

Equality Impact Assessment Summary - CCC598718439

Directorate: Adults, Health and Commissioning

Service: Commissioning Services

Team: Commissioning Services

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Proposal being assessed: DPPS RE-PROCUREMENT

Business plan proposal number:

Key service delivery objectives and outcomes:

to re commission a direct payment support service that,

- Provides high quality information and advice on Direct Payments, purchasing care and support directly, and on the support services opportunities available locally.
- To provide support to the service users on the matter of HR in compliance with the HR legislations current at the time
- Offers personalised support to people to manage their Direct Payments in ways that they can understand and manage.
- Provide independent support to people who are purchasing support through Direct Payments and people who fund their own support (self-funders)
- Assists Direct Payments recipients by directly employing support staff to understand and manage their duties as employers.
- Provides a high quality and efficient digital payroll service.
- Provides a managed bank account service for Direct Payment recipients who choose not to receive and manage their Direct Payment themselves.
- Supports the development, implementation and ongoing management of a Personal Assistant register and 'support with confidence' scheme for Personal Assistants.
- Enables access to DBS checks for Personal Assistants
- Works with commissioners (both public sector, self -funders and Direct payments recipients and other partners to develop and effectively facilitate the Personal Assistant market.

- Demonstrates a ‘whole family’ approach, working in partnership with other services and agencies across the education, health, social care, and the voluntary/community sector.
- Works effectively across the age spectrum to ensure the service is equally accessible by, and responsive to, the differing needs of adults, children and young people, and their families.
- Satisfies compliance with Cambridgeshire Council’s current Direct Payments procedures for children’s and adults’ services.
- Has appropriate levels of risk insurance/liability cover in place in case of mismanagement/fraud.
- Be transparent about unit costs for specific elements of the service e.g. information and advice, payroll etc. within any block funding. These unit costs should also apply to self-funders purchasing support from the service.
- Demonstrates effective management of financial and operational arrangements to optimum capacity, financial probity, and best value.
- Has an accessible local and sustained presence within the Cambridgeshire Council boundary.
- Be clear if intending to signpost elsewhere for aspects of service delivery and be clear on any proposed sub contractual arrangements.
- Takes a preventative approach with people using the service to enable independence and reduce deterioration in care needs.

What is the proposal: The Direct Payment Support Service (DPSS) contract in Cambridgeshire was awarded to People Plus in April 2020 following a tender process held according to CCC procurement rules. This contract commenced on 29th April 2020 for 3 years with 2 possible extensions of 12 months. The contract is 12 months into its final extension period, which will end on 29th April 2025.

What information did you use to assess who would be affected by this proposal?

A Service Review was undertaken with the DPSS Project Group as part of the initial work to retender the service.

- Information was gathered from the current DPSS Contract outcomes data.
- Customer service surveys received from the provider during the past 12 months. Responses to the CCC PA questionnaire during January to March 2024.
- Case Studies
- KPI data Q1-Q3 (Q4 was not available)
- Attainment of the Social Values.

Consultation with service users to include CCC practice teams, DPSS Client feedback and PA surveys about the service. CCC adult & Childrens payments teams.

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

Does the proposal cover: Yes, All service users/customers/service provision Countywide.

Which employee groups/service user groups will be affected by this proposal: All practice teams, in all locations. operational services, brokerage, payroll, children's and adults. Customers are PAs and clients who use direct payments in Cambridgeshire.

Does the proposal relate to the equality objectives set by the Council's EDI Strategy? Yes

Will people with particular protected characteristics or people experiencing socio-economic inequalities be over/underrepresented in affected groups: Mixture of over/under are represented and in line with population, depending on the group.

Does the proposal relate to services that have been identified as being important to people with 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?

If there is a change of Provider there may be some impact on service users (whether negative or positive) as part of the changeover. Changes will be implemented as part of the service review recommendations there are 7 key outcomes. Most of the changes will impact on service improvements.

Recommendation 1: Additional monitoring measures need to be considered to ensure full process and accountability also further identify where monitoring of payroll timescales/processes can be improved. This should include agreed protocols between the provider and CCC regarding timescales and responsibilities which can be audited.

Recommendation 2: Ensure a new provider is not predisposed to focusing on the running of its own payroll services for clients instead of ensuring the direct contact and access to support and advice side of the business is working well. PP Team Managers do respond to DPMO/AFT, always very helpful and willing to attend DPMO meetings or meet via teams' calls. However, the providers own payroll service and the department who manage the actual finance side of the accounts, allocating funds to the correct accounts, running payroll has the internal communication issues.

Recommendation 3: Going forward practice teams would benefit from a more visible DPSS, someone who is either linked to teams or areas, to enable better links with people in the service and can ask questions when needed on an informal basis. It has been noted by practice team feedback that they have never been known to go out and do home visits. The support needed by the teams could be more robust in relation to the setting up of DP's and the working out all the additional costs and what is required.

Recommendation 4: More transparency regarding financial costs should be understood, specific elements of the service e.g. information and advice, payroll etc. within any block funding. These unit costs should also apply to self-funders purchasing support from the service.

Recommendation 5: IT and digital data improvements should be reviewed; some UK Councils recruitment services have partnerships with other provider databases across the UK that have active PA's available to job match and use as a PA pooled resource. A PA Directory should be set up to include qualifications & training.

Recommendation 6: As part of the CC skills gap analysis work, we need to look at the training requirements for clients and PAs and agree where the responsibility for training delivery sits. A Marketing and Communication plan should be agreed with the provider and reviewed yearly.

Recommendation 7: Review the practice support offer, agree the roles and responsibilities for practice and the provider.

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, Care experience, Socio-economic inequalities

Research, data and /or statistical evidence: The service will continue to support all direct payment groups as before, it is anticipated that by implementing the recommendations it will improve access to DP Information for all groups and support the uptake for direct payments. The service provider collected equality data and evidence of ethnic use.

Consultation evidence: The evidence from the provider regarding their overall delivery of the KPIs against the outcomes in the service specification were reviewed. The performance overall was summarised using feedback from the current provider and CCC Staff. PA and client surveys. Also, from the users of the service and all practice teams including children and adults and LD.

Based on all the evidence you have reviewed/gathered, what positive impacts are anticipated from this proposal? The priorities within the service are in alignment with duties placed on local authorities by the Care Act (2014) and Children and Families Act (2014) in respect of assessment and support planning for carers and wider duties around information and advice and market shaping within the Care Act (2014). The service is a critical part of the Council's approach to meeting its statutory duties in the Care Act 2014 which places a duty on Local Authorities to put services in place to allow people an alternative to arranged care and instead have choice and control over their care and services through self-directed support (Care and support statutory guidance - GOV.UK (www.gov.uk) s.4.37-4.41) There is a requirement to offer an advice

& support service this should play a key role in helping. to manage the PA market. To allow the current service to expire without a replacement would create a substantial gap and disadvantage in support for clients who receive direct payments.

Based on consultation evidence or similar, what negative impacts are anticipated from this proposal? Negative feedback from the service review shows that there are some recommendations required for the consideration in the new service specification.

How will the process of change be managed? The feedback from the users has been reflected in the service review and the proposed changes should ensure more robust processes and better information. Policy and processes will be monitored to ensure the provider implements any changes correctly.

How will the impacts during the change process be monitored and improvements made (where required)? The service will have outcomes agreed with the provider that will be monitored under contract governance and KPIs. The service will have oversight with regular surveys from clients/service user feedback.

Equality Impact Assessment Action Plan:

Details of negative impact (e.g. worse treatment/outcomes)	Groups affected	Severity	Action to mitigate impact with reasons/evidence to support this or justification for retaining negative impact	Who by	When by
<p>Cambridge County Council (CCC) in line with the Care Act 2014, seeks to increase the number of people choosing to take Direct Payments (DPs) as part of their Personal Budget arrangements and has actively promoted this through the Self-Directed Service (SDS) Programme.</p> <p>Cambridgeshire Council (CCC) is also committed to achieving positive and personalised outcomes for individual adults, children, young people, and families, including parents and carers. These outcomes are in line with the Association of Directors of Adult Social Services (ADASS) outcomes. CCC, in line with the directions in the Care Act 2014, wants to increase the number of people choosing to take Direct Payments as part of Personal Budget arrangements. It is anticipated that the increased uptake of Direct Payments will support:</p> <ul style="list-style-type: none"> • Improve health and wellbeing outcomes for individual adults, children, young people, and their families • Offer flexibility, choice, and control for people who need additional support. • A diverse local care and support market to support 	<p>Age, Disability, Care experience, Socio-economic inequality</p>	<p>Medium</p>	<p>There is no justification for not supporting the service procurement, Insufficient numbers of PAs available to meet potential increased take up of DPs will take away choice for service users.</p>	<p>The new provider</p>	<p>01/04/2025</p>

Details of negative impact (e.g. worse treatment/outcomes)	Groups affected	Severity	Action to mitigate impact with reasons/evidence to support this or justification for retaining negative impact	Who by	When by
<p>the increased uptake of Direct Payments, it is anticipated that there will need to be an essential /consequent increase in the number Personal Assistants available locally. If we don't support this the above will be impacted negatively.</p>					

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Confirmation: I confirm that this HoS is correct

Status: Approved