

Equality Impact Assessment



Hampshire
County Council

Adults' Health & Care Social Care Practice Manual

Accountable officer: Marj Crockett

Email address: marj.crockett@hants.gov.uk

Department: Adults' Health and Care

Date of assessment: 01/05/2018

Description of current service/policy

The Social Care Practice Manual (SCPM) in its current form is not fit for purpose. Statistics from IT show that some pages have very little usage or are abandoned in practitioners' searches for information. A number of links to documents or other websites are incorrect or broken. Some information is no longer required, needs rewording, is inconsistent in terms of writing style and layout, and some forms are out of date. Feedback from users is that correct information/guidance is hard to find so they do not use it as often as they could to support their work.

Geographical impact: All Hampshire

Description of proposed change

A project to review the current material to redesign the layout to make it a more user-friendly experience that reflects how the department's operating model works. Sections will be linked together in a way that the relevant information required (eg "how to", any forms required, links to policy etc) is easy to find. Page content will be standardised with clear language and layout to enable staff with disabilities as dyslexia or sight problems to use it effectively. An appropriate person from each business unit will be identified to own the content of pages once the project ends.

Impacts of the proposed change

This impact assessment covers HCC Staff (and partners)

Engagement and consultation

Has engagement or consultation been carried out? Planned

Staff will be consulted to gain feedback on the current version of the SCPM; to show proposed layouts & ask for input as to how these could be improved; to ask for volunteers to help test layouts, text, forms etc. This must include staff who have the potentially affected protected characteristics (eg dyslexia, learning difficulties, sight impairment) for feedback and to test any new layouts on new kit that will be available to staff. Feedback gained at this point will be used to

improve the future design.

Statutory considerations	Impact	Mitigation
Age: Neutral		
Disability: Positive	The proposed layout is designed to be more engaging for those people who have dyslexia, other learning difficulties and sight impairment.	
Sexual orientation: Neutral		
Race: Neutral		
Religion and belief: Neutral		
Gender reassignment: Neutral		
Gender: Neutral		
Marriage and civil partnership: Neutral		

Pregnancy and maternity: Neutral		
Other policy considerations	Impact	Mitigation
Poverty: Neutral		
Rurality: Neutral		

Any other information

Requests for nominations for staff with protected characteristics to give feedback/test new layouts on new kit will be made via an AHC Operational Managers' Meeting. An approach to the HCC Disability Forum will also be made to get feedback on layouts from other interested parties.

Keeping staff up to date and informed on best practice will have a beneficial impact on individuals who use AHC services.