

EQUALITY IMPACT ASSESSMENT - CCC606586381

Which service and directorate are you submitting this for (this may not be your service and directorate):

Directorate	Service	Team
Adults, Health and Commissioning	Commissioning Services	Commissioning Services

Your name: Charlotte Knight

Your job title: Commissioning Manager

Your directorate, service and team:

Directorate	Service	Team
Adults, Health and Commissioning	Commissioning Services	Commissioning Services

Your phone: 00000000000

Your email: Charlotte.Knight@cambridgeshire.gov.uk

Proposal being assessed: Re-tender of x4 Extra Care schemes

Business plan proposal number: N/A

Key service delivery objectives and outcomes: Extra Care housing schemes (also known as housing with care and support) are an important part of the overall provision for older people. The schemes provide specialist housing to older people and have been specifically designed to maximise their independence. Cambridgeshire County Council currently commissions 18 Extra Care schemes across Cambridgeshire. The extra care model aligns with the County Councils market shaping approach to ensuring appropriate accommodation options with care and support are available as set out in the County's strategic intention document. The document outlines the County's commitment to the Extra Care model and will work with partners and the market on expanding the range of Extra Care schemes across the county to offer older people good quality housing with care and support. The County also wishes to widen access to Extra Care for those with medium to lower care needs so they can be supported at an earlier stage in their care journey and have a higher likelihood of being independent for longer. This will help to support the growing aging population predicted for Cambridgeshire. Within Extra Care Schemes, all tenants have their own apartment with a front door and also benefit from availability of the 24/7 on-site care and support service. The care and support service is flexible and tailored to tenants needs and reflected on individual care and support plans. The supportive environment in Extra Care enables tenants to live independently for longer with the reassurance that care and support is available as and when required and can flex to meet their changing needs. Extra Care services also promote tenants' wellbeing by offering activities and opportunities for social interaction both with other tenants and their local communities. Many schemes have tenant-led committees which help decide activities. This supportive environment is an important aspect of the prevention agenda as people's health and wellbeing is maintained thereby delaying and/or reducing the use of residential care.

The onsite care and support services are delivered via contracts with the County Council. This includes delivery of the 24/7 emergency response service, which is available to all residents irrelevant of need or whether they are choosing to use the onsite provider for their care or an alternative provider.

What is the proposal: To enter into an open tender process for the care and support provision at x4 Extra Care services in Cambridgeshire:- 1. Doddington Court, Doddington 2. Nichols Court, Linton 3. Jubilee Court, March 4. Park View, Huntingdon. The contracts for the above schemes are due to come to an end in April 2025 and the County Council are legally obliged to enter into an open and competitive tender process to re-tender the services. The provision of care and support will not be charging at the schemes, however depending on the result of the tender, the company providing this care and support may change.

What information did you use to assess who would be affected by this proposal?:The following information was assessed - feedback from tenants at the x4 extra care schemes - feedback from tenants' family/friends and representative at the x4 extra care schemes - feedback from contracts teams re performance against the current contract - feedback from current care provider - feedback from scheme landlords - data from finance - data and feedback from colleagues in Operations in relation to current performance

Are there any gaps in the information you used to assess who would be affected by this proposal?: No

Does the proposal cover: All service users/customers/service provision in specific areas/for specific categories of user

Which particular employee groups/service user groups will be affected by this proposal?: The following groups will be affected by this proposal:- carers at the x4 extra care schemes - care managers at the x4 extra care schemes - tenants at the x4 extra care schemes

Does the proposal relate to the equality objectives set by the Council's EDI Strategy?:No

Will people with particular protected characteristics or people experiencing socio-economic inequalities be over/under represented in affected groups: About in line with the population

Does the proposal relate to services that have been identified as being important to people with particular protected characteristics/who are experiencing socio-economic inequalities?: Yes

Does the proposal relate to an area with known inequalities?:No

What is the significance of the impact on affected persons?:The procurement, broadly, will have a positive impact on the tenants as they will continue to receive a care and support service at the Extra Care Schemes. It will also positively impact the care provider as care staff will have contracted block hours to fill and therefore jobs for care staff. There may be some negative impacts leading from anxiety about the process. For example; - care staff may feel nervous about their company losing not winning the contract they currently have - care staff may also feel unsure about the process - tenants might be worried that their carers will leave - tenants may be concerned that they are not involved in the process which will impact a service they receive.

Category of the work being planned: Procurement

Is it foreseeable that people from any protected characteristic group(s) or people experiencing socio-economic inequalities will be impacted by the implementation of this proposal (including during the change management process)?: Yes

Please select: Age, Disability, Socio-economic inequalities

Research, data and /or statistical evidence:- data from finance - data and feedback from colleagues in Operations in relation to current performance

Consultation evidence: - feedback from tenants at the x4 extra care schemes - feedback from tenants' family/friends and representative at the x4 extra care schemes - feedback from contracts teams re performance against the current contract - feedback from current care provider - feedback from scheme landlords

Based on all the evidence you have reviewed/gathered, what positive impacts are anticipated from this proposal?: The following are positive impacts anticipated from the proposal:- - Tenants with an Adult Social Care care plan will continue to have care and support provided to them by an on-site provider. - Tenants without an Adult Social Care care plan will benefit from being able to access emergency care and support if and when needed by the on-side provider - Care staff will be contracted to fill block hours and therefore there will be jobs for them

Based on consultation evidence or similar, what negative impacts are anticipated from this proposal?: The following negative impacts may be experienced as a result of the tender:- - The current care staff might be worried about their company not winning the contracts and might be concerned that they will lose their jobs. - The current care staff may be nervous and stressed about the tendering process - The tenants might be anxious about the potential for their carers to be leaving them and a new company coming on-board with a new set of carers - Tenants may also be concerned that they are not involved in the tender process which will impact their day-to-day life and enjoyment of the current service.

How will the process of change be managed?:The process of change will be managed via the following:- - ensuring that bidders have a robust mobilisation plan in place so that those evaluating the tender bids can be assured that providers have taken into account the distress/stress this may cause to those with protected characteristics - regular meetings between any new providers/contract and commissioning colleague during the change process to ensure that all runs smoothly and there are no negative impacts on carers or tenants in the schemes - regular contract monitoring meetings post mobilisation.

How will the impacts during the change process be monitored and improvements made (where required)?: Impacts will be monitored via our usual contract monitoring process. Commissioning colleagues have also created a Data Monitoring spreadsheet to be sent out by contracts colleagues to be completed once a quarter. This will provide a solid data set and will highlight any issues in terms of tenants outcome and flag any inequalities that those with protected characteristics are experiencing.

Equality Impact Assessment Action Plan:

Details of negative impact (e.g. worse treatment/outcomes)	Groups affected	Severity of impact	Action to mitigate impact with reasons/evidence to support this or justification for retaining negative impact	Who by	When by
The current care staff might be worried about their company not winning the contracts and might be concerned that they will lose their jobs. 	Age, Disability, Care experience, Gender Reassignment, Pregnancy and maternity, Religion or belief (including no belief), Sexual orientation, Marriage and civil partnership, Race, Sex, Socio-economic inequalities	Medium	If the current provider is not successful in bidding for the new contract and another provider comes on-board, all current staff will be given the opportunity to TUPE over to the new provider on the same terms and conditions of their current contract. That means that all care staff will be given the opportunity to retain their jobs and will not be financially worse off as a result. 	Any new provider	02/09/2024
The current care staff may be nervous and stressed about the tendering process	Age, Disability, Care experience, Gender Reassignment, Pregnancy and maternity, Religion or belief (including no belief), Sexual orientation, Marriage and civil partnership, Race, Sex, Socio-economic inequalities	Low	Commissioning colleagues have already attended each scheme to speak to staff/tenants about the re-tender process/timescales and everyone has been given contact details of the commissioning manager if they have any queries/questions about the process.	Charlotte Knight	17/04/2024

Details of negative impact (e.g. worse treatment/outcomes)	Groups affected	Severity of impact	Action to mitigate impact with reasons/evidence to support this or justification for retaining negative impact	Who by	When by
The tenants might be anxious about the potential for their carers to be leaving them and a new company coming on-board with a new set of carers	Age, Disability	Medium	Commissioners have already written to tenants and attended the extra care schemes to speak to them about the process. This has included confirming TUPE arrangements. However, if a new provider does come into affect, Commissioners will write to tenants again to reiterate that all staff will have the option to TUPE over to the new provider. Commissioners are getting tenants actively involved in the tender by asking them to write a method statement question which bidders will have to respond to. Tenants will also be involved in evaluating the answers that come in from bidders. 	Charlotte Knight	02/09/2024
Tenants may also be concerned that they are not involved in the tender process which will impact their day-to-day life and enjoyment of the current service.	Age, Disability	Medium	Commissioners have already written to tenants and attended the extra care schemes to speak to them about the process. This has included confirming TUPE arrangements. However, if a new provider does come into affect, Commissioners will write to tenants again to reiterate that all staff will have the option to TUPE over to the new provider. Commissioners are getting tenants actively involved in the tender by asking them to write a method statement question which bidders will have to respond to. Tenants will also be involved in evaluating the answers that come in from bidders. 	Commissioning colleague and Tenants	14/06/2024

Head of service: Shauna Torrance

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Confirmation: I confirm that this HoS is correct