can be a substitute for costly and intrusive waking-night care and in doing so, increase dignity and independence alongside substantial savings.</li> <li>• Telecare can identify and reveal unexpected factors</li> </ul>

	<p>(carer difficulties, falls, patterns of behaviour), sometimes showing where a small amount of additional support can make a significant difference. Alternatively telecare can reveal that the individual is better positioned than was previously thought.</p> <ul style="list-style-type: none"> <li>• Telecare monitoring can detect if someone's physical or mental condition is deteriorating or improving, based on how frequently they trigger an alert or how they act when talking with monitoring centre staff: something that can be hard to establish by other means.</li> <li>• Offering telecare to children and young people with special educational needs and those on the autistic spectrum, can support greater independence facilitated by technology which can deliver benefits that last a lifetime.</li> <li>• Future potential to provide the option for older people whose needs are not yet acute, but who could benefit from the security of a telecare service that they pay for themselves.</li> </ul>
<b>Responsible Service Manager</b>	Sandra Jerrim
<b>Date</b>	26.10.2015

<b>Approved by Senior Manager</b>	Stephanie Ramsey
<b>Date</b>	5.11.2015

### Potential Impact

<b>Impact Assessment</b>	<b>Details of Impact</b>	<b>Possible Solutions &amp; Mitigating Actions</b>
<b>Age</b>	<p>Fear of telecare and technology for providing key elements of their care increased anxiety, resulting in deterioration of circumstances.</p> <p>Use of telecare reduces the level of face to face contact.</p>	<p>Develop robust training and communication approaches so individuals have a full understanding of the positive benefits of telecare.</p> <p>Introduce telecare options that enable face to face calling with professionals, friends and local community services, thereby increasing social capital.</p>

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
<b>Disability</b>	No identified or directly related negative impact at this stage of the development. Possible positive impact by supporting increased independence.	N/A
<b>Gender Reassignment</b>	No identified or directly related negative impact at this stage of the development. Possible positive impact by supporting increased independence.	N/A
<b>Marriage and Civil Partnership</b>	No identified or directly related negative impact at this stage of the development.	N/A
<b>Pregnancy and Maternity</b>	No identified or directly related negative impact at this stage of the development.	N/A
<b>Race</b>	No identified or directly related negative impact at this stage of the development. Possible positive impact by supporting increased independence.	N/A
<b>Religion or Belief</b>	No identified or directly related negative impact at this stage of the development. Possible positive impact by supporting increased independence	N/A
<b>Sex</b>	No identified or directly related negative impact at this stage of the development. Possible positive impact by supporting increased independence	N/A
<b>Sexual Orientation</b>	No identified or directly related negative impact at this stage of the development. Possible positive impact by supporting increased independence	N/A
<b>Community Safety</b>	No identified or directly related negative impact at this stage of the development. Possible positive impact by supporting increased independence.	N/A
<b>Poverty</b>	Individuals may experience restricted access to additional telecare options which require	Ensure assessments provide the necessary access to telecare to meet their presenting

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	self funding.	eligible needs, but also consider emerging needs and whether this should include additional equipment as a means to avoiding future demand on the Council.
<b>Other Significant Impacts</b>	Ability to be conversant with technology may exclude some individuals from using telecare.	Ensure a robust assessment is carried out prior to set up and/or provide suitable training.