

APPENDIX 3

PART B – Equality Analysis Form

As a public authority we need to ensure that all our strategies, policies, service and functions, both current and proposed have given proper consideration to equality and diversity.

This form:

- Can be used to prompt discussions, ensure that due regard has been given and remove or minimise disadvantage for an individual or group with a protected characteristic
- Involves looking at what steps can be taken to advance and maximise equality as well as eliminate discrimination and negative consequences
- Should be completed before decisions are made, this will remove the need for remedial actions.

Note – An Initial Equality Screening Assessment (Part A) should be completed prior to this form.

When completing this form consider the Equality Act 2010 protected characteristics Age, Disability, Sex, Gender Reassignment, Race, Religion or Belief, Sexual Orientation, Civil Partnerships and Marriage, Pregnancy and Maternity and other socio-economic groups e.g. parents, single parents and guardians, carers, looked after children, unemployed and people on low incomes, ex-offenders, victims of domestic violence, homeless people etc. – see page 11 of Equality Screening and Analysis Guidance.

1. Title	
Equality Analysis title: Rothercare review and new business model	
Date of Equality Analysis (EA): 15 th November 2023	
Directorate: Adult Care, Housing and Public Health	Service area: Adult Care – Provider Services
Lead Manager: Julie Moore	Contact number: 07900 165605
Is this a:	
<input type="checkbox"/> Strategy / Policy	<input checked="" type="checkbox"/> Service / Function
<input type="checkbox"/> Other	
If other, please specify	

2. Names of those involved in the Equality Analysis (Should include minimum of three people) - see page 7 of Equality Screening and Analysis Guidance

Name	Organisation	Role (eg service user, managers, service specialist)
Donna Wilkinson	RMBC	Operations Manager
Simone Heald	RMBC	Operations Manager
Kirsty Littlewood	RMBC	Assistant Director

3. What is already known? - see page 10 of Equality Screening and Analysis Guidance

Aim/Scope (who the Policy/Service affects and intended outcomes if known)

This may include a group/s identified by a protected characteristic, others groups or stakeholder/s e.g. service users, employees, partners, members, suppliers etc.)

The Public Switch Telephone Network (PSTN) will close in December 2025. By then, every phone line in the United Kingdom will have moved to a fully digital network that uses Internet Protocol (IP) across a fibre-based service, seeing the traditional analogue PSTN lines decommissioned and replaced by a fully digital infrastructure. This is substantially impacting Alarm Receiving Centres (ARC's) such as Rothercare.

The PSTN infrastructure change will impact on both service delivery and cost and is the key driver to design a new business delivery model. A 90 day public consultation took place between 5 August 2023 and 13 November 2023. The consultation supports strategic approach and service delivery in relation to the digitalisation of the Rothercare service.

Rothercare provides an alarm service, connected to a 24-hour call centre that creates a route to rapid assistance in an emergency. The service operates a 24-hour specialist call centre and mobile responder unit delivered by the Council which provides lifeline support to some of the borough's most vulnerable and isolated residents.

What equality information is available? (Include any engagement undertaken)

The service is available to all adult residents of Rotherham, regardless of tenure type, age, or level of disability/frailty.

The service currently supports 6,911 customers in 5,646 properties. This equates to 2,845 private properties and 2,801 local authority properties

In 2022 Rothercare handled 325,275 trigger/wellbeing calls which is an average of 27,106 per month.

The service delivered an average of 614 home visits each month in response to calls which needed the emergency assistance of a team member.

A 90 day public consultation took place between 5 August 2023 and 13 November 2023. The consultation supported our strategic approach and service delivery in relation to the digitalisation of the Rothercare service and we were able to hear people's thoughts regarding the service and how it should be developed for the future, responding to the

<p>national digital agenda. The consultation was accessible borough wide in range of formats, online, public drop in sessions and the offer of home visits for those who are most isolated. The consultation breadth covered all age ranges aged 18+ and included representation from people within the full range of protected characteristics.</p>	
<p>Are there any gaps in the information that you are aware of?</p> <p>The information and service is available to all adult residents across the borough regardless of any protected characteristics.</p>	
<p>What monitoring arrangements have you made to monitor the impact of the policy or service on communities/groups according to their protected characteristics?</p> <ul style="list-style-type: none"> • Equality information is collected as part of the referral process and service reviews. • Data regarding customers is captured on the Jontek system • Monthly performance data and highlight reports are completed • Customer surveys are carried out and afford an opportunity for feedback on the quality of service provision received. 	
<p>Engagement undertaken with customers. (date and group(s) consulted and key findings)</p>	<p>A 90 day public consultation took place between 5 August 2023 and 13 November 2023</p>
<p>Engagement undertaken with staff (date and group(s) consulted and key findings)</p>	<p>Staff meetings were held in September 2023 and included Trade Union representation</p>

4. The Analysis - of the actual or likely effect of the Policy or Service (Identify by protected characteristics)

How does the Policy/Service meet the needs of different communities and groups? (Protected characteristics of Age, Disability, Sex, Gender Reassignment, Race, Religion or Belief, Sexual Orientation, Civil Partnerships and Marriage, Pregnancy and Maternity) - see glossary on page 14 of the Equality Screening and Analysis Guidance)

The proposals within the cabinet report directly impact all current and new customers of the Rothercare service and will ensure that people of all protected characteristics are able to receive emergency alarm support, providing independence, reassurance and helping people to stay safe and well.

Does your Policy/Service present any problems or barriers to communities or Groups?

No, upon referral both the communication and support needs of all individuals is taken into consideration, with specific service access requirements recorded within customer records and support plans.

Does the Service/Policy provide any positive impact/s including improvements or remove barriers?

The service positively impacts on people's lives by supporting them to remain independent and living in their own home for as long as possible either without or minimising reliance on the need for formal care and support. The service offers reassurance to customers, carers and family members and supports people to stay safe.

What affect will the Policy/Service have on community relations? (may also need to consider activity which may be perceived as benefiting one group at the expense of another)

It is anticipated that the report will have a positive impact on the boroughwide community and the relationship with the Council as it demonstrates commitment to the future of this service which is very well respected and valued.

Please list any **actions and targets** that need to be taken as a consequence of this assessment on the action plan below and ensure that they are added into your service plan for monitoring purposes – see page 12 of the Equality Screening and Analysis Guidance.

5. Summary of findings and Equality Analysis Action Plan

If the analysis is done at the right time, i.e. early before decisions are made, changes should be built in before the policy or change is signed off. This will remove the need for remedial actions. Where this is achieved, the only action required will be to monitor the impact of the policy/service/change on communities or groups according to their protected characteristic - See page 11 of the Equality Screening and Analysis guidance

Title of analysis: Rothercare review and new business model
Directorate and service area: Adult Care, Housing and Public Health. Adult Care – Provider Services
Lead Manager: Julie Moore – Head of Service, Provider Services
Summary of findings:
The equality analysis has been completed to ensure that people who use the services of Rothercare, their families and carers can fully access the service and it is inclusive to all irrespective of protected characteristics. This provides the benefits of independent living, personal assurance and safety and supports health and wellbeing.

Action/Target	State Protected Characteristics as listed below	Target date (MM/YY)
Ensure that consultation and engagement outcomes are reported in a clear, representative, and balanced form back to Cabinet.	A, D, C	18th December 2023
New business model to take into account protected characteristics	A, D, C	December 2024

***A = Age, D= Disability, S = Sex, GR Gender Reassignment, RE= Race/ Ethnicity, RoB= Religion or Belief, SO= Sexual Orientation, PM= Pregnancy/Maternity, CPM = Civil Partnership or Marriage. C= Carers, O= other groups**

6. Governance, ownership and approval

Please state those that have approved the Equality Analysis. Approval should be obtained by the Director and approval sought from DLT and the relevant Cabinet Member.

Name	Job title	Date
DLT	Adult Care, Housing and Public Health DLT	22/11/2023
Cllr Roche	Cabinet Member for Adult Social Care & Health	27/11/2023
Ian Spicer	Strategic Director, Adult Care, Housing & Public Health	27/11/2023

7. Publishing

The Equality Analysis will act as evidence that due regard to equality and diversity has been given.

If this Equality Analysis relates to a **Cabinet, key delegated officer decision, Council, other committee or a significant operational decision** a copy of the completed document should be attached as an appendix and published alongside the relevant report.

A copy should also be sent to equality@rotherham.gov.uk For record keeping purposes it will be kept on file and also published on the Council's Equality and Diversity Internet page.

Date Equality Analysis completed	
Report title and date	
Date report sent for publication	
Date Equality Analysis sent to Performance, Intelligence and Improvement equality@rotherham.gov.uk	