

Bristol City Council Equality Impact Assessment Form

(Please refer to the Equality Impact Assessment guidance when completing this form)



Name of proposal	Mobile Working for Social Care Teams
Directorate and Service Area	People
Name of Lead Officer	Stephen Beet, Jayne Clifford, Angela Clarke

Step 1: What is the proposal?

Please explain your proposal in Plain English, avoiding acronyms and jargon. This section should explain how the proposal will impact service users, staff and/or the wider community.

1.1 What is the proposal?

The proposal is to deploy tablets and a mobile Liquid Logic app to Social Care teams (social workers and other job roles) so that they can have access to the existing Social Care ICT system – LiquidLogic. Access will be through either WiFi, or through the Liquid Logic Mobile app. The mobile app allows download of specific records or caseloads, work while out of the office and then upload of the records into the main database.

The mobile app has extended functionality allowing electronic signatures.

Photos can be taken and stored securely in the mobile app and are erased from the device when uploaded into the main database.

The use of tablets will increase the number of locations where Social Care teams can work.

The proposal is to deploy better phones to Social Care teams (either better basic phones or smartphones). It will allow teams to be connected to email, texts and electronic calendars.

This proposal is to deploy smartphones to Reablement and Rehabilitation teams. This will allow access to the Staff Roster system and replace paper rosters. It will allow teams to be connected to email, texts and electronic calendars, as well as mapping apps.

The use of tablets and smartphones will allow connection to the internet so that Social Care teams can connect service users with a “world of resources” eg info about support groups or local activities.

Step 2: What information do we have?

Decisions must be evidence-based, and involve people with protected characteristics that could be affected. Please use this section to demonstrate understanding of who could be affected by the proposal.

2.1 What data or evidence is there which tells us who is, or could be affected?

Engagement with 9 staff groups across the teams and the Childrens Social Care staff event have unearthed many hopes and anxieties about the impact of new technology on staff and service users. These will inform the project

2.2 Who is missing? Are there any gaps in the data?

The Social Care teams work with people who are often vulnerable, unwell or reliant on services provided for their wellbeing. In this context sensitive use of technology is needed to avoid alienation and a “barrier” to positive work.

This project offers the opportunity to text, which would be welcomed by many service users as a calm and quick way to contact their Social worker.

“Looked after children” are particularly vulnerable

2.3 How have we involved, or will we involve, communities and groups that could be affected?

Feedback could be asked of service users during the piloting of the technology and software.

Step 3: Who might the proposal impact?

Analysis of impacts on people with protected characteristics must be rigorous. Please demonstrate your analysis of any impacts in this section, referring to all of the equalities groups as defined in the Equality Act 2010.

3.1 Does the proposal have any potentially adverse impacts on people with protected characteristics?

Staff groups

Engagement with the staff groups indicates:-

Age - Older staff may be affected by the challenges presented by technology or may need more support to adopt technology and new ways of working.

Conversely, younger staff may not be retained by BCC if technology provision does not keep pace with other organisations

Disability – staff who currently have “reasonable adjustments” will need this to continue and to be reassessed in relation to new technology and ways of

working. There are potential enhancements offered by technology to improve access eg speech to text technology.

Gender reassignment – no impact identified

Marriage and civil partnerships – no identified impact

Pregnancy and Maternity – the weight of tablets will be considered as part of the pilot

Race - no identified impact

Religion – no identified impact

Sex - no identified impact

Sexual Orientation -- no identified impact

Service user groups –

There is no current evidence, but mobile working will be managed under a clear pilot which could ask service users for their feedback

Age – The advantage of using technology is that more “direct work” with children is made possible in a format that many children find appealing and are used to, e.g. – ability to draw on a tablet and carry out the “three houses” exercise

Disability –

There are potential enhancements offered by technology to improve access Disabled service users may be helped by provision of user friendly formats and accessible “direct forms” on a tablet.

Gender reassignment – no impact identified

Marriage and civil partnerships – no identified impact

Pregnancy and Maternity – no identified impact

Race - There are potential enhancements offered by tablet technology to improve access for service users eg apps that translate from one language to another/ “easy read”/larger font

Religion – no identified impact

Sex - no identified impact

Sexual Orientation - no identified impact

3.2 Can these impacts be mitigated or justified? If so, how?

Yes – will careful planning and monitored pilots.

New policies and guidance may be needed

3.3 Does the proposal create any benefits for people with protected characteristics?

Yes – see detail above.

- Increased access to contact their Social worker through text
- Improved possibility of “direct work” with children with drawing /templates

- Better “Lifestory” work including secure storage of photos for Looked after children
- Access to the internet to connect service users with ideas and resources that might help them eg a local support group

3.4 Can they be maximised? If so, how?

Step 4: So what?

The Equality Impact Assessment must be able to influence the proposal and decision. This section asks how your understanding of impacts on people with protected characteristics has influenced your proposal, and how the findings of your Equality Impact Assessment can be measured going forward.

4.1 How has the equality impact assessment informed or changed the proposal?

- Staff working in this field are very knowledgeable and sensitive to their service users needs. Their input during pilots will direct the project
- A visit to North Somerset who have already piloted mobile use of tablets and Liquid Logic has advised a “slow and gentle” approach that we can follow
- Thought and provision of “reasonable “adjustments” will need to be carried out at each stage of the project
- The EiA has led to a question about getting service users feedback about the use of tablets and the mobile app for Liquid Logic
- Identification that older staff may need more support during this project

4.2 What actions have been identified going forward?

- New guidance and policy will be needed relating to mobile working for Social Care teams including photo policies, privacy and download of suitable apps.

4.3 How will the impact of your proposal and actions be measured moving forward?

- Through the pilots with organised feedback
- Governance and assurance from the relevant programme boards – “Better Lives” and “Strengthening Families”. Both these boards will have staff and management representation

Service Director Sign-Off:

Equalities Officer Sign Off:

Date:	Date: