

Sunderland City Council
Integrated Impact Assessment

Associated guidance for this document can be found [here](#). Each section has a link to the relevant section within the guidance document.

1 Details of the activity (i.e. the policy, strategy, service, project or function)

1.1 Directorate	Adult Services
1.2 Service	Social Work

1.3 Title of the activity (i.e. the policy, strategy, service, project or function):
Early Intervention and Prevention

1.4 Brief description of the activity:
Telecare staff restructure, change of rota patterns and tiered charging model based on different service offers with increased income. Review of overall Contributions Policy for Adult Social Care.

1.5 If the activity involves working with other directorates, partners or joint commissioning please state who is involved:
SCAS and Adult Social Care

1.6 Will all or part of the activity be delivered through a provider external to the Council? If Yes, please refer to the Corporate Procurement Processes
No

1.7 If Yes, please explain what element(s) of the activity will be delivered through an external provider:

1.8 Which areas of the city will be impacted?	
Whole City	<input checked="" type="checkbox"/>
Coalfield	<input type="checkbox"/>
East	<input type="checkbox"/>
North	<input type="checkbox"/>
Washington	<input type="checkbox"/>
West	<input type="checkbox"/>
Internal Council Activity – Impact on employees	<input checked="" type="checkbox"/>

1.9 Is the activity targeted at protected characteristics or any other key groups?	
All of the below	<input type="checkbox"/>
Age (e.g. older people, younger people/children, a specific age group)	<input type="checkbox"/>
Disability (e.g. mobility, long term health conditions, sensory impairment or loss, learning disability, neurological diversity or mental health)	<input type="checkbox"/>
Marriage and civil partnership	<input type="checkbox"/>
Pregnancy and maternity (including breastfeeding)	<input type="checkbox"/>
Race	<input type="checkbox"/>
Religion or belief (including no belief)	<input type="checkbox"/>
Sex	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>
Human Rights	<input type="checkbox"/>
Care Experienced People	<input type="checkbox"/>
Other vulnerable groups and people with complex needs (e.g. veterans, children and young people who are cared for or care experienced, carers, domestic abuse victims and survivors, ex-offenders etc.)	<input type="checkbox"/>
People vulnerable to socio-economic deprivation (e.g. unemployed, low income, living in deprived areas, poor/no accommodation, low skills, low literacy etc.)	<input type="checkbox"/>

Please complete the Completed By and Version Table below

Completed by:	Julie Lynn
----------------------	------------

Version	Status	Author	Comments	Date Issued
1	Complete	J Lynn		21/01/2025

2 Data and Intelligence

[Guidance for this section](#)

2.1 What data and intelligence has informed the activity?
Telecare call handling and response data Benchmarking financial and charging data Research and best practice info
2.2 Summary of data / intelligence / consultation outcomes to inform understanding of differences in:
<ul style="list-style-type: none"> the way people use, access or experience your activity; how the activity may impact; and/or outcomes for different groups?
<p>Specific consultation is underway with staff groups and telecare customers. Data has been used to calculate groups impacted by charging reforms as follows: Better off calc 247 Fees 210 Night time disability 328 DRE 140</p>

3 Equality and Human Rights

[Guidance for this section](#)

3.1 Eliminate discrimination, harassment and victimisation
What impact will the activity have?
Not Applicable
Explain how/why:
The service is provided based on eligibility and need irrespective of background or protected characteristics. It will ensure vulnerable individuals are supported as needed and have choice and control on how the support is provided. They are also represented on our EDI forum and support delivery of our EDI strategy
3.2 Advance equality of opportunity between people who share a protected characteristic and those who do not
What impact will the activity have?
Not Applicable
Explain how/why:
The service is provided based on eligibility and need irrespective of background or protected characteristics. It will ensure vulnerable individuals are supported as needed and have choice and control on how the support is provided
3.3 Foster good relations between people who share a protected characteristic and those who do not
What impact will the activity have?
Not Applicable
Explain how/why:
The service is provided based on eligibility and need irrespective of background or protected characteristics. It will ensure vulnerable individuals are supported as needed and have choice and control on how the support is provided. For those with protected characteristics they will be provided with a service that takes into account their protected characteristics and are equipped to challenge language or behaviour between groups and foster closer relations

3.4 Age (older ages, children and young people, middle ages, an age range or a specific age)
What impact will the activity have?
Not Applicable
Explain how/why:
The service is provided based on eligibility and need irrespective of background or protected characteristics. It will ensure vulnerable individuals are supported as needed and have choice and control on how the support is provided. For those with protected characteristics they will be provided with a service that takes into account their protected characteristics e.g. provided by someone who understands challenges and health issues for older age groups and provides support based on this
3.5 Disability (mobility, long-term health conditions, sensory, learning disability, neurological diversity or mental health)
What impact will the activity have?
Not Applicable
Explain how/why:
The service is provided based on eligibility and need irrespective of background or protected characteristics. It will ensure vulnerable individuals are supported as needed and have choice and control on how the support is provided. For those with protected characteristics they will be provided with a service that takes into account their protected characteristics e.g. provided by someone who understands sensory issues and is equipped to communicate differently to meet need
3.6 Gender reassignment (the process of transitioning from one sex to another)
What impact will the activity have?
Not Applicable
Explain how/why:
The service is provided based on eligibility and need irrespective of background or protected characteristics. It will ensure vulnerable individuals are supported as needed and have choice and control on how the support is provided. For those with protected characteristics they will be provided with a service that takes into account their protected characteristics e.g. provided by someone who is a particular gender or understands the transition process
3.7 Marriage and Civil Partnership
What impact will the activity have?
Not Applicable
Explain how/why:
3.8 Pregnancy and maternity (including breastfeeding)
What impact will the activity have?
Not Applicable
Explain how/why:
3.9 Race (colour, ethnicity, country of origin, culture, etc.)
What impact will the activity have?
Not Applicable
Explain how/why:
The service is provided based on eligibility and need irrespective of background or protected characteristics. It will ensure vulnerable individuals are supported as needed and have choice and control on how the support is provided. For those with protected characteristics they will be provided with a service that takes into account their protected characteristics e.g. provided by someone who understands and works within their cultural or religious beliefs

3.10 Religion / Belief (including no belief)
What impact will the activity have?
Not Applicable
Explain how/why:
The service is provided based on eligibility and need irrespective of background or protected characteristics. It will ensure vulnerable individuals are supported as needed and have choice and control on how the support is provided. For those with protected characteristics they will be provided with a service that takes into account their protected characteristics e.g. provided by someone who understands and works within their cultural or religious beliefs

3.11 Sex (male or female)
What impact will the activity have?
Not Applicable
Explain how/why:
The service is provided based on eligibility and need irrespective of background or protected characteristics. It will ensure vulnerable individuals are supported as needed and have choice and control on how the support is provided. For those with protected characteristics they will be provided with a service that takes into account their protected characteristics e.g. provided by someone who is a particular gender

3.12 Sexual orientation
What impact will the activity have?
Not Applicable
Explain how/why:
The service is provided based on eligibility and need irrespective of background or protected characteristics. It will ensure vulnerable individuals are supported as needed and have choice and control on how the support is provided. For those with protected characteristics they will be provided with a service that takes into account their protected characteristics e.g. provided by someone who is a particular gender

3.13 Will the activity impact on an individual's Human Rights as enshrined in UK law?
What impact will the activity have?
Not Applicable
Explain how/why:
The service is provided based on eligibility and need irrespective of background or protected characteristics. It will ensure vulnerable individuals are supported as needed and have choice and control on how the support is provided. For those with protected characteristics they will be provided with a service that takes into account their protected characteristics e.g. provided by someone who speaks their language or understands their cultural values and needs.

3.14 Other vulnerable groups and people with complex needs (e.g. veterans, children and young people cared for and care experienced, carers, domestic abuse victims and survivors, ex-offenders, homeless or multiple complexities/characteristics)
What impact will the activity have?
Not Applicable
Explain how/why:
The service is provided based on eligibility and need irrespective of background or protected characteristics. It will ensure vulnerable individuals are supported as needed and have choice and control on how the support is provided. For those with protected characteristics they will be provided with a service that takes into account their protected characteristics e.g. provided by someone who speaks their language or understands their cultural values and needs.

4 Reducing socio-economic and digital inequalities

[Guidance for this section](#)

Will the activity:

4.1 Impact on residents' financial circumstances	Negative
4.2 Impact on housing, including type, range, affordability, quality and/or condition	Not Applicable
4.3 Impact on digital inclusion or access	Not Applicable
4.4 Impact on education, skills and lifelong learning	Not Applicable
4.5 Impact on employment, including quality and access	Not Applicable

4.6 Outline the impact your activity will have, including how you propose to mitigate any negative impacts and maximise positive outcomes
The impact will result in customers potentially being financially assessed to pay a higher charge for the services being received, as a result of the proposed changes to the tiered model of care and charging policy. A full risk assessment will be completed in advance of implementation so we are clear on numbers of customers impacted, how they are impacted and what mitigations will be put in place. Immediate mitigations identified include: <ul style="list-style-type: none"> - Staggered increase in fees over an agreed period - Reconsideration and appeal processes - Communication and engagement of residents in changes
4.7 Outline how you will measure the anticipated impact(s)
Ongoing user feedback via automated telephony app Customer complaints/compliments User surveys Payment rates for ASC charges Take up and drop off of Telecare services

5 Improving population health and reducing health inequalities

[Guidance for this section](#)

Will the activity:

5.1 Help promote healthy living	Positive
5.2 Help promote safe and inclusive environments	Positive
5.3 Impact on children, young people and families	Positive
5.4 Impact on natural and built surroundings	Not Applicable
5.5 Impact on accessibility and active travel encouraging active behaviours	Positive
5.6 Impact on living independently	Positive

5.7 Outline the impact your activity will have, including how you propose to mitigate any negative impacts and maximise positive outcomes
5.8 Outline how you will measure the anticipated impact(s)
Number of people able to live independently Number of people admitted to permanent care Average number of hours of homecare per person per week

6 Carbon reduction and sustainability

[Guidance for this section](#)

Will the activity:

6.1 Adapting our behaviour (environmentally significant)	Not Applicable
6.2 Impact on biodiversity and natural environment	Not Applicable
6.3 Impact on energy efficient built environment	Not Applicable
6.4 Impact on renewable energy generation and storage	Not Applicable
6.5 Impact on travel and active transport	Positive
6.6 Impact on the green economy	Not Applicable
6.7 Impact on waste, recycling and consumption	Not Applicable

6.8 Outline the impact your activity will have, including how you propose to mitigate any negative impacts and maximise positive outcomes
The proposals for tiered model of care should reduce the unnecessary call outs for telecare which will reduce the necessity to travel across the city as frequently
6.9 Outline how you will measure the anticipated impact(s)
Number of telecare visits per annum

7 Community wealth building

[Guidance for this section](#)

Will the activity:

7.1 Impact on community wealth and social value	Not Applicable
7.2 Impact on social inclusion, integration, and fostering good relations	Not Applicable
7.3 Impact on crime reduction, anti-social behaviour and community safety	Not Applicable
7.4 Impact on access to services	Positive

7.5 Outline the impact your activity will have, including how you propose to mitigate any negative impacts and maximise positive outcomes
The proposal extends the types and availability of services to a wider cohort of residents with proportionality and appropriateness.
7.6 Outline how you will measure the anticipated impact(s)
Telecare users within each band Personal care visits Telecare visits

8 Key Actions

Any key actions identified throughout the IIA should be recorded here. This will be the action plan linked to your activity and should be implemented to ensure all inequalities or negative impacts are mitigated.

Key Actions	Timescale	Responsible Officer	Review Date

Please complete the Responsible Officer information below

Responsible officer sign off:	
Name	Julie Lynn
Job Title	Head of BDT
Responsible officer for reviewing actions:	
Name	
Job Title	

To support the council's reporting processes in relation to IIA, please use the following naming convention: IIA_(Name_of_activity).

Once you have completed the IIA and it is signed off, please send the final document as an **attachment** to: IIA@sunderland.gov.uk

IIAs will be stored in this central database for corporate analysis. **No feedback will be returned on an individual basis as IIAs are received.**