

1. Topic of assessment

EIA title:

Restructure of the Financial Assessments & Benefits service

EIA author:

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Who is affected by the proposals outlined above?

A more seamless service for customers, with a focus on debt prevention
The deletion of some posts
The creation of new and additional roles
The renaming of some job profiles (remain an 80% + match)
The creation of a front door and back office structure

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7a. Impact of the proposals on residents and service users with protected characteristics

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
<p>The services provided that are within the scope of the proposed changes are delivered on an equitable basis regardless of a person protected characteristics. No impacts have been identified which differ across protected characteristics. No negative impacts have been anticipated.</p>			
<p>Age</p>	<p>Customers will reach the right person 1st time. With additional support to people with difficulties making payment, those in need will be identified sooner, provided with earlier access to information/advice and prevented from falling in to debt.</p> <p>With additional back office resource to manage calls, people will access immediate support on a range of queries across paying for social care charges.</p> <p>Welfare benefits advice is embedded within the service and the revised structure will enable this to be more timely and effective</p> <p>Earlier, effective, advice and intervention for people</p>	<p>The realignment may fail to deliver the anticipated benefits. However the current level of support to residents and service users is unlikely to reduce below its current level.</p>	<p>The proposal affects management of staff, reassignment of tasks between internal staff and does not reduce overall resource. The proposal increases staff resource within this service area.</p> <p>There will be procedures and monitoring in place to ensure that any potential issues are highlighted at the earliest opportunity and can be addressed. Good practice and learning from other similar changes will be utilised and supports this.</p> <p>Customer and staff feedback suggests that residents want to get through to the right person first time.</p>

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	experiencing difficulties will help to minimise debt and maximise the collection of appropriate charges. This will support the sustainability of Adult Social Care in Surrey		
Disability	As above	As above	As above
Gender reassignment	As above	As above	As above
Pregnancy and maternity	As above	As above	As above
Race	As above	As above	As above
Religion and belief	As above	As above	As above
Sex	As above	As above	As above
Sexual orientation	As above	As above	As above
Marriage and civil partnerships	As above	As above	As above

7b. Impact of the proposals on staff with protected characteristics

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
Age Disability Gender assignment Pregnancy & maternity Race Religion & belief Sex Sexual orientation	1. Some staff may benefit from working in a different location. This may impact positively on their work life balance, reduce travel costs or help with any caring responsibilities	1. Some staff may be required to work from different locations which they may feel si 141.26pafeel si 141.26pab02546	The potential impacts listed may apply to all of the protected characteristics. Where there may be a greater impact in relation to a particular characteristic this has been highlighted. As the majority of staff are female there will be a greater impact in relation to gender.

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<p>5. Promotes positive working relationships by combining two teams and functions in to one;</p>	<p>Co-location, realignment of the management structure, dependent tasks and</p>	<p>Throughout the consultation and implementation phases. Benefits will be continued post implementation through improved communication and knowledge sharing in the service.</p>	<p>Senior Manager</p>
<p>6. Provides more staff with mobile working and the opportunity to work more flexibly;</p>	<p>Continued application of SCC policies that promote and support smarter working objectives.</p>	<p>Throughout the consultation and implementation phases and into business as usual.</p>	<p>Senior Manager</p>
<p>7. Builds staff capacity by providing additional resource to manage increased demand.</p>	<p>Prompt, successful recruitment, training, mentoring and induction to vacancies created as part of this proposal.</p>	<p>Throughout the implementation phases and beyond</p>	<p>Senior Manager</p>

STAFF Positive and Negative

1. Some staff may be required to work from different locations. Staff with caring responsibilities (of which the majority may be female) may be adversely impacted by a move to a locality further away from their current work base. Some staff may be advantaged by the ability to work nearer to their home address.

Preference will be sought and decisions will be taken after individual consultation to understand any caring responsibilities and any other issues raised; with reference to policies that support smarter working objectives and change management

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3. Some staff may be reluctant or may not feel they have the capacity to learn new skills (in particular, those with declared and/or undeclared disabilities).

Training needs analysis on a 1:1 basis and communications will ensure staff are aware of the opportunities for skills gain. Training will be delivered through 1:1 one mentoring for those not motivated by classroom based learning. We will avoid aspirations being blocked simply because their starting point or learning style is different. Training delivery options will avoid adverse impact on any particular group and all staff will be motivated to access learning and achieve positive outcomes.

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