

EQUALITY IMPACT ASSESSMENT (EIA)
Parent Carer Assessment Pathway

Service/policy/strategy/practice/plan being assessed	Parent Carer Assessment Pathway
Business Unit/Service Area	Communities – Children with Disabilities (Social Care)
Is this a new or existing service/policy/strategy/practice/plan? <i>If an existing service/policy/strategy/practice/plan please state date of last assessment</i>	Existing Practice Unknown when last EIA was completed
EIA Review team – list of members	Matt Greenhalgh (Service Manger CWD) Jo Boyes (Project Manager) Keira Rounsley (Senior EDI Advisor)
Do any other Business Units/Service Areas need to be included?	Adults Social Care
Date of assessment	05.12.2019

<p>Are any of the outcomes from this assessment likely to result in complaints from existing services users, members of the public and/or employees?</p> <p><i>If yes please let your Assistant Director and the Customer Relations Team know as soon as possible</i></p>	<p>A complaint is likely as the current Pathway and outcomes (Financial Award) has been in place for a number of years without review. The intention of the new Parent Carer Support Pathway is not to reduce the support available but to make the support the right type of support and not just a financial award which in many cases has never then been used for the intended purpose / outcome. For some service users this change may cause some unhappiness as they have become very used to receiving an ongoing / open ended financial award with no review.</p>
---	--

Details of service/policy/strategy/practice/plan

Scoping and Defining	
<p>(1) What are the aims, objectives and outcomes of the service/policy/strategy/practice/plan ?</p>	<p>To redesign the Parent Carer Assessment Pathway.</p> <p>To rename the pathway to Parent Carer Support Pathway.</p> <p>To move the focus from Assessment and a point scoring process to one that is based on a well-being conversation and meeting need with targeted and focused support.</p> <p>To reduce the stages of the Pathway (from 14 to 4 / 5) so that support can be offered in a more timely manner.</p>

	<p>To actively promote the Parent Carer Support Pathway so that more parent carers have the opportunity to access support.</p> <p>To align (where possible) the Parent Carer Support Pathway with the adult carers pathway so that when young people transition into adult services the Parent Carers receive a seamless service.</p>
<p>(2) Who are the customers?</p>	<p>Parent Carers, within the Warwickshire Local Authority boundary whose children are:</p> <p>Under the age of 18yrs</p> <p>Disabled</p> <p>And for whom the parent carer has legal parental responsibility for</p>
<p>(3) How has equality been considered in the development or review so far?</p>	<p>The Parent Carer Support Pathway relates to parent carers whose child is under the age of 18yrs and are defined as being disabled. The Parent Carers themselves may have a range of needs – physical / emotional health, age, disability etc. Throughout the development of the proposed new Pathway the working group, which has included a survey by parent carers and a workshop with parent carers, equality has been considered throughout to ensure that no one is disadvantaged by the proposed pathway. We believe, supported by the general feedback given by parent carers, that the proposed pathway will enable all parent carers to access the right support at the right time via a simplified Pathway that is based on a well-being conversation and not the need to tick certain boxes / meet a criteria.</p>

<p>(4) What is the reason for the change/development?</p>	<p>The current Pathway has not been reviewed or updated for a significant period of time.</p> <p>It is agreed by Parent Carers and Professionals that the current Pathway is no longer fit for purpose.</p> <p>The Current Pathway is lengthy and unclear for professionals and Parent Carers alike.</p> <p>The Outcomes within the current Pathway are very narrow with a financial award the only outcome.</p> <p>Currently to access a Parent Carer assessment the route is via MASH. This is not a good use of resource and results in some parent carers not requesting an assessment and others being rejected as the duty on the Local Authority is not widely known or understood.</p> <p>To provide Parent Carers with targeted and focused support.</p> <p>For the Pathway to be effective and responsive to need at a given point in time.</p> <p>To ensure an equal playing field in the use of public funds.</p>
<p>(5) How does it fit with Warwickshire County Council's wider objectives?</p>	<p>To be Efficient – To reduce the Pathway from 15 steps (current) to 4/5 (proposed).</p> <p>To be Integrated – The proposed Pathway is aligned to the adult carers Pathway (where possible) to ensure that the service user experience is seamless as young people transition from children to adult services.</p> <p>To make best use of Technologies – The proposed Pathway offers Parent Carers the opportunity to request a well-being conversation via an on-line form (this is not</p>

	<p>currently available). The on-line information for sign posting etc. will be improved so that Parent Carers get the information they need in a clear and concise manner (following the three click rule).</p>
<p>(6) Why might it be important to consider equality and the protected characteristics?</p>	<p>The Parent Carer Support Pathway is in direct relation to supporting Parent Carers who have a disabled child.</p> <p>Parent Carers will naturally hold several different protected characteristics, therefore it's essential that we consider the impact of this change on all protected characteristics before making a final decision; to not only ensure the support pathway is inclusive and accessible, but also the consultation process to enable everyone the opportunity to take part and have their voice heard.</p> <p>As a Public Sector organisation, under the Public Sector Equality Duty we must also have 'due regard' to the need to:</p> <ul style="list-style-type: none"> • eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act. • advance equality of opportunity between people who share a protected characteristic and those who do not. • foster good relations between people who share a protected characteristic and those who do not.
<p>Information Gathering</p>	

<p>(7) What sources of data have you used?</p>	<p>Initial survey with Parent Carers</p> <p>Workshop with Parent Carers</p> <p>Financial analysis between March and October 2019</p>
<p>(8) What does the data you have tell you about your customers and about protected equality groups?</p>	<p>Nothing significant or of concern. Parent Carers across Warwickshire have diverse needs that are assessed as part of the current Pathway. The proposed Pathway strengthens the positive practice of taking a person-centred approach and tailoring support to meet individual need.</p>
<p>(9) What do you need to know more about?</p>	<p>Potential and actual impacts on those with different protected characteristics.</p>
<p>10) How could you find this out and who could help you?</p>	<p>The public consultation will be mainly hosted on Ask Warwickshire, our on-line platform. We will also provide paper-based questionnaires and the information in an alternative format and / or language on request.</p>
<p>Engagement and Consultation</p>	
<p>(11) Who have you consulted with from protected equality groups?</p>	<p>Parent Carers from across Warwickshire via a survey facilitated by the Warwickshire Parent Carer Forum.</p>

(12) Who else could you consult with?	Additional Parent Carers through public consultation. As part of the public consultation, the diversity data of respondents will be collected to ensure we've reached and heard from all groups / communities.
(13) Who can help you to do this?	Lucy Rumble, Strategic Consultation and Engagement Lead
Monitor and Evaluate	
(14) How will you monitor and evaluate the service/policy/strategy/practice/plan?	<p>From implementation – June 2020</p> <p>Review after 3 months – Sept 2020: On-line activity / number of Well-Being conversations undertaken / Outcomes achieved (client level data) / Customer feedback</p> <p>Review after 6 months – Dec 2020: As above for 3 months + Focus group with Parent Carers to review the new Pathway</p> <p>Review After 12 Months – June 2021: As above for 6 month Review</p> <p>Post June 2020: Business as normal model</p>

(15) Analysis of impact and potential actions:

Protected characteristics from the Equality Act 2010	What do you know? Summary of data about/feedback from your service-users and/or staff	What does this mean?		What can you do? All potential actions to: <ul style="list-style-type: none"> ● Eliminate discrimination/mitigate negative impact ● Advance equality of opportunity ● Foster good relations
		Positive impacts identified (actual and potential)	Negative impacts identified (actual and potential)	
Age	Parent Carers across Warwickshire cover a broad age range from 20 to 80 years of age	There is a broad spectrum of ages, providing lived experience at different stages of life	It is anticipated that the older generation are less likely to feel confident with using online services and / or have easy access	<p>Maintain a limited phone and paper service specifically for those who are unable to use the on-line service and / or have no internet access.</p> <p>Regarding the consultation itself, paper versions of the questionnaire and all information will be made available in required formats on request.</p>

<p>Disability</p>	<p>Parent Carers across Warwickshire may have a disability that impacts on their caring responsibilities</p>	<p>The lived experience gives a nice knowledge base of how best to meet Parent Carer needs</p>	<p>Resources available to meet the needs of parent carers who have a disability are limited</p>	<p>Ensure that all parent carers, regardless of a disability, have the same opportunities to receive the right support at the right time.</p> <p>Subject the on-line process and information to the access standards required to ensure it is as accessible as possible. Where this may not be accessible for individuals due to the nature of their disability, we will maintain a limited phone and paper service and make reasonable adjustments where required.</p> <p>Regarding the consultation itself, paper versions of the questionnaire and all information will be made available in required formats on request.</p>
<p>Sex</p>	<p>Parent Carers across Warwickshire are both male and female. The data shows that females are statistically more likely to be the main carer</p>	<p>None identified</p>	<p>None identified</p>	<p>To be monitored and reviewed as part of the consultation process.</p>

Race	Parent Carers across Warwickshire are a diverse cultural mix with the majority being White British	Reducing the Pathway from 15 steps (current) to 4/5 (proposed) will make the process simpler and easier to understand	Whilst the majority are White British, there may be a percentage of Parent Carers who don't have English as their first language	Communications and instructions to be delivered in simple, plain English to address any potential language barriers. Alternative language provision made available on request.
Religion or belief	Parent Carers across Warwickshire are a diverse cultural mix	None identified	None identified	Take into consideration any religious festivals / holidays when planning consultation activities to enable all religious groups to partake.
Gender Reassignment	No available data, relevant to this project	None identified	None identified	To be inclusive of all genders we will ensure we use gender neutral language.
Pregnancy and Maternity	No available data, relevant to this project	None identified	None identified	To be monitored and reviewed as part of the consultation process.

Sexual orientation	No available data, relevant to this project	None identified	None identified	To be monitored and reviewed as part of the consultation process.
Marriage and Civil Partnership (Note: only in relation to due regard to eliminating unlawful discrimination)	No available data, relevant to this project	None identified	None identified	To be monitored and reviewed as part of the consultation process.

(16) Outcomes of Equality Impact Assessment		
Action	Timescale	Responsibility
Ensure that the support outcomes for all Parent Carers regardless of any protected characteristics. To gather information / data over the first	Sept 2020	Project Lead – Service Manager Children with

3 months of the new Pathway to ensure that all identified needs are being met appropriately.		Disabilities
Maintain a limited phone and paper service specifically for those who are unable to use the on-line service and / or have no internet access.	April 2020 – July 2020	Project Lead – Service Manager Children with Disabilities Project Manager
Ensure paper versions of the questionnaire and all information is made available in required formats on request as part of the consultation process.	June/July 2020	Project Lead – Service Manager Children with Disabilities Project Manager
Subject the on-line process and information to the access standards required to ensure it is as accessible as possible.	April 2020 – July 2020	Project Lead – Service Manager Children with Disabilities Project Manager
Communications and instructions to be delivered in simple, plain English to address any potential language barriers.	Jan 2020 – July 2020	Project Lead – Service Manager Children with Disabilities Project Manager
Alternative language provision made available on request.	June 2020 – July 2020	Project Lead – Service Manager Children with Disabilities Project Manager

Take into consideration any religious festivals / holidays when planning consultation activities to enable all religious groups to partake.	April 2020 – July 2020	Project Lead – Service Manager Children with Disabilities Project Manager
Ensure we use gender neutral language.	Jan 2020 – July 2020	Project Lead – Service Manager Children with Disabilities Project Manager
Monitor and review the EIA in response to outcomes of the public consultation process.	7 th Feb 2020	Project Lead – Service Manager Children with Disabilities Project Manager

Date of Next Review	October 2020
----------------------------	--------------

Name and signature of Officer completing the EIA	Matt Greenhalgh
Name and signature of Assistant Director	Ian Budd
Name and signature of Directorate Equalities Champion	

If you would like any equalities support or advice on this completed document, please contact the Equalities Team on 01926 412370 or equalities@warwickshire.gov.uk

NEXT STEPS ONCE COMPLETED:

- 1. Go to File – Rename, and enter a new document name (e.g. Title of the EIA followed by - EIA)**
- 2. Go to Share (top right hand corner) Add Assistant Director and the Directorate Equalities Champion with ‘can edit’ option to gain their signatures and for recording purposes**
- 3. Once signed off, ensure the completed EIA is saved in a secure place**