



Staffordshire
County Council

Community Impact Assessment

Name of Proposal:

Staffordshire County Council's iCare Campaign

Project Sponsor:

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Project Manager:

Andrew Jepps, Assistant Director, Care Commissioning

Date Completed:

07/04/20

Completing a CIA

- A CIA will help you to identify the potential **impacts, risks and benefits** of your proposed policy, service or project. Doing this at an early stage enables engagement and research to be undertaken to identify actions that will either **lessen the risk** or **maximise the benefits**. The assessment will also help you to identify mitigating factors whereby risks may be balanced out to an extent by the benefits.
- This template should be used to support the development of a proposal during the **planning stage**, therefore supporting the council's approach of [Achieving Commissioning Excellence](#).
- A good CIA will involve input from more than one person. A **Project Team** should be identified with different, but relevant expertise to ensure that a full range of views are considered.
- **Engagement and/or consultation** should take place with appropriate and representative groups of people that are most likely to be affected. This must then be used to help shape the design/outcomes of the project. Please note that due to the publication of CIAs, it is advisable not to record personal details of members of the public, such as names or addresses.
- **Once completed**, the main findings from your CIA should be transferred to the '**Checklist and Executive Summary**' template. Then both documents need to be approved/signed off by the appropriate people. Depending on the size of your project, this could be your manager, project lead, sponsor or SLT.
- For CIAs that are going to **Cabinet**, only the '**Checklist and Executive Summary**' will be uploaded as part of the **Cabinet Papers**. The full CIA document will be uploaded as a **Background Paper**.

Completing the CIA Template

This table describes what is required when completing the key sections of your assessment.

Which groups will be affected	Benefits	Risks	Mitigations / Recommendations
<p>Which groups of people will be impacted by the proposed policy, service or project? This could be people in a particular area, a street, or a group of people with similar characteristics e.g. older people, young people or people with care needs. Also consider staff, residents and other external stakeholders.</p>	<p>Think about the impact the proposal may have on each of the different category areas and identify the benefits of each decision.</p>	<p>Think about the impact the proposal may have on each of the different category areas, and identify the risks associated with the proposal.</p>	<p>Set out any recommendations as to how the benefits will be maximised and the risks minimised.</p> <p>Also highlight any trade-offs that may occur.</p>
<p>Please note:</p> <ul style="list-style-type: none"> • Potential impacts should not be included if it is considered highly unlikely that they would occur. • Where no major impacts have been identified, please state N/A. • Due to the publication of CIAs, it is advisable not to record personal details of members of the public, such as names or addresses. 			
<p>Evidence Base: (Evidence used/ likelihood/ size of impact) How certain are you about the assessment of each potential impact, and what evidence have you used to arrive at the decision? E.g. Data – population trends data, census data, service data. Research – national, regional, local research. Engagement/ Consultation – with partners, the public, the voluntary sector.</p>			

Use the following template to highlight the impacts of your proposal on each of the following categories: The Public Sector Equality Duty (PSED), Health and Care, the Economy, the Environment, and Localities/ Communities.

Community Impact Assessment

Public Sector Equality Duty (PSED)

Use this section to identify if the proposal will impact on our legal obligations under the Equality Act 2010 for both residents and staff. In summary, those subject to the general equality duty must have due regard to the need to: Eliminate unlawful discrimination, harassment and victimisation, advance equality of opportunity between different groups and foster good relations between different groups.

Please consider:

- Who is currently using the service, across the protected characteristics?
- What do we know about their experiences and outcomes?
- What relevant information is available from the Census and population trends data?
- What were the findings of the engagement/consultation?
- Is there any relevant national, regional and/or local sources of research/evidence available?
- Is there any relevant information from partners or voluntary, community, social enterprise organisations?
- What is the analysis of the impact on those with relevant protected characteristics?

Protected Characteristics:	Which groups will be affected?	Benefits	Risks	Mitigations / Recommendations
Race	No	Not applicable	Not applicable	Not applicable
Disability	Yes	The project will increase the workforce able to support the delivery of care services to people with a disability and an assessed care need if existing services begin to fail	The emergency response needs to be delivered at pace in a changing environment (including changes to certain normal regulations due to coronavirus)	The iCare project team includes HR and legal advice to ensure that recruitment, training and deployment risks are appropriately mitigated while still enabling the emergency response workforce to be created at a fast enough pace to respond to the potential risks in the wider provider market
Sex	Yes	The project will increase the workforce able to support the delivery of care services to people who have an assessed care need (of whom the majority are female) if existing services begin to fail	The emergency response needs to be delivered at pace in a changing environment (including changes to certain normal regulations due to coronavirus)	The iCare project team includes HR and legal advice to ensure that recruitment, training and deployment risks are appropriately mitigated while still enabling the emergency response workforce to be created at a fast enough pace to respond to the potential risks in the wider provider market
Age	Yes	The project will increase the workforce able to	The emergency response needs to be delivered at	The iCare project team includes HR and legal advice to ensure

Protected Characteristics:	Which groups will be affected?	Benefits	Risks	Mitigations / Recommendations
		support the delivery of care services to older people who have an assessed care need if existing services begin to fail	pace in a changing environment (including changes to certain normal regulations due to coronavirus)	that recruitment, training and deployment risks are appropriately mitigated while still enabling the emergency response workforce to be created at a fast enough pace to respond to the potential risks in the wider provider market
Religion or Belief	No	Not applicable	Not applicable	Not applicable
Gender Reassignment	No	Not applicable	Not applicable	Not applicable
Sexual Orientation	No	Not applicable	Not applicable	Not applicable
Pregnancy and Maternity	No	Not applicable	Not applicable	Not applicable
Marriage and Civil Partnership	No	Not applicable	Not applicable	Not applicable
The duty to have due regard to the need to eliminate discrimination also covers marriage and civil partnerships in relation to employment issues.				
Impact on SCC Staff	Yes. any Council employee can volunteer for a parallel campaign (an internal SCC iCount campaign) if they are not currently carrying out a critical function. Therefore there are no specific issues relating to protected characteristics within the Council workforce, other than that (as for the population as a whole) people over 70, pregnant or with certain long term conditions	There is no specific benefit for Council staff except for the sense gained that Council staff in the project have played a key role in safeguarding and supporting vulnerable people.	The emergency response needs to be delivered at pace in a changing environment (including changes to certain normal regulations due to coronavirus)	The iCare project team includes HR and legal advice to ensure that recruitment, training and deployment risks are appropriately mitigated while still enabling the emergency response workforce to be created at a fast enough pace to respond to the potential risks in the wider provider market
If the proposal affects SCC staff, consider the workforce profile compared against the protected characteristics pre and post change, the impact of job losses, available support for staff, and HR protocols.				

Protected Characteristics:	Which groups will be affected?	Benefits	Risks	Mitigations / Recommendations
	<p>should remain at home and therefore cannot join this emergency response workforce. There is no change for Council staff's substantive employment or roles.</p>			

Evidence Base: (Evidence used/ likelihood/ size of impact)

The iCare campaign is a project to temporarily increase the workforce for adult social care, including personal care in service users' own homes, in the event of existing adult social care providers being unable to meet care needs despite implementation of their own individual Business Continuity Plans. It is a contingency plan in the unprecedented circumstances of the coronavirus outbreak, and therefore it involves a considerable degree of uncertainty. This is because the level of provision in the wider provider market is affected by a range of factors that are inherently difficult to predict, including:

- the availability of the existing social care workforce in the context of government advice for self-isolation, and potential illness
- the time taken to carry out care interventions, in the context of potential changes in demand (such as temporarily decreased support available to service users from their own family and friends due to potential illness)
- other factors, such as the level of support that schools can offer to the children of key workers such as those in the care sector (thus enabling them to work)

It may be the case that there is little requirement for deployment of the workforce through the iCare campaign; conversely the demand may be high. The project delivers a contingency against risk, rather than being a new service that will operate to meet a defined need.

Due to the nature of the coronavirus covid-19 epidemic and the speed with which the Council has developed its response, this CIA has not been informed by widespread consultation and engagement. However, the iCare project has been supported by HR, health and safety, legal and other colleagues.

While it cannot be predicted where this emergency support workforce may need to be deployed, it will increase the ability of the Council to ensure that urgent and serious care needs are met even during risks of normal services being unable to meet those needs. This will benefit the recipients of those interventions, preventing a deterioration of their health and wellbeing.

The adult social care provision commissioned by the Council meets the needs of older people, people with a physical or learning disability, autism, or mental health needs. Home care services are most likely to require support from this additional workforce. Nearly 40% of home care provision commissioned by the Council is for people aged 85 and over, and approximately 30% in the 75-84 age range. The benefits from this emergency response approach would therefore be highly likely to be older people; and the other beneficiaries most likely to be those with a physical or learning disability.

Approximately 66% of people receiving home care commissioned by the Council are female (this is due to the difference in life expectancy between men and women) and the beneficiaries of this emergency response service are more likely to be female than male.

Over 95% of people receiving home care commissioned by the Council are White British (again, this is the context of a service that largely supports older people). Individual needs are met regardless of ethnicity, through the assessment of eligibility of social care needs for every individual using these

Protected Characteristics:	Which groups will be affected?	Benefits	Risks	Mitigations / Recommendations
services.				
<p>It may also be necessary to deploy some of this workforce to support risks in a care home setting. In care home settings, approximately 42% of placements commissioned by the Council are for people aged 85 and over; and 27.5% for people aged 65-74. Approximately 64% of Council placements are for female residents. Approximately 96% are White British. As for home care, the age of the people receiving these services is a factor affecting both percentages for gender and for ethnicity.</p> <p>While the iCare campaign is targeted to people outside the Council, a parallel campaign has invited Council employees to volunteer to join this emergency response workforce as well. As any Council employee can volunteer (if they are not currently carrying out a critical function) there are no specific issues relating to protected characteristics within the Council workforce, other than that (as for the population as a whole) people over 70, pregnant or with certain long term conditions should remain at home and therefore cannot join this emergency response workforce. There is no change for Council staff's substantive employment or roles.</p>				

Health and Care

Use this section to determine how the proposal will impact on resident's health and wellbeing, and whether the proposal will impact on the demands for, or access to health and care services. Please consider the Care Act 2014 and the Health and Social Care Act 2012.

Category Area	Which groups will be affected?	Benefits	Risks	Mitigations / Recommendations
(Areas highlighted are suggestions only and there may be other impacts in these categories)				
Mental Health and Wellbeing Will the proposal impact on the mental health and wellbeing of residents or services that support those with Mental Health issues?	Yes	The emergency care response, where utilised, will support the most vulnerable adults with assessed care needs in Staffordshire, and thereby reduce the potential for distress caused if care for urgent and serious needs could not be provided.	The emergency response needs to be delivered at pace in a changing environment (including changes to certain normal regulations due to coronavirus)	The iCare project team includes HR and legal advice to ensure that recruitment, training and deployment risks are appropriately mitigated while still enabling the emergency response workforce to be created at a fast enough pace to respond to the potential risks in the wider provider market
Healthy Lifestyles Will the proposal promote independence and personal responsibility, helping people to make positive choices around physical activity, healthy food and	No	Not applicable	Not applicable	Not applicable

Category Area	Which groups will be affected?	Benefits	Risks	Mitigations / Recommendations
(Areas highlighted are suggestions only and there may be other impacts in these categories)				
nutrition, smoking, problematic alcohol and substance use, and sexual health?				
Accidents and Falls Prevention	Yes	The emergency care response, where utilised , will support the most vulnerable adults with assessed care needs in Staffordshire, and thereby increase the ability to meet the needs of people who might otherwise be at a higher risk of falling without that support.	The emergency response needs to be delivered at pace in a changing environment (including changes to certain normal regulations due to coronavirus)	The iCare project team includes HR and legal advice to ensure that recruitment, training and deployment risks are appropriately mitigated while still enabling the emergency response workforce to be created at a fast enough pace to respond to the potential risks in the wider provider market
Does the proposal reduce or increase the risk of: falls in older people, childhood accidents, road accidents, or workplace accidents?				
Access to Social Care	Yes	The emergency care response, where utilised , will support the most vulnerable adults with assessed care needs in Staffordshire, and thereby increase the ability to receive appropriate social care interventions at the right time.	The emergency response needs to be delivered at pace in a changing environment (including changes to certain normal regulations due to coronavirus)	The iCare project team includes HR and legal advice to ensure that recruitment, training and deployment risks are appropriately mitigated while still enabling the emergency response workforce to be created at a fast enough pace to respond to the potential risks in the wider provider market
Will the proposal enable people to access appropriate interventions at the right time?				
Independent Living	Yes	The emergency care response, where utilised , will support the most vulnerable adults with assessed care needs in Staffordshire, and thereby increase the ability for those people to continue living at home if they receive home care.	The emergency response needs to be delivered at pace in a changing environment (including changes to certain normal regulations due to coronavirus)	The iCare project team includes HR and legal advice to ensure that recruitment, training and deployment risks are appropriately mitigated while still enabling the emergency response workforce to be created at a fast enough pace to respond to the potential risks in the wider provider market
Will the proposal impact on people's ability to live independently in their own home, with care and support from family, friends, and the community?				
Safeguarding	Yes	The emergency	The emergency	The iCare project team

Category Area	Which groups will be affected?	Benefits	Risks	Mitigations / Recommendations
(Areas highlighted are suggestions only and there may be other impacts in these categories)				
Will the proposal ensure effective safeguarding for the most vulnerable in our communities?		care response, where utilised, will support the most vulnerable adults with assessed care needs in Staffordshire, and thereby increase the ability to safeguard those people.	response needs to be delivered at pace in a changing environment (including changes to certain normal regulations due to coronavirus)	includes HR and legal advice to ensure that recruitment, training and deployment risks are appropriately mitigated while still enabling the emergency response workforce to be created at a fast enough pace to respond to the potential risks in the wider provider market
Evidence Base: (Evidence used/ likelihood/ size of impact)				
The evidence base is summarised in the Public Sector Equality Duty section set out above.				

Economy

Use this section to determine how the proposal will impact on the economy of Staffordshire and the income of residents.

Category Area	Which groups will be affected?	Benefits	Risks	Mitigations / Recommendations
(Areas highlighted are suggestions only and there may be other impacts in these categories)				
Economic Growth	No	Not applicable	Not applicable	Not applicable
Will the proposal promote the county as a "go to" location for business, and make it easy for businesses to start up, innovate and expand?				
Poverty and Income	No	Not applicable	Not applicable	Not applicable
Will the proposal have an impact on income? Will it reduce the gap between high and low earners?				
Workplace Health and Environments	Yes	There is no specific benefit for the workforce	The emergency response needs to be delivered	The iCare project team includes HR and legal advice to ensure that

Category Area	Which groups will be affected?	Benefits	Risks	Mitigations / Recommendations
(Areas highlighted are suggestions only and there may be other impacts in these categories)				
Will the proposal impact on working conditions and the health of Staffordshire's workforce?		through this project except for the sense gained that those involved in the project have played a key role in safeguarding and supporting vulnerable people.	at pace in a changing environment (including changes to certain normal regulations due to coronavirus)	recruitment, training and deployment risks are appropriately mitigated while still enabling the emergency response workforce to be created at a fast enough pace to respond to the potential risks in the wider provider market. For example, the Council undertakes to ensure that this emergency response workforce is issued with appropriate Personal Protective Equipment.
Access to jobs/ Good quality jobs	No	Not applicable	Not applicable	Not applicable
Will the proposal create the right conditions for increased employment in more and better jobs?				
Evidence Base: (Evidence used/ likelihood/ size of impact)				
The evidence base is summarised in the Public Sector Equality Duty section set out above.				

Environment

Use this section to identify the impact of the proposal on the physical environment. How does the proposal support the utilisation and maintenance of Staffordshire's built and natural environments, thereby improving health and wellbeing and strengthening community assets?

Category Area	Which groups will be affected?	Benefits	Risks	Mitigations / Recommendations
(Areas highlighted are suggestions only and there may be other impacts in these categories)				
Built Environment/ Land Use	No	Not applicable	Not applicable	Not applicable
Will the proposal impact on the built				

environment and land use?				
Rural Environment	No	Not applicable	Not applicable	Not applicable
Will the proposal impact on the rural natural environment or on access to open spaces?				
Air, Water and Land Quality	No	Not applicable	Not applicable	Not applicable
Will the proposal affect air quality (e.g. vehicle, industrial or domestic emissions), drinking water quality or land quality (e.g. contamination)?				
Waste and Recycling	No	Not applicable	Not applicable	Not applicable
Will the proposal affect waste (e.g. disposal) and recycling?				
Agriculture and Food Production	No	Not applicable	Not applicable	Not applicable
Will the proposal affect the production of healthy, affordable and culturally acceptable food?				
Transport	No	Not applicable	Not applicable	Not applicable
Will the proposal affect the ability of people/ communities/ business to travel? Will the proposal impact on walking/ cycling opportunities?				
Noise	No	Not applicable	Not applicable	Not applicable
Will the proposal cause disruptive noise?				
Climate Change	No	Not applicable	Not applicable	Not applicable
Does this proposal have any Climate Change implications?				
Evidence Base: (Evidence used/ likelihood/ size of impact)				
Not applicable.				

Localities / Communities

Use this section to identify the impact of the proposal on communities. How will the proposal strengthen community capacity to create safer and stronger communities? It is important to recognise the different localities and communities your proposal may impact upon and identify any communities that could be more adversely impacted than others. Strategic Delivery Managers (SDMs) have a great deal of knowledge about their relevant locality and they must be engaged with as part of your Project Team at an early stage of the process.

Category Area (Areas highlighted are suggestions only and there may be other impacts in these categories)	Which groups will be affected?	Benefits	Risks	Mitigations / Recommendations
Community Development/ Capacity Will the proposal affect opportunities to work with communities and strengthen or reduce community capacity?	Yes	The iCare campaign asks members of the Staffordshire community to give their time to carry out social care and personal care tasks, even if they would not normally do so, as part of their public-spirited response to coronavirus Covid-19. By creating this community response, the project strengthens community capacity.	The emergency response needs to be delivered at pace in a changing environment (including changes to certain normal regulations due to coronavirus)	The iCare project team includes HR and legal advice to ensure that recruitment, training and deployment risks are appropriately mitigated while still enabling the emergency response workforce to be created at a fast enough pace to respond to the potential risks in the wider provider market
Crime/ Community Safety Will the proposal support a joint approach to responding to crime and addressing the causes of crime?	No	Not applicable	Not applicable	Not applicable
Educational Attainment and Training	No	Not applicable	Not applicable	Not applicable

Will the proposal support school improvement and help to provide access to a good education? Will the proposal support the improved supply of skills to employers and the employability of residents?				
Leisure and Culture	No	Not applicable	Not applicable	Not applicable
Will the proposal encourage people to participate in social and leisure activities that they enjoy?				
Volunteering	Yes	The iCare campaign asks members of the Staffordshire community to give their time to carry out social care and personal care tasks, even if they would not normally do so, as part of their public-spirited response to coronavirus Covid-19. Therefore this creates new opportunities for volunteering, although they are anticipated to be time-limited in nature.	The emergency response needs to be delivered at pace in a changing environment (including changes to certain normal regulations due to coronavirus)	The iCare project team includes HR and legal advice to ensure that recruitment, training and deployment risks are appropriately mitigated while still enabling the emergency response workforce to be created at a fast enough pace to respond to the potential risks in the wider provider market
Best Start	No	Not applicable	Not applicable	Not applicable
Will the proposal impact on parental support (pre or postnatally), which helps to ensure that children are school-ready and have high aspirations, utilising a positive parenting approach?				
Rural	No	Not applicable	Not applicable	Not applicable

Communities				
Will the proposal specifically impact on rural communities?				
Evidence Base: (Evidence used/ likelihood/ size of impact)				
<p>The iCare campaign asks members of the Staffordshire community to give their time to carry out social care and personal care tasks, even if they would not normally do so, as part of their public-spirited response to coronavirus Covid-19. Therefore this creates new opportunities for volunteering, although they are anticipated to be time-limited in nature. By creating this community response, the project also strengthens community capacity.</p>				

Submitting a CIA

Now transfer the main findings of this assessment to the **‘Checklist and Executive Summary’** template. Then both documents need to be approved/signed off by the appropriate people. For CIAs that are going to **Cabinet**, only the **‘Checklist and Executive Summary’** will be submitted as part of the **Cabinet Papers**. The Full CIA document will be submitted as a **Background Paper**.