

<b>Assessment No</b>	1054	<b>Owner</b>	levans
<b>Resource</b>	HSCP	<b>Service</b>	Joint
	<b>FirstName</b>	<b>Surname</b>	<b>Job Title</b>
<b>Head Officer</b>	Margaret-Jane	Cardno	Head of Service
<b>Members</b>	<p>The Adult Area Resource Group project (AARG) identified there were very similar transactional processes being carried out by services across HSCP. It was agreed by the Senior Management Team for a business case to be created, which included input from services within HSCP, to identify similar functions which are carried out independently of each other and could be centralised.</p> <p>It was identified that the following functions were identified as being in scope: Corporate Appointeeship, Care Finance, Blue Badges, Financial Assessments and Area Resource Group administrative tasks.</p> <p>It was noted by the project team that the services were performing these processes in a non-standardised manner which increases risks of variation and inconsistencies.</p> <p>The business case detailing the need for a centralised team to carry transaction-based tasks was created and was approved by Senior Management Team in December 2023.</p>		
	<i>(Please note: the word 'policy' is used as shorthand for strategy policy function or financial decision)</i>		
<b>Policy Title</b>	Charging and Payments team - Phase 1 Admin and Business review project		
	<b>The aim, objective, purpose and intended out come of policy</b>		
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	<b>Service/Partners/Stakeholders/service users involved in the development and/or implementation of policy.</b>		

	HSCP Senior Management Team Improvement Officer Service Improvement Lead Commissioning and Quality Manager Care Contracts Manager Senior Social Work Hospital Discharge Integrated Adult Admin/Self Directed Support Manager Finance Lead Head of HR for WDC Susan Shannon – WDC Trade Union Representative Andrew MCready – NHS Trade Union Representative	
<b>Does the proposals involve the procurement of any goods or services?</b>	Yes	
<b>If yes please confirm that you have contacted our procurement services to discuss your requirements.</b>	No	
<b>SCREENING</b>		
<i>You must indicate if there is any relevance to the four areas</i>		
<b>Duty to eliminate discrimination (E), advance equal opportunities (A) or foster good relations (F)</b>	No	
<b>Relevance to Human Rights (HR)</b>	No	
<b>Relevance to Health Impacts (H)</b>	No	
<b>Relevance to Social Economic Impacts (SE)</b>	Yes	
<b>Who will be affected by this policy?</b>		
Staff who will be impacted by staff changes due to proposed changes to structures within HSCP.		
<b>Who will be/has been involved in the consultation process?</b>		
Once SSRG and SMT agree on the proposal, WDC Organisational Change procedure will be followed. This means staff will be consulted with based on the changes detailed in the consultation.  Service users will be consulted with to gain their feedback on current processes, but the changes proposed will only have a positive effect as it is streamlining back office processes to support service user interaction with services.		

**Please outline any particular need/barriers which equality groups may have in relation to this policy list evidence you are using to support this and whether there is any negative impact on particular groups.**

<b>Specific group to consider</b>	<b>Needs</b>	<b>Evidence</b>	<b>Impact</b>
<b>Age</b>	No Impact		No Impact
<b>Disability</b>	No Impact		No Impact
<b>Gender Reassign</b>	No Impact		No Impact
<b>Marriage &amp; Civil Partnership</b>	No Impact		No Impact
<b>Pregnancy &amp; Maternity</b>	No Impact		No Impact
<b>Race</b>	No Impact		No Impact
<b>Religion and Belief</b>	No Impact		No Impact
<b>Sex</b>	No Impact		No Impact
<b>Sexual Orientation</b>	No Impact		No Impact
<b>Human Rights</b>	No Impact		No Impact
<b>Health</b>	No Impact		No Impact
<b>Social &amp; Economic Impact</b>	Service users are always asked if they wish for their benefits to be maximised.	This is a mandatory question which should be asked when a service user is having an assessment completed.	Positive Impact for service users as there will be a dedicated team who will refer for income to be maximized.

<p><b>Cross Cutting</b></p>	<p>Service users should receive a similar service when applying for a blue badge and should not be different based on location of where staff sit, and the timeline for waiting for a blue badge should be reviewed. Local guidance should be in place to ensure staff are following and applying the policy correctly.</p> <p>All service users who receive a chargeable service are required to have a financial assessment completed.</p>		<p>Positive Impact</p> <p>Reviewing the process for blue badges. There is no guidance on how back office staff process, and the process sits across two teams resulting in inconsistency's applying the blue badges policy.</p> <p>Negative Impact</p> <p>All service users who receive a chargeable service are required to have a financial assessment completed. This is now always the case due to resource constraints in services. This results in some service users paying for a service and some not.</p>

**Actions**

**Policy has a negative impact on an equality group, but is still to be implemented, please provide justification for this.**

The staff changes will bring positive benefits to the service users.

**Will the impact of the policy be monitored and reported on an ongoing basis?**

Yes, the project will monitor the changes and the impact.

**Q7 What is your recommendation for this policy?**

Introduce

**Please provide a meaningful summary of how you have reached the recommendation**

The proposed creation of the HSCP charging and payments team has not identified any specific negative impacts with any staff changes being managed through the WDC organisational change policy and may improve the access to and uptake of benefits maximisation for clients to support local social and economic challenges,