

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)

<b>1.1 Directorate</b>	Adult Services
<b>1.2 Service</b>	SCAS

<b>1.3 Title of the activity (i.e. the policy, strategy, service, project or function):</b>
Telecare Charging Model

<b>1.4 Brief description of the activity:</b>
To develop and implement a tiered approach to social care support including telecare activity

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

<b>1.6 Will all or part of the activity be delivered through a provider external to the Council?</b> If Yes, please refer to the <a href="#">Corporate Procurement</a> Processes
No

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

<b>1.8 Which areas of the city will be impacted?</b>	
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 type="checkbox"/>

<b>1.9 Is the activity targeted at protected characteristics or any other key groups?</b>	
All of the below	<input type="checkbox"/>
Age (e.g. older people, younger people/children, a specific age group)	<input checked="" type="checkbox"/>
Disability (e.g. mobility, long term health conditions, sensory impairment or loss, learning disability, neurological diversity or mental health)	<input checked="" 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 checked="" 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**

<b>Completed by:</b>	Julie Lynn
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Version	Status	Author	Comments	Date Issued
1.0	Complete	Julie Lynn		21/12/2023

## 2 Data and Intelligence

[Guidance for this section](#)

<b>2.1 What data and intelligence has informed the activity?</b>
Current and previous telecare users, telecare usage, reasons, responses. ASC survey information, national publications and research papers. Demographic information, capacity and demand information.
<b>2.2 Summary of data / intelligence / consultation outcomes to inform understanding of differences in:</b>
<ul style="list-style-type: none"> <li>the way people use, access or experience your activity;</li> <li>how the activity may impact; and/or</li> <li>outcomes for different groups?</li> </ul>
Customer feedback, user surveys, performance information in relation to telecare, high frequency users, reablement data.

## 3 Equality and Human Rights

[Guidance for this section](#)

<b>3.1 Eliminate discrimination, harassment and victimisation</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>
<b>3.2 Advance equality of opportunity between people who share a protected characteristic and those who do not</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>
<b>3.3 Foster good relations between people who share a protected characteristic and those who do not</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>
<b>3.4 Age (older ages, children and young people, middle ages, an age range or a specific age)</b>
<b>What impact will the activity have?</b>
Positive
<b>Explain how/why:</b>
The service is provided based on eligibility and need irrespective of background or protected characteristics including age and as such will be a positive impact for those in receipt of services at an appropriate level and cost. Services are provided taking into account any specific protected characteristics and the service delivered in accordance with these.

<b>3.5 Disability (mobility, long-term health conditions, sensory, learning disability, neurological diversity or mental health)</b>
<b>What impact will the activity have?</b>
Positive
<b>Explain how/why:</b>
The service is provided based on eligibility and need irrespective of background or protected characteristics including age and as such will be a positive impact for those in receipt of services at an appropriate level and cost. Services are provided taking into account any specific protected characteristics and the service delivered in accordance with these.

  

<b>3.6 Gender reassignment (the process of transitioning from one sex to another)</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>

  

<b>3.7 Marriage and Civil Partnership</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>

  

<b>3.8 Pregnancy and maternity (including breastfeeding)</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>

  

<b>3.9 Race (colour, ethnicity, country of origin, culture, etc.)</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>

  

<b>3.10 Religion / Belief (including no belief)</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>

  

<b>3.11 Sex (male or female)</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>

  

<b>3.12 Sexual orientation</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>

<b>3.13 Will the activity impact on an individual's Human Rights as enshrined in UK law?</b>
<b>What impact will the activity have?</b>
Not Applicable
<b>Explain how/why:</b>

<b>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)</b>
<b>What impact will the activity have?</b>
Positive
<b>Explain how/why:</b>
The service is provided based on eligibility and need irrespective of background or protected characteristics including age and as such will be a positive impact for those in receipt of services at an appropriate level and cost. Services are provided taking into account any specific protected characteristics and the service delivered in accordance with these.

## 4 Reducing socio-economic and digital inequalities

### [Guidance for this section](#)

Will the activity:

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

<b>4.6 Outline the impact your activity will have, including how you propose to mitigate any negative impacts and maximise positive outcomes</b>
The service is provided based on eligibility and need irrespective of background or protected characteristics including age and as such will be a positive impact for those in receipt of services at an appropriate level and cost. Services are provided taking into account any specific protected characteristics and the service delivered in accordance with these.
Whilst the service may mean paying a higher charge for telecare and associated services it is likely these will replace or delay the need for more costly social care interventions and an earlier stage or for a longer period.
<b>4.7 Outline how you will measure the anticipated impact(s)</b>
Performance framework to measure outcomes for customer of ASC

## 5 Improving population health and reducing health inequalities

### [Guidance for this section](#)

Will the activity:

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

<b>5.7 Outline the impact your activity will have, including how you propose to mitigate any negative impacts and maximise positive outcomes</b>
The service will continue and be enhanced to support people to maintain independence through the use of telecare and AT both within their own residence and whilst within the community. The services will aim to reduce social isolation, provide advice, information and guidance on support to maintain healthy and safe lifestyles and access appropriate support at the earliest opportunity. They will also provide information and assurance to carers and families that the individual is safe minimising the impact of caring
<b>5.8 Outline how you will measure the anticipated impact(s)</b>
Performance measures on the use of services, customer feedback and outcomes on distance travelled whilst using the service

## 6 Carbon reduction and sustainability

### [Guidance for this section](#)

Will the activity:

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

<b>6.8 Outline the impact your activity will have, including how you propose to mitigate any negative impacts and maximise positive outcomes</b>
Opportunity to minimise travel for carers providing support including travelling around the city due to the use of tech and more sustainable approaches
<b>6.9 Outline how you will measure the anticipated impact(s)</b>
Performance information on reduction of use of carers for individuals using services, reduction in high frequency users of telecare

## 7 Community wealth building

### [Guidance for this section](#)

Will the activity:

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

<b>7.5 Outline the impact your activity will have, including how you propose to mitigate any negative impacts and maximise positive outcomes</b>
The tiered service including telecare will maximise opportunities to reduce the impact of social isolation on the individual and prevent overuse of other services. It will maximise customers confidence and provide opportunities to check in and offer early intervention. AT will promote key services available and make them more accessible for individuals.
<b>7.6 Outline how you will measure the anticipated impact(s)</b>
Performance framework including high frequency telecare users, numbers of people accessing information services via Vocala. Measuring distance travelled for those in receipt of services

## 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**

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

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](mailto: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.**