

Appendix 2

15 YEARS: FUTURE DIRECTION & STRATEGIC AMBITIONS FOR ADULT SOCIAL CARE IN HERTFORDSHIRE 2018-2033 - CONSULTATION

Equality Impact Assessment for Adult Care Services

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Date: September 2017

Summary

This report sets out the approach taken to consider the overarching equality impacts of Adult Care Services' proposed Fifteen Year Future Direction. The plan is currently being proposed as a draft document for consultation.

Many of the proposals are therefore in the early stages and will therefore need further equality analysis. Each three year section of the Fifteen Year statement will be translated into a delivery plan, each of which will attract its own Equality Impact Assessments. Therefore the process is an evolving one, with assessments regularly reviewed and updated.

This overarching statement focuses on considering potential cumulative impacts to assess equality of opportunity, issues and gaps, and will be updated following consultation on the draft statement in order to accompany the final Fifteen Year Future Direction document.

1. Equality approach

- Equality Impact Assessments (EIQAs) are required to be presented with each major policy proposal to help decision makers consider the impact that would be felt by the community if a service change was implemented. Available data from national and local sources is used to inform decision-making – in particular community profile and staff diversity data.
- The appropriate consultation, monitoring and review process for each project/proposal will be planned or has been carried out with stakeholders, staff, partners and the public where appropriate. This information has been/will be used to feed into the equality analysis, and feedback from service users, carers, communities, professionals and partners helps us shape and develop proposals.
- The Public Sector Equality Duty requires the County Council to foster good relations and promote equality of opportunity between those with a protected characteristic and others. This work is implicit in all of our services.

The table in section 3 below summarises the equality impact analysis of the four main strategic ambitions set out in the draft Fifteen Year Direction statement.

2. Background

The proposed 'Fifteen Year Direction' for adult social care is set in the context of the pressures and challenges facing the delivery of adult social care nationally which regularly feature in the headlines. There is gathering public awareness of a health and social care system which is struggling to keep pace with the demands upon it.

The Fifteen Year Direction sets an over-arching ambition for the future to meet these challenges, and guide the development and transformation of adult care services into the

long term.

The overall context is of a county council which is committed to fostering healthy and vibrant communities. The council's fundamental starting point is that it wishes to create delay, minimise or prevent the need for adult social care altogether.

The Fifteen Year Direction sets a future course of travel for adult social care which will increasingly see the service:

- involved (even at one remove) in supporting significantly more people than at present but with a role less focused on direct service provision and more on the infrastructure that supports people to remain well and independent.
- Continue the evolution towards a role of provider of information and advice, commissioner, regulator and emergency safety net than a care provider per se.

3. Key equality impacts identified

<p>Strategic Ambition: Information and Advice Communicating well and providing good information and advice to enable and support people to look after themselves and each other, getting help at the right time as their needs change</p> <p>A direction of travel which will increasingly see the role of the council as a source of advice, information and signposting will become more important. Our information and advice service will fit seamlessly with our partners including the community and voluntary sector, Children’s Services, Public Health and the NHS.</p> <p>We will use data to help prevent needs getting worse and understand the benefit of specific services so we can target these to enable people’s independence.</p>	
<p>Protected Characteristic groups potentially affected: age, disability</p>	
<p>Negative Impacts</p> <ul style="list-style-type: none"> - Older people and those with disability may find it difficult to engage with information and advice delivered in particular formats, e.g. on line 	<p>Positive Impacts</p> <ul style="list-style-type: none"> - Improving the information and advice offer so that it is easily accessible - Ensuring that the needs of those with protected characteristics are met
<p>Mitigation – the following mitigating actions taken or planned are aimed at minimising any negative impact:</p> <ul style="list-style-type: none"> - Appropriate engagement and consultation will ensure the views and requirements of service users, carers and groups that represent them are considered - Monitoring of impacts on vulnerable groups - All information and guidance will be provided in an accessible format where appropriate 	
<p>Strategic Ambition: Community First Recognising that we depend on each other and we need to build supportive relationships and strong and resilient communities</p> <p>A direction of travel which will increasingly see family, friends and community in most cases providing enough support for people to live fulfilling lives. The role of the council will increasingly be about helping people connect to sources of support in their own personal networks and local communities.</p>	
<p>Protected Characteristic groups potentially affected: age, disability, carers</p>	
<p>Negative Impacts None identified</p>	<p>Positive Impacts</p> <ul style="list-style-type: none"> - Developing support services for people in caring roles - Influencing the design of housing, neighbourhoods and environments

	to better suit those with care and support needs
<p>Mitigation – the following mitigating actions taken or planned are aimed at minimising any negative impact:</p> <ul style="list-style-type: none"> - N/A 	
<p>Strategic Ambition: Valuing Independence</p> <p>Services that prevent future need, help people get back on track after illness and support disabled people to be independent, living purposeful lives with all of the freedoms and opportunities offered by society.</p> <p>A direction of travel in which we will increasingly help keep people healthy and active, recover quickly after illness and prevent future need. For those with life-long care and support needs we will help them to be independent and have the same choices and life experiences that those without care and support needs live through. We see having access to technology and housing and the design of the built environment as critical to independent living.</p>	
<p>Protected Characteristic groups potentially affected: age, disability, carers</p>	
<p>Negative Impacts</p> <ul style="list-style-type: none"> - There is the potential for a negative impact on carers if discharges to assess are not supported by sufficient reablement capacity to ensure there is not an increased responsibility on carers - If there is extra responsibility on carers which they are unable to cope with, this may have a differential negative impact on older people and disabled people as their needs may not be met in a timely way and in an environment (at home) where emergency support may not be available. 	<p>Positive Impacts</p> <ul style="list-style-type: none"> - Short-term care and reablement in people’s homes or using ‘step-down beds should reduce delayed discharges and improve patient flow - This will have a positive impact in terms of carers, disability and age
<p>Mitigation – the following mitigating actions taken or planned are aimed at minimising any negative impact:</p> <ul style="list-style-type: none"> – Carers in the home will be fully supported to ensure they feel able to cope – they will continue to be offered an assessment of their own needs and a contingency plan – Against a background of changing demography we need to be even more aware of the diverse needs of communities and how we can support them. Through robust needs analysis and contract management, services will ensure that any barriers are broken down enabling the needs of service users to be met and hard to reach groups to access the service. Staff/volunteers will be trained in awareness of different cultural needs and the service will have access to interpretation support as required – Appropriate engagement and consultation will ensure the views of service users, carers and groups that represent them are considered. – Coordination with other partners and agencies to ensure vulnerable people are supported and to ensure there reablement resource is resilient and flexible – Continual monitoring to ensure positive benefits are being realised, including monitoring to ensure culturally appropriate care continues to 	

be provided and that individuals who do not have high levels of proficiency in English will be supported

Strategic Ambition: Caring Well

Developing services that are personalised, good quality, address people’s wellbeing and keep them safe and resilient. Services will be joined-up around an individual’s needs and those of their carers. Personal budgets are central to this approach.

A direction of travel in which care services continue to be services that all of us would be happy to use ourselves. They must be high quality and put the individual at the centre. They should offer value, choice and control and help people to be safe and make them feel valued and respected.

Protected Characteristic groups potentially affected: age, disability, carers

Negative Impacts

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Positive Impacts

- This will have a positive impact in terms of carers, disability and age

Mitigation – the following mitigating actions taken or planned are aimed at minimising any negative impact:

- Carers in the home will be fully supported to ensure they feel able to cope – they will continue to be offered an assessment of their own needs and a contingency plan
- Against a background of changing demography we need to be even more aware of the diverse needs of communities and how we can support them. Through robust needs analysis and contract management, services will ensure that any barriers are broken down enabling the needs of service users to be met and hard to reach groups to access the service. Staff/volunteers will be trained in awareness of different cultural needs and the service will have access to interpretation support as required
- Appropriate engagement and consultation will ensure the views of service users, carers and groups that represent them are considered.
- Coordination with other partners and agencies to ensure vulnerable people are supported
- Continual monitoring to ensure positive benefits are being realised, including monitoring to ensure culturally appropriate care continues to be provided and that individuals who do not have high levels of proficiency in English will be supported
- Continue engagement, training and monitoring of social workers and support staff on prescribing, proposing and agreeing packages of care
- Considering homecare only as part of the standard approach to assessments which begins with consideration of how personal strengths / family and carer / community based approaches can help before thinking about more formalised care. The requirements set out in the Hertfordshire Care Standard, which our Lead Providers for homecare are required to meet, will support this.

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4. Opportunities to foster good relations and advance equality of opportunity between people who share a protected characteristic and those who don't.

The Public Sector Equality Duty requires the local authority to foster good relations and promote equality of opportunity between individuals with a protected characteristic and others. This work is implicit in all of our services. However, specific opportunities have been identified and summarised below:

Greater integration of council, health and community services.	Offers enhanced and new opportunities to service users and carers, particularly around preventing, delaying and reducing the need for formal and ongoing care services, by developing a personalised approach across service delivery boundaries.
Supporting service providers and the community and voluntary sector to build capacity, including to support the delivery of preventative services and carers support	Opportunities continue to be presented for service providers to enhance choice and control for service users and carers, including through encouraging organisations and networks to strengthen links within local communities, across partnerships and broaden participation by volunteers.
Support to staff	Learning and development opportunities embed equalities issues and approaches. Staff are aware of all specific 'staff support groups' including for people with protected characteristics.

5. Conclusion of analysis

Overall, the main protected characteristics groups that are likely to be differentially impacted by the proposals are age, disability and carers. Whilst 'carers' is not a "protected characteristic" in the Equality Act 2010, HCC shows its commitment to carers by considering them in the same way it does other groups when carrying out equality impact assessments.

The proposed Fifteen Year Direction foresees mainly positive impacts across these groups, addressing known issues and challenges facing service users and communities (both locally and nationally) and achieving improved outcomes.

Where negative impacts have been identified, reasonable mitigations have been proposed to address them. Arrangements are also in place to monitor delivery of these proposals and ensure that the potential positive impacts are translated into real benefits and improved outcomes for service users and carers.

We do not consider that these proposals will have a differential impact on people due to the following protected characteristics:

- Gender reassignment
- Pregnancy and maternity
- Sexual orientation
- Marriage & Civil Partnership

The position will be monitored and reviewed if further data or information becomes available.