

Equality Impact Assessment Tool: Policy, Strategy and Plans

1. Name of Strategy, Policy or Plan

Home Care Recruitment Strategy

Please tick box to indicate if this is: Current Policy, Strategy or Plan New Policy, Strategy or Plan

2. Brief Description – Purpose of the policy; Changes and outcomes; services or activities affected

Glasgow City Council's SNP administration settled the equal pay dispute on the 7th of February. This is predicted to result in significant implications for the Home Care Service, with 2,000 (78%) of staff in scope for a payment. It is anticipated that between 14% and 40% of home carers will consider resigning from the service, reduce their hours or change their working pattern. In February 2019 soft intelligence suggests 25% are likely to resign, leaving a potential shortfall in capacity of 23%. This led us to map out how we could manage this potential impact whilst ensuring that we can continue to offer the service users of Glasgow a consistent quality service.

Glasgow City HSCP Home Care Service supports 5500 service users daily to ensure that they are remaining in their homes as safely and independently as possible. The current service profile for people receiving homecare demonstrates that there is a very frail elderly population reliant on these vital services;

- Average Age - 81
- 67% female and 33% male
- Average Hours of homecare per week per person 9.6 hours

A review of the model of recruitment was performed and it was agreed that there would be changes to increase efficiency, to allow capacity to recruit over shorter timelines in greater numbers and to decrease attrition that is evidenced in our current model.

An initial step on a valued based assessment was introduced and some information from induction and interview was brought into a large scale briefing session where successful candidates can then be interviewed on a large scale. Much of the process remained the same, application forms, interview structure, interview scoring.

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3 Lead Reviewer

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| Frances McMeeking |
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4. Please list all participants in carrying out this EQIA:

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| Jill Scoular Gordon Bryan |
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5. Impact Assessment

A Does the policy explicitly promote equality of opportunity and anti-discrimination and refer to legislative and policy drivers in relation to Equality

Advertising of the opportunities was promoted on STV across the West of Scotland across day and evening during a selection of programme types. The same campaign was mirrored on Clyde Radio and Radio Awaz. We believe this ensured that it was promoted evenly to all citizens of Greater Glasgow who may have been interested in opportunities. The campaigns in media were supported by social media promotion across Facebook and Twitter to ensure a wider reach to all interested parties.

The application process for job opportunities within GC HSCP Home Care service was open to anyone to apply – at the first stage no identifying data is captured, only enough to send the link for the value based assessment – decisions about the next stage of the process were based purely on score in the value based assessment – all candidates that failed to score 75 or above were informed that they were unsuccessful as they did not demonstrate that they had the values and attitude suitable for a role in home care. The second stage for candidates that were successful had to complete the application forms including an equal opportunities monitoring form, eligibility to work in the UK and criminal convictions form. Glasgow City HSCP are an equal opportunities employer and would offer an interview to any applicant that meets the person specification and identifies as having a disability.

The interview scoring was standardized across a wide range of managers to ensure parity and fairness regardless of who the interviewing managers were.

On the website advertising the job roles was a section explaining where applicants could seek support; and that paper copies would be made available.

Glasgow City HSCP work in partnership with Bridges Programmes to support integration into workplace for refugees and asylum seekers and would be signposted to should the need arise. GCHSCP care services also have an internal linguistics department that are available for translation and interpretation services.

Any individual protected characteristic or any combination thereof has no bearing on a person's eligibility to access the job opportunities. Glasgow Health and Social Care Partnership, Glasgow Homecare adhere to the principles of the Equality Act 2010, The Human Rights Act 1998.

| B What is known about the issues for people with protected characteristics in relation to the services or activities affected by the policy? | | |
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| | | Source |
| All | Any individual protected characteristic or any combination thereof has no bearing on a person's eligibility to access the job opportunities as it is a needs and / or demand focused service. | Glasgow Homecare service information |
| Sex | <p>At the initial stage no data is collected on an individual's application, all applicants above the accepted threshold of the value based assessment would be invited to the next stage in the process. This protected characteristic has no bearings on a person's ability to apply for the job opportunities.</p> <p>Two thirds of homecare service users across the Glasgow City Council area are female and one third male. Homecare services are predominantly provided to older people within Glasgow. The majority (59.8%) of older people in Glasgow are female. Therefore the provision of homecare services to females is slightly higher than their general population representation. However, this can be partially explained by females having a higher life expectancy than males (81.2 years versus 77.1 years) within Scotland.</p> | Glasgow Homecare service information & National Records for Scotland (https://www.nrscotland.gov.uk/news/2017/variation-in-life-expectancy-between-areas-in-scotland) |

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| Gender Reassignment | <p>No data is held on the gender reassignment status of applicants. The gender reassignment status of any individual, or any other protected characteristic, has no bearing on their eligibility for a role in home care. Staff are aware of legal protection and appropriate use of language and approaches for recording of information and assessment are applied.</p> <p>https://www.sssc.uk.com/the-scottish-social-services-council/sssc-codes-of-practice/</p> | Glasgow Homecare service information |
| Race | <p>97.5% of the over 65 population in Glasgow identifies as White (Scottish, other British, Irish, other nationality), and 2.5% identify as from a BME background. Among all age groups, 88.4% of the population identify as any White background, with the remaining 11.6% identifying as BME.</p> <p>Interpreter and translation services are available and advised. Glasgow City HSCP work in partnership with Bridges Programmes to support integration into workplace for refugees and asylum seekers and would be signposted to should the need arise. GCHSCP care services also have an internal linguistics department that are available for translation and interpretation services.</p> <p>Services are delivered in line with the National Care Standards and the SSSC code of practice regular inspection and registration is completed.</p> | Glasgow Homecare Service Information |

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| <p>Disability</p> | <p>Any applicant identifying as having this protected characteristic would be offered an interview should they pass the value based assessment and meet the person specification criteria for the jobs available.</p> <p>Glasgow Life Library service runs digi pals to support people to complete the application or complete the application under the direction of the candidate.</p> <p>Services are delivered in line with the National Care Standards and the SSSC code of practice regular inspection and registration is completed.</p> <p>Some people with a disability may be impacted and a paper copy of the assessment and application form is available</p> | <p>Glasgow Homecare service information</p> |
| <p>Sexual Orientation</p> | <p>No data is held on the sexual orientation of candidates. A person's sexual orientation has no bearing on their eligibility to apply for the job opportunities.</p> <p>Staff are aware of legal protection and appropriate use of language and approaches for recording of information and assessment are applied.</p> | <p>Glasgow Homecare service information</p> |
| <p>Religion and</p> | | <p>Glasgow Homecare service Information</p> |

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| Belief | No data is held on the religion and/or beliefs of job candidates. A person's religion or belief has no bearing on their eligibility to deliver a home care service. | |
| Age | Staff are required to be over 16 to be legally PVG'd to work with adults unsupervised. Candidate's ages were not known to at initial screening of the valued based assessment. Candidates of all ages are able to provide a home care service. | Glasgow Homecare service information |
| Pregnancy and Maternity | No data is held on the pregnancy and maternity status of the candidates. | |
| Marriage and Civil Partnership | No data is held on the marital or civil partnership status of applicants. A person's marital or civil partnership status has no bearing on their eligibility for a job within the home care service. | |

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| <p>Social and Economic Status</p> <p>Other marginalised groups (homeless,</p> | <p>Advertising was delivered through a range of mediums over a range of time bands, hoping to ensure maximum reach to all interested candidates from all backgrounds and social status. Support with online processes was offered in partnership with Glasgow Life's Libraries Digi Pals scheme and paper copies were available. Candidates were anonymously ruled out at value based assessment stage. We believe we have made sufficient measures to ensure that no persons would be unfairly disadvantaged.</p> | |
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| <p>addictions, asylum seekers/refugees, travellers, ex-offenders</p> | <p>Advertising was delivered through a range of mediums over a range of time bands, hoping to ensure maximum reach to all interested candidates from all backgrounds and social status. Support with online processes was offered in partnership with Glasgow Life’s Libraries Digi Pals scheme and paper copies were available. Candidates were anonymously ruled out at value based assessment stage. We believe we have made sufficient measures to ensure that no persons would be unfairly disadvantaged.</p> <p>Glasgow City HSCP work in partnership with Bridges Programmes to support integration into workplace for refugees and asylum seekers and would be signposted to should the need arise. GCHSCP care services also have an internal linguistics department that are available for translation and interpretation services.</p> | |
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C Do you expect the policy to have any positive impact on people with protected characteristics?

| | Highly Likely | Probable | Possible |
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| General | No positive impact. | | |
| Sex | No positive impact. | | |
| Gender Reassignment | No positive impact. | | |

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| <p>Race</p> | <p>No positive impact.</p> | <p>Glasgow Health & Social Care Partnership works with agencies such as Bridges Programme, Glasgow Clyde College, Caledonian University to support integration into workplace for refugees and asylum seekers and applications from BME and would be signposted. Should the need arise. GCHSCP care services also have an internal linguistics department that are available for translation and interpretation services. The HSCP also attend BME Recruitment Fair's, diverse communities network events</p> | <p>Possible</p> |
| <p>Disability</p> | <p>No positive impact.</p> | | |

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| | No positive impact. | | |
| Sexual Orientation | No positive impact. | | |
| Religion and Belief | No positive impact. | | |
| Age | No positive impact. | | |

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| | No positive impact. | | |
| Marriage and Civil Partnership | No positive impact. | | |
| Pregnancy and Maternity | No positive impact. | | |
| Social and Economic Status | No positive impact. | | |

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| <p>Other marginalised groups (homeless, addictions, asylum seekers/refugees, travellers, ex-offenders)</p> | | | |
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| <p>D Do you expect the policy to have any negative impact on people with protected characteristics?</p> | | | |
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| | <p>Highly Likely</p> | <p>Probable</p> | <p>Possible</p> |

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| General | | | <p>It is possible that changes to service may have a negative impact on people with protected characteristics, However, any outcomes resulting from the introduction of the service assessed through engagement with users and where mitigating action can be taken to remove risk that is proportionate and relevant this will be included in associated planning. This observation applies to all of the protected characteristics listed below. A range of mitigating actions such as offering support via Digi Pals at Glasgow Libraries, offering paper copies of applications and offering interviews to those who identify as having a protected characteristic and meet the requirements of the person specification. GHSCP are also working with partners to support people to complete the process who may struggle with online on English not being their first language.</p> |
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| Sex | | | |
| Gender Reassignment | No negative impact as this protected characteristic is not relevant to an individual's ability to work in home care services. | | |
| Race | | | Possible impact due to language barriers but working with external agencies such as Bridges Programme. |
| Disability | | There is a possibility that this protected characteristic may inhibit a candidate's ability to perform the tasks required within the role as a home carer. However if applicants meet the person specification for the role then GCHSCP policy would ensure that they would be offered an interview. | |

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| Sexual Orientation | No negative impact as this protected characteristic is not relevant to an individual's ability to work in home care | | |
| Religion and Belief | No negative impact as this protected characteristic is not relevant to an individual's ability to work in home care. | | |
| Age | No negative impact as this protected characteristic is not relevant to an individual's ability to work in home care | | |

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| Marriage and Civil Partnership | No negative impact as this protected characteristic is not relevant to an individual's ability to work in home care | | |
| Pregnancy and Maternity | No negative impact as this protected characteristic is not relevant to an individual's ability to work in home care | | |

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| Social and Economic Status | | <p>It is likely that candidates with a lower social and economic status will be affected by the introduction of the service as they may not have been aware of the campaign. There is also a risk that they may not have the ability or means to complete the process this risk was mitigated but the provision of information on the Glasgow Libraries Digi Pals scheme and the provision of paper copies where required. Glasgow Health & Social Care Partnership works with agencies such as Bridges Programme, Glasgow Clyde College, Caledonian University to support integration into workplace for refugees and asylum seekers and applications from BME and would be signposted. Should the need arise. GCHSCP care services also have an internal linguistics department that are available for translation and interpretation services. The HSCP also attend BME Recruitment Fair's, diverse communities network events</p> | |
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| <p>Other marginalised groups (homeless, addictions, asylum seekers/refugees, travellers, ex-offenders</p> | | <p>It is likely that marginalized candidates will be affected by the introduction of the service as they may not have been aware of the campaign. There is also a risk that they may not have the availability of technology to complete the online process this risk was mitigated but the provision of information on the Glasgow Libraries Digi Pals scheme and the provision of paper copies are provided.</p> | |

| E Actions to be taken | | |
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| | | Responsibility and Timescale |
| E1 Changes to policy | None | |
| E2 action to compensate for identified negative impact | Actions listed in sections C & D | |

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| E3 Further monitoring – potential positive or negative impact | | |
| E4 Further information required | | |

6. Review: Review date for policy / strategy / plan and any planned EQIA of services

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| Lead Reviewer: | Name: | Frances McMeeking |
| Sign Off: | Job Title | Head of Care Services |
| | Signature | |
| | Date: | June 2019 |