

STEP 1: Responsibility and involvement

Title of proposal/ project/strategy/ procurement/policy	Fifteen Year Direction for Adult Care Services	Head of Service or Business Manager	Helen Maneuf
Names of those involved in completing the EqIA:	Helen Maneuf	Lead officer contact details:	Helen Maneuf; Assistant Director Integrated Planning and Resources
Date completed:	September 2017	Review date:	February 2018

STEP 2: Objectives of proposal and scope of assessment – what do you want to achieve?

<p>Proposal objectives: – what you want to achieve – intended outcomes – purpose and need</p>	<p>This report sets out the approach taken to consider the overarching equality impacts of Adult Care Services’ proposed Fifteen Year Future Direction.</p> <p>This Fifteen Year Direction document sets out the Adult Care Services Department’s ambition for the future , to guide the development and transformation of our services for all the people supported.</p> <p>The document puts forward a vision for the development of services into the long term. This is required to ensure people’s satisfaction with services is maintained whilst resources reduce. Strategies are needed to make sure the right range of housing and other accommodation is available, to ensure the development of the right workforce with more flexible skills and investment in the right technological solutions in line with people’s expectations. Getting good value for money will be important and we will need to be prepared to decommission services where they no longer achieve what is needed. All these need to be informed by long term thinking.</p> <p>The document will be updated and re-visited in order that it remains relevant over time. A delivery plan will be developed on a three yearly basis to set out the specific range of programmes that will be worked on during the three year period.</p> <p>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.</p> <p>Data available in October 2016 shows that around 26,400 people across all care groups are provided with care and support services in Hertfordshire. During 2016/17 we received 157,000 calls to our contact centre, and completed 3,113 carer assessments. 4403 safeguarding calls were received.</p> <p>The fifteen year direction has four strategic areas of work:</p> <p>1) 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. The 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>
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	<p>Use of data to help prevent needs getting worse and understand the benefit of specific services to target these to enable people's independence.</p> <p>2) Connecting Communities Recognising dependence on each other and building 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>3) 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 the Council 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 there will be help to be independent and have the same choices and life experiences that those without care and support needs live through. Having access to technology and housing and the design of the built environment will be critical to supporting independent living.</p> <p>4) 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.</p> <p>A direction of travel in which care services continue to be services that anyone would be happy to use themselves. 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.</p>
<p>Stakeholders: Who will be affected: the public, partners, staff, service users, local Member etc</p>	<p>Citizens of Hertfordshire who have care and support needs or who may develop such needs in the future. Families and carers. Providers of care across the statutory, voluntary, private and community sector. The professional and practitioner social care workforce employed in ACS and in private, community and voluntary sector organisations, Partner agencies: local NHS bodies and District Councils HCC departments and employees other than those working in Adult Care Services.</p>

STEP 3: Available data and monitoring information

Relevant equality information: What the data tell us about equalities

For example: Community profiles / service user demographics, data and monitoring information (local and national), similar or previous EqIAs, complaints, audits or inspections, local knowledge and consultations.

Age:

Data compiled in April 2015 showed that nearly 13.1% of Hertfordshire residents (194,300) are aged over 65 and significant increases are forecast¹ in this population by the year 2030 as set out in the table below. This ageing population will place increasing pressure on care and support services.

	<i>Older People 65+</i>	<i>Older People 85+</i>
Current population (2015)	194,300	28,500
% Rise in population since 2010	13.1%	15.9%
Forecast population by 2020	225,500	46,700
Percentage increase 2015-2020	16.05%	63.86%
Forecast population by 2030	290,900	67,700
Percentage increase 2015-2030	49.72%	137.5%

Disability:

Figures for the population of adults with physical and learning disabilities in Hertfordshire are set out in the table below, along with the projected increases² in these populations.

¹ The 2015 and 2010 population estimates for 65+ and 85+ are taken from the official ONS Mid-Year Population Estimates; projected figures for 2020 and 2030 are from the official ONS Sub-national population projections.

² The estimates for adults with a physical or learning disability are sourced from the PANSI (Projecting Adult Needs and Service Information) website using data for Hertfordshire for:

- Adults with Learning Disabilities (baseline) aged 18+,
- Adults with moderate or serious Physical Disabilities aged 18-64.

As PANSI looks only at the population projections the ONS mid-2010 population estimates, and the prevalence rates as used by PANSI, are used to calculate equivalent figures for 2010.

More information is available from the PANSI website: <http://www.pansi.org.uk/>

	<i>Adults with Learning Disabilities</i>	<i>Adults with Physical Disabilities</i>
Current population (2015)	21,100	71,000
% Rise in population since 2010	4.5%	3.3%
Forecast population by 2020	22,100	75,200
Percentage increase 2015-2020	4.7%	5.9%
Forecast population by 2030	24,200	79,100
Percentage increase 2015-2030	14.69%	11.40%

STEP 4: Impact Assessment – Service Users, communities and partners (where relevant)
 Guidance on groups of service users to consider within each protected group can be found [here](#)

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
Age	<p>Information and Advice</p> <p>Negative Impacts Older people may find it difficult to engage with information and advice delivered in particular formats, e.g. on line</p> <p>Positive Impacts</p> <ul style="list-style-type: none"> - Provides the opportunity to improve the information and advice offer so that it is easily accessible. - Reviewing the information and advice offer as part of the Plan will ensure that the needs of older people are met by observing the Think Local Act Personal (TLAP) principles. 	<p>Our Information and Advice strategy will follow TLAP principles which set out the ways in which information and advice can be given in an inclusive way, as set out below:</p> <ul style="list-style-type: none"> • Involve and engage from service users at the outset. • Get the message out far and wide with a range of formats and channels. • Be inclusive and accessible. • Keep it simple, informal and in plain English. • Check it is understood and offer independent advocacy when needed. • Don't reinvent the wheel – signpost to other credible independent or national sources of information. • Join up with partners to develop consistent and proportionate information and advice where people look for it. • Promote wellbeing and signpost people to preventative and universal services.

	<p>Connecting Communities: Negative Impacts: None are anticipated but the position will be kept under review. If any issues in respect of the protected characteristic are identified by the Council then the Action Plan will be amended accordingly. Positive Impacts: Our strategies aim to ensure people sustain their connections with family, informal carers and local networks.</p> <p>Valuing Independence: Negative Impacts: none are foreseen but the position will be kept under review. If any issues in respect of the protected characteristic are identified by the Council then the Action Plan will be amended accordingly. Positive Impacts: short-term care and reablement in people's homes or using 'step-down beds should reduce delayed discharges and improve patient flow.</p> <p>Caring Well Negative impacts: None are foreseen but the position will be kept under review. If any issues in respect of the protected characteristic are identified by the Council then the Action Plan will be amended accordingly. Positive impacts: The development of services to ensure a level of service that all people would be happy to use will be beneficial in terms of age.</p>	<ul style="list-style-type: none"> Ensuring the information and advice strategy is multi-channel and therefore supports people to access information and advice for example in written formats or by telephone. <p>The Equalities Action Group for ACS are taking forward a programme of activities to ensure information and advice remain fully accessible.</p>
<p>Disability Including Physical and Learning Disability</p>	<p>Information and Advice Negative Impacts People with Disabilities may find it difficult to engage with information and advice delivered in particular</p>	<p>Our Information and Advice strategy will follow TLAP principles which set out the ways in which information and advice can be given in an inclusive way, as set out below:</p>

	<p>formats, e.g. on line</p> <p>Positive Impacts</p> <ul style="list-style-type: none"> - Provided the opportunity to improve the information and advice offer so that it is easily accessible. - Reviewing the information and advice offer as part of the Plan to ensure that the needs of people with a disability are met by being consistent with the TLAP principles. <p>Connecting Communities: Negative Impacts: None are anticipated but the position will be kept review. If any issues in respect of the protected characteristic are identified by the Council then the Action Plan will be amended accordingly. Positive Impacts: Our strategies aim to ensure people sustain their connections with family, informal carers and local networks.</p> <p>Valuing Independence: Negative Impacts: None are foreseen but the position will be kept under review Positive Impacts: A model of care that supports service users to play a full and active role in society is beneficial for people with disability who use care and support services.</p> <p>Caring Well Negative impacts: None are foreseen but the position will be kept under review. If any issues in respect of the protected characteristic are identified by the</p>	<ul style="list-style-type: none"> • Involve and engage from service users at the outset. • Get the message out far and wide with a range of formats and channels. • Be inclusive and accessible. • Keep it simple, informal and in plain English. • Check it is understood and offer independent advocacy when needed. • Don't reinvent the wheel – signpost to other credible independent or national sources of information. • Join up with partners to develop consistent and proportionate information and advice where people look for it. • Promote wellbeing and signpost people to preventative and universal services. • Ensuring the information and advice strategy is multi-channel and therefore supports people to access information and advice for example in written formats or by telephone <p>The Equalities Action Group for ACS are taking forward a programme of activities to ensure information and advice remain fully accessible.</p>
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	<p>Council then the Action Plan will be amended accordingly. Positive impacts: The development of services to ensure a level of service that all people would be happy to use will be beneficial for people with disability who use care and support services.</p>	
<p>Race</p>	<p>It is not anticipated that the Fifteen Year Direction will affect people disproportionately because of issues of Race.</p> <p>It is however acknowledged that information and guidance will need to be available in different languages.</p>	<p>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.</p> <p>Staff/volunteers will be trained in awareness of different cultural needs and the service will have access to interpretation support as required</p> <ul style="list-style-type: none"> - Appropriate engagement and consultation will ensure the views of service users 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 <p>We will promote the re-procured translating and interpreting service to ensure that staff are aware of the service, who the providers are and our commitment to making services and information accessible to all.</p>
<p>Gender reassignment</p>	<p>It is not anticipated at this stage that the proposal will affect people disproportionately because of the issues of Gender reassignment but the position will be monitored if the proposal proceeds. If any issues in respect of the protected characteristic are identified by the Council then the Action Plan will be amended accordingly.</p>	<p>The Council will continue to monitor the position and if any issues in respect of this protected characteristic are identified by the Council then the Action Plan will be amended accordingly.</p>
<p>Pregnancy and maternity</p>	<p>It is not anticipated that the proposal will affect people disproportionately because of issues around Pregnancy and Maternity but the position will be monitored if the</p>	<p>The Council will continue to monitor the position and if any issues in respect of this protected characteristic are identified by the Council then the Action Plan will be amended accordingly.</p>

	proposal proceeds. If any issues in respect of the protected characteristic are identified by the Council then the Action Plan will be amended accordingly..	
Religion or belief	It is not anticipated that the proposal will affect people disproportionately because of their religion/belief. We do not have robust local data on the religion or belief of users accessing care services.	The Council will continue to monitor the position and if any issues in respect of this protected characteristic are identified by the Council then the Action Plan will be amended accordingly.
Sex	It is not anticipated at this stage that the proposal will affect people disproportionately because of the issues of gender but the position will be monitored if the proposal proceeds. If any issues in respect of the protected characteristic are identified by the Council then the Action Plan will be amended accordingly.	The Council will continue to monitor the position and if any issues in respect of the protected characteristic are identified by the Council then the Action Plan will be amended accordingly.
Sexual orientation	It is not anticipated that the proposal will affect people disproportionately because of issues around Sexual orientation but the position will be monitored. If any issues in respect of the protected characteristic are identified by the Council then the Action Plan will be amended accordingly. New guidance around sexual orientation monitoring has recently been shared.	The Council will continue to monitor the position and if any issues in respect of the protected characteristic are identified by the Council then the Action Plan will be amended accordingly. We are considering creation of an e-learning package around LGBT and cultural awareness.
Marriage & civil partnership	It is not anticipated that the proposal will affect people disproportionately because of issues around Marriage and Civil Partnership but the position will be monitored if the proposal proceeds. We do not have robust local data on the marital status of users accessing care services.	The Council will continue to monitor the position and if any issues in respect of the protected characteristic are identified by the Council then the Action Plan will be amended accordingly. Opportunities for improving data collection in this area will be explored with the ACS Equalities Action Group.
Carers (by association with any of the above)	Information and Advice Negative Impacts Carers may find it difficult to engage with information and advice delivered in particular formats, e.g. on line. Positive Impacts - Provides the opportunity to improve the information and offer advice so that it is easily accessible - Reviewing the information and advice offer as part of the Plan to ensure that the needs of older people are met	Our Information and Advice strategy will follow Think Local Act Personal principles: Involve and engage from service users at the outset. Get the message out far and wide with a range of formats and channels. Be inclusive and accessible. Keep it simple, informal and in plain English. Check it is understood and offer independent advocacy when needed. Don't reinvent the wheel – signpost to other credible independent or national sources of information. Join up with partners to develop consistent and proportionate information and advice where people

	<p>Connecting Communities: Negative Impacts: Carers may be increasingly called upon to provide informal care and support. 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. Carers may not feel able to sustain their support.</p> <p>Positive Impacts: Our strategies aim to ensure people sustain their connections with family, informal carers and local networks.</p> <p>Valuing Independence: Negative Impacts: 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</p> <p>Caring Well Negative impacts: none are foreseen. If any issues in respect of the protected characteristic are identified by the Council then the Action Plan will be amended accordingly. Positive impacts: development of services to ensure a level of service that all people would be happy to use will be beneficial in terms of age</p>	<p>look for it. Promote wellbeing and signpost people to preventative and universal services. Ensuring the information and advice strategy is multi-channel and therefore supports people to access information and advice for example in written formats or by telephone.</p> <p>A review of services to support people in crisis so that Carers can feel assured that they are able to call upon assistance in such situations.</p> <p>Review and revise Carers Strategy which will include:</p> <ul style="list-style-type: none"> • Information and advice needs for carers • Development of skills for carers, recognition and rewarding • Support for carers in maintaining their own health and wellbeing • How we can use technology to support carers <p>Carers will continue to be offered an assessment of their own needs and a contingency plan</p> <p>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.</p> <p>Staff/volunteers will be trained in awareness of different cultural needs and the service will have access to interpretation support as required</p> <ul style="list-style-type: none"> - Appropriate engagement and
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		<p>consultation will ensure the views of carers and groups that represent them are considered.</p> <ul style="list-style-type: none"> - Coordination with other partners and agencies to ensure carers are supported <p>Continual monitoring to ensure positive benefits are being realised, including monitoring to ensure culturally appropriate engagement with carers and that individuals who do not have high levels of proficiency in English will be supported</p>
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Opportunity to advance equality of opportunity and/or foster good relations:

(Please refer to the [guidance](#) for more information on the public sector duties)

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.

Impact Assessment – Staff

Protected characteristic	Potential for differential impact (positive or negative)	What reasonable mitigations can you propose?
Age	Potential for positive impact in relation to attracting older people into the care workforce	The position will be monitored and any identified action progressed.
Disability Including Learning Disability	Potential for positive impact in relation to attracting people with disabilities into the care workforce	The position will be monitored and any identified action progressed.
Race	Potential for positive impact in relation to building a diverse workforce that reflects the cultural make up of Hertfordshire	The position will be monitored and any identified action progressed.
Gender reassignment	Potential for positive impact in relation to building a diverse workforce that reflects the cultural make up of Hertfordshire	The position will be monitored and any identified action progressed.
Pregnancy and maternity	Potential for positive impact in relation to retaining people within	The position will be monitored and any identified action progressed.

	the care workforce following maternity leave	
Religion or belief	Potential for positive impact in relation to building a diverse workforce that reflects the cultural make up of Hertfordshire	The position will be monitored and any identified action progressed.
Sex	Potential for positive impact in relation to building a diverse workforce that reflects the cultural make up of Hertfordshire	The position will be monitored and any identified action progressed.
Sexual orientation	Potential for positive impact in relation to building a diverse workforce that reflects the cultural make up of Hertfordshire	The position will be monitored and any identified action progressed.
Marriage & civil partnership	Potential for positive impact in relation to building a diverse workforce that reflects the cultural make up of Hertfordshire	The position will be monitored and any identified action progressed.
Carers (by association with any of the above)	Potential for positive impact in relation to enabling carers to continue working should they wish to do so	The position will be monitored and any identified action progressed.

STEP 5: Gaps identified

<p>Gaps identified Do you need to collect more data/information or carry out consultation? (A 'How to engage' consultation guide is on Compass). How will you make sure your consultation is accessible to those affected?</p>	<p>Gaps identified relate to the collection of data for monitoring purposes e.g. in relation to marital status. This EQIA will be shared with the Equalities Action Group for ACS to discuss ways of improving data collection in this area.</p>
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STEP 6: Other impacts

Consider if your proposal has the potential (positive and negative) to impact on areas such as health and wellbeing, crime and disorder and community relations. There is more information in the guidance.

STEP 7: Conclusion of your analysis

Select one conclusion of your analysis	Give details
<input type="checkbox"/> No equality impacts identified – No change required to proposal.	
<input type="checkbox"/> Minimal equality impacts identified – Adverse impacts have been identified, but have been objectively justified (provided you do not unlawfully discriminate). – Ensure decision makers consider the cumulative effect of how a number of decisions impact on equality.	

Select one conclusion of your analysis	Give details
<p>X Potential equality impacts identified</p> <ul style="list-style-type: none"> - Take 'mitigating action' to remove barriers or better advance equality. - Complete the action plan in the next section. 	<p>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.</p> <p>We do not consider that these proposals will have a differential impact on people due to the following protected characteristics:</p> <ul style="list-style-type: none"> • Gender reassignment • Pregnancy and maternity • Sexual orientation • Marriage & Civil Partnership <p>The position will be monitored and reviewed if further data or information becomes available</p>
<p><input type="checkbox"/> Major equality impacts identified</p> <ul style="list-style-type: none"> - Stop and remove the policy - The adverse effects are not justified, cannot be mitigated or show unlawful discrimination. - Ensure decision makers understand the equality impact. 	

STEP 8: Action plan

Issue or opportunity identified relating to: <ul style="list-style-type: none"> - Mitigation measures - Further research - Consultation proposal - Monitor and review 	Action proposed	Officer Responsible and target date
Mitigation measures	<p>Continued use of Think Local Act Personal Principles in Information and Advice activity</p> <p>Maintaining awareness 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 services.</p> <p>Staff/volunteers will be trained in</p>	<p>Helen Maneuf Assistant Director Integrated Planning and Resources Annually in June</p>

Issue or opportunity identified relating to: – Mitigation measures – Further research – Consultation proposal – Monitor and review	Action proposed	Officer Responsible and target date
	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 and groups that represent them are considered. – Coordination with other partners and agencies to ensure vulnerable people are supported and to ensure their reablement resource is resilient and flexible.	
Monitor and Review	Continual monitoring to ensure positive benefits are being realised Annual reporting on progress against the Fifteen Year Direction to include update on equalities impacts both positive and negative.	Helen Maneuf Assistant Director Integrated Planning and Resources Annually in June
Further detailed EQIAs to support individual programmes of activity	All detailed change programmes that are to be progressed by the department will be supported by individual EQIAs	Adult Care Services Management Board Ongoing

This EqIA has been reviewed and signed off by:

Head of Service or Business Manager: Helen Maneuf **Date:** February 2018

Equality Action Group Chair: **Date:**