

Adult Social Care - Information and Advice Strategy refresh

Question	Answer
Did you use the EIA Screening Tool? (Delete as applicable)	Yes

1. Explaining the matter being assessed

Question	Answer
What policy, function or service change are you assessing?	<p>We are currently refreshing the Adult Social Care (ASC) Information and Advice Strategy 2016-2020 and proposing that the following priorities are:</p> <ul style="list-style-type: none"> • Maintain an effective public information service signposting residents to local support. • Commit to improving information and advice in health settings and provide greater access to community support. • Work with key agencies to commission and deliver quality information and effective signposting that represents value for money. • Deliver opportunities to increase resident self-service and self-care using digital channels to support people's wellbeing whilst managing demand on services. <p>We consulted with various stakeholders through March to July 2021.</p>
Why does this EIA need to be completed?	<p>The previous Adult Social Care Information and Advice Strategy had reached its end date of 2020.</p> <p>The EIA will help us meet our commitment in the Community Vision 2030 to "tackling inequality and ensuring no-one is left behind".</p> <p>Assessing the impact of these changes on different 'protected characteristic' groups is an important part of our compliance with duties under the Equality Act 2010.</p>

Equality Impact Assessment

Question	Answer
Who is affected by the proposals outlined above?	<ul style="list-style-type: none">• Surrey residents• Information and advice stakeholders and providers• People who are supported by Adult Social Care, their carers and families• Key partner organisations involved in providing care and support to local residents including NHS organisations, local councils, voluntary, community and faith providers, independent care providers.
How does your service proposal support the outcomes in the Community Vision for Surrey 2030?	<ul style="list-style-type: none">• Everyone lives healthy, active and fulfilling lives, and makes good choices about their wellbeing.• Everyone gets the health and social care support and information they need in the right time and place.
Are there any specific geographies in Surrey where this will make an impact?	<ul style="list-style-type: none">• Countywide

Equality Impact Assessment

Question	Answer
<p>Briefly list what evidence you have gathered on the impact of your proposals</p>	<p>A stakeholder survey was hosted on Surrey Says generating 34 responses. The questions were around information and advice provision about care and support including their most and least frequently queries, their information and advice issues pre and post pandemic, digital provision, accessible information and what challenges they face.</p> <p>The stakeholder survey was accessible online via Surrey Says as well as large print and screen reader versions.</p> <p>During March 2021 two stakeholder workshops were held, with 32 different services/organisations in attendance (including, district and borough councils, Action for Carers, Alzheimer's Society, Citizens Advice, Healthwatch Surrey, Headway, Dorking Primary Care Network, Sight for Surrey, Voluntary Action South West Surrey, Surrey Heartlands Clinical Commissioning Group and social prescribing services).</p> <p>During June/July 2021 six resident group meetings were attended to gain feedback including Disability Empowerment Network Surrey (DENS) and the Independent Mental Health Network (IMHN).</p> <p>In conjunction with the resident forums an online survey for residents was hosted on the Healthwatch Surrey Engagement Hub with large print and screen reader accessible versions of the survey also available. This gave residents an opportunity to provide comments on the four priority areas.</p> <p>The questions for all the surveys included quantitative and qualitative information.</p> <p>The resident forums and the stakeholder workshops sought qualitative information.</p> <p>The positive impacts of the refreshed Information and Advice strategy give the ability for all residents to have access to the same information, presented in different communication ways, and by different providers/partners.</p> <p>The engagement activity has demonstrated that there is support for the refreshed four priority areas.</p>

2. Service Users / Residents

There are 10 protected characteristics to consider in your proposal. These are:

1. Age including younger and older people
2. Disability
3. Gender reassignment
4. Pregnancy and maternity
5. Race including ethnic or national origins, colour or nationality
6. Religion or belief including lack of belief
7. Sex
8. Sexual orientation
9. Marriage/civil partnerships
10. Carers protected by association

Though not included in the Equality Act 2010, Surrey County Council recognises that socio-economic disadvantage is a significant contributor to inequality across the County and therefore regards this as an additional factor.

Therefore, if relevant, you will need to include information on this. Please **refer to the EIA guidance** if you are unclear as to what this is.

Equality Impact Assessment

Age

Question	Answer
<p>What information (data) do you have on affected service users/residents with this characteristic?</p>	<p>According to current projections, the population size for Surrey in 2020 is 1,208,400. This population is comprised of 954,100 people aged 17+ (79% of the total population). People aged 65+ represent 19.2% of the total Surrey population. It is estimated people aged 65+ will represent 20.1% of the Surrey population by 2024 and 22.2% by 2030. The overall effect of this is that Surrey’s population is made up of a large and growing proportion of people aged over 65s, with the proportion of the over 85s growing at an even faster rate. Specifically, from 2020 to 2024, the population growth rate for over 65s is projected to be approximately 7% and the population growth rate for over 85s is projected to be 11%.</p> <p>During 2016-2018, men in Surrey had an average life expectancy at birth of 82 years and women 85 years old. The average life expectancy at birth for both sexes is higher than the national average, 80 and 83 years respectively. This suggests people, on average, live longer in Surrey compared to other parts of the country. However, life expectancy varies quite widely across wards within Surrey, mainly due to differences in level of deprivation. Between the most and least deprived wards in Surrey, there is a 10-year gap between men and a 14-year gap for women. [Surrey Health and Wellbeing Strategy, 2019]</p> <p>The Rapid Needs Assessment conducted in the aftermath of the first major coronavirus lockdown, identified reduced access to services particularly for digitally excluded individuals who do not have access to equipment or are unable to receive support remotely. Concerns about loss of contact with mental health services are especially serious for older adults with mental health disabilities such as dementia. According to most recent estimates there are 15,400 with dementia in Surrey although only 64% of these (10,000) have been officially diagnosed. This could rise as the population ages. [Surrey Covid-19 Community Impact Assessment “Older people ... Rapid Needs Assessment”, 2020]</p> <p>The number of people supported by Adult Social Care by age range as at 21 October 2021 [ASC LAS system 21 October 2021]</p>

Equality Impact Assessment

Question	Answer		
	Age Band	Number of open cases (as of 21 Oct 2021)	% of open cases (as of 21 Oct 2021)
	Under 18	315	1.52%
	18-44	4,159	20.09%
	45-54	2,134	10.31%
	55-64	2,887	13.95%
	65-74	2,652	12.81%
	75-84	3,734	18.04%
	85-94	3,967	19.17%
	95+	848	4.10%
	Not Known	3	0.01%
	Grand Total	20,699	100.00%
Impacts (Delete as applicable)	Both		

Impacts identified	Supporting evidence	How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner
What impacts have you identified?	What are you basing this on?	Actions to mitigate or enhance impacts	Due date	<i>Who is responsible for this?</i>

Equality Impact Assessment

<p>Positive</p> <ul style="list-style-type: none"> + Digital platforms could increase access to information and advice for people of all ages if they have the technology and the skills to access them in their own homes. + Older people may find it easier to access information and advice about care and support. + Residents of all ages, including older people will be encouraged to explore the care and support their family, friends and local community can provide to meet their needs, encouraging creativity and people to continue to play an active part in their community. + Providing accessible information will make it easier for older people to access information and advice. 	<p>Information provided from the stakeholder workshops and resident sessions for the refreshed Information and Advice Strategy.</p> <p>33% of retired people and 53% of people aged 75+ years have none of the Foundation Digital Skills. 55% of people aged 65+ years lack essential digital skills. (Digital Nation 2019)</p> <p>Information provided in the pre-workshop survey which stated that 72% of stakeholder enquiries were from working age adults (18-65) and 83% of their enquiries were from older people.</p>	<p>Surrey Heartlands Digital Inclusion Project aims to reach out and engage with Surrey residents including older people.</p> <p>Continued support from Surrey Coalition Tech to Community/Tech Angels and their Digital Inclusion and Equalities Outreach project to reach out and engage with Surrey residents of all ages.</p> <p>Direct older people to Digital Buddies in Surrey Libraries and older people’s charities e.g. Age UK Surrey where they can receive information and stay informed on local matters and health and care services.</p> <p>Provide information and advice on the range of Technology Enabled Care (Tech) on offer to older people.</p> <p>Continue to work with partners to support and expand the role of the voluntary, community and faith sector in providing</p>	<p>These will be delivered through the lifespan of the strategy</p>	<p>ASC Information and Engagement Lead</p>
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Equality Impact Assessment

<p>+ Increased information on home adaptations to encourage and enable families to look after their older or adult family member at home.</p> <p>Negative</p> <ul style="list-style-type: none"> - Digital technology and platforms could reduce access to information if people of any ages, particularly older people, are unable to afford internet access, phone data or equipment - Older residents may not have the same ability to access information on community-based support services because of their mobility, cognition or skill etc. - There may be increasing demands placed upon the voluntary, community and faith sector from people of all ages, including older people in providing information and advice. 		<p>information and advice to older people.</p> <p>Look for creative ways to make information more available to older people including digital apps.</p> <p>Continue to grow staff, volunteers and stakeholder signposting knowledge of local community-based resources which can benefit older people.</p> <p>Social prescribers/community champions to support older people access community based services and have signposting knowledge.</p> <p>ASC will continue to supply core leaflet in community venues including GP surgeries, libraries etc, as well as offering them in a downloadable format from our website.</p>		
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Equality Impact Assessment

Question	Answer
What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decisions makers need to be aware of	Changes to the Adult Social Care Digital Front Door Change to Discharge to Assess arrangements Older People's Strategy 2021-2030

Question	Answer
Any negative impacts that cannot be mitigated? Please identify impact and explain why	There are no negative impacts that cannot be mitigated

Equality Impact Assessment

Disability

Question	Answer
<p>What information (data) do you have on affected service users/residents with this characteristic?</p>	<p>In the 2011 census, 13.5% of the population in Surrey declared they had a disability or life-limiting long-term illness.</p> <p>0.9% of the population aged 18-64 years old in Surrey in 2019, were recipients of Disability Living Allowance (DLA). This follows a three-year trend of reduced numbers of people receiving DLA in Surrey. DLA provides a contribution towards the disability-related extra costs of severely disabled people before the age of 65.</p> <p>4.1% of the population aged 65+ in Surrey in 2019, were recipients of Attendance Allowance (AA). AA provides a contribution towards the disability-related extra costs of severely disabled people who are aged 65+. To qualify, people must have needed help with personal care for at least 6 months [Surrey-i, 2020]</p> <p>66% of adults with learning disabilities in Surrey in 2017/18, lived in settled accommodation. This is below the national average which shows approximately 77% of adults with learning disabilities live in settled accommodation [Surrey Health and Wellbeing Strategy, 2019]</p> <p>Analysis of data from the Understanding Society study found that, taking account of pre-pandemic trajectories, mental health has worsened substantially (by 8.1% on average) as a result of the pandemic. Groups have not been equally impacted; young adults and women – groups with worse mental health pre-pandemic – have been hit hardest. There may also be a greater impact on people with pre-existing long-term conditions and those are clinically vulnerable (shielding) as well as those with drug and alcohol dependencies. In Surrey there are currently 40,164 people on the NHS shielding list and 161,492 reported as to have one or more long-term conditions [Surrey Covid-19 Community Impact Assessment “Mental health Rapid Needs Assessment”, 2020]</p> <p>The percentage of disabled adults not using the internet has been declining, in 2018, it was 23.3% compared with only 6.0% of those without a disability [Exploring the UK’s digital divide, ONS, 4 March 2019]</p> <p>Number of people supported by Adult Social Care by primary reason for support as at 21 October 2021 [ASC LAS system 21 October 2021]</p>

Equality Impact Assessment

Question	Answer		
	Primary Support Reason	Number of open cases (as of 21 Oct 2021)	% of open cases (as of 21 Oct 2021)
	Learning Disability Support	3,873	18.71%
	Mental Health Support	2,210	10.68%
	Missing data	1,589	7.68%
	Physical Support - Access and Mobility Only	1,328	6.42%
	Physical Support - Personal Care Support	7,714	37.27%
	Sensory Support - Support for Dual Impairment	55	0.27%
	Sensory Support - Support for Hearing Impairment	105	0.51%
	Sensory Support - Support for Visual Impairment	138	0.67%
	Social Support - Substance Misuse Support	77	0.37%
	Social Support - Support for Social Isolation / Other	163	0.79%
	Social Support - Support to Carer	2567	12.40%
	Support with Memory and Cognition	880	4.25%
	Grand Total	20,699	100.00%
Impacts (Delete as applicable)	Both		

Impacts identified	Supporting evidence	How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner
What impacts have you identified?	What are you basing this on?	Actions to mitigate or enhance impacts	Due date	Who is responsible for this?

Equality Impact Assessment

<p>Positive</p> <ul style="list-style-type: none"> + Providing accessible information will make it easier for people with a disability to access information and advice. + Digital technology and platforms could increase access to information for people with a disability if they have the technology and the skills to access in their own homes. + Increase information on home adaptations to encourage and enable families to look after their disabled adult family member at home. <p>Negative</p> <ul style="list-style-type: none"> - Digital platforms could reduce access to information and advice and disadvantage people with a disability if they do not have the technology or the skills to access them. 	<p>These impacts were identified through ongoing discussion with people who use services and carers in networks and stakeholders/providers.</p> <p>Stakeholders in the I&A pre workshop survey stated that 31% of their enquiries come from adults with Autism, 37% from adults with a learning disability, 72% from adults with a physical or sensory disability and 74% from adults with a long term health condition.</p> <p>Surrey-i/ONS – Census by health and disability shows that there are 96,872 65-74 year olds living in Surrey and that 26.4% have their day to day activities limited.</p> <p>22% of disabled people have none of the Foundation Digital Skills, and 47% of disabled people lack essential</p>	<p>Continue to grow staff, volunteers and stakeholders' signposting knowledge of local community-based resources which will assist people with a disability.</p> <p>Encourage co-design of publications, websites etc and listen to the voice of people with a disability through user and carer partners and networks.</p> <p>Look for creative ways to make information easily available to people with a disability including apps.</p> <p>Continue to work with partners to support and expand information signposting knowledge in the voluntary, community and faith sector for anyone with a disability.</p> <p>Provide information on the range of Technology Enabled Care (TEC) on offer to people to anyone with a disability.</p> <p>Work with Surrey Coalition on the Surrey Disability Hub to provide signposting</p>	<p>These will be delivered through the lifespan of the strategy</p>	<p>ASC Information and Engagement lead</p>
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Equality Impact Assessment

<p>- Residents with a disability may not have the same ability to access information on community-based support services because of their mobility, cognition etc.</p>	<p>skills. (Digital Nation 2019)</p>	<p>awareness and information on the local offer.</p> <p>Surrey Heartlands Digital Inclusion Project aims to reach out and engage with Surrey residents including people with a disability.</p> <p>Continued support from Surrey Coalition Tech to Community/Tech Angels and their Digital Inclusion and Equalities Outreach project to reach out and engage with Surrey residents with a disability.</p> <p>Direct people with a disability to seek digital help and support from Digital Buddies – Surrey Libraries.</p> <p>Residents with a disability can be directed to provider organisations e.g. Surrey Coalition of People with a Disability where they can receive information and stay informed on local matters and health and care services.</p> <p>Ensure social prescribers/community champions have signposting</p>		
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Equality Impact Assessment

Impacts identified	Supporting evidence	How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner
		<p>knowledge to support local people with a disability access community based services.</p> <p>ASC will continue to supply core leaflet in community venues including GP surgeries, libraries etc, as well as offering them in a downloadable format from our website.</p>		

Question	Answer
<p>What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decisions makers need to be aware of</p>	<p>Changes to the Adult Social Care Digital Front Door Define and implement a new strategy for people with physical and sensory disabilities Surrey All-Age Autism Strategy 2021-2016</p>

Question	Answer
<p>Any negative impacts that cannot be mitigated? Please identify impact and explain why</p>	<p>There are no negative impacts that cannot be mitigated.</p>

Equality Impact Assessment

Race

Question	Answer
<p>What information (data) do you have on affected service users/residents with this characteristic?</p>	<p>According to the 2011 Census data, Surrey is less diverse than England as a whole with 83.5% of the population reporting their ethnic group as White British compared with 79.8% in England. Generally, the Black, Asian and Minority Ethnic (BAME) population in Surrey is rather disperse across the county.</p> <p>Woking is the most diverse local authority in Surrey with 16.4% of its population from non-white ethnic groups. Waverley is the least diverse with 90.6% White British. Spelthorne has the highest proportion of Indian ethnic group (4.2%) and Woking has the highest proportion of Pakistani ethnic group (5.7%).</p> <p>Black and minority ethnic men tend to have poorer access to healthcare for a range of services, including mental health, screening and testing. Some groups of international migrants in the UK avoid the use of the NHS because of the current NHS charging regime for migrants or through fear of their data being shared with the Home Office for immigration enforcement purposes.</p>

Equality Impact Assessment

Question	Answer																													
	Number of people supported by ASC cases as at 21 October 2021 by Ethnicity [ASC LAS system 21 October 2021] <table border="1" data-bbox="562 341 2051 810"> <thead> <tr> <th data-bbox="562 341 1167 469">Ethnicity</th> <th data-bbox="1167 341 1659 469">Number of open cases (as of 21 Oct 2021)</th> <th data-bbox="1659 341 2051 469">% of open cases (as of 21 Oct 2021)</th> </tr> </thead> <tbody> <tr> <td data-bbox="562 469 1167 517">Asian/Asian British</td> <td data-bbox="1167 469 1659 517">289</td> <td data-bbox="1659 469 2051 517">1.40%</td> </tr> <tr> <td data-bbox="562 517 1167 564">Black/African/Caribbean/Black British</td> <td data-bbox="1167 517 1659 564">93</td> <td data-bbox="1659 517 2051 564">0.45%</td> </tr> <tr> <td data-bbox="562 564 1167 612">Mixed/multiple ethnic groups</td> <td data-bbox="1167 564 1659 612">117</td> <td data-bbox="1659 564 2051 612">0.57%</td> </tr> <tr> <td data-bbox="562 612 1167 660">Other ethnic group</td> <td data-bbox="1167 612 1659 660">125</td> <td data-bbox="1659 612 2051 660">0.60%</td> </tr> <tr> <td data-bbox="562 660 1167 708">Refused</td> <td data-bbox="1167 660 1659 708">94</td> <td data-bbox="1659 660 2051 708">0.45%</td> </tr> <tr> <td data-bbox="562 708 1167 756">Undeclared/Not Known</td> <td data-bbox="1167 708 1659 756">7514</td> <td data-bbox="1659 708 2051 756">36.30%</td> </tr> <tr> <td data-bbox="562 756 1167 804">White</td> <td data-bbox="1167 756 1659 804">12467</td> <td data-bbox="1659 756 2051 804">60.23%</td> </tr> <tr> <td data-bbox="562 804 1167 810">Grand Total</td> <td data-bbox="1167 804 1659 810">20,699</td> <td data-bbox="1659 804 2051 810">100.00%</td> </tr> </tbody> </table>			Ethnicity	Number of open cases (as of 21 Oct 2021)	% of open cases (as of 21 Oct 2021)	Asian/Asian British	289	1.40%	Black/African/Caribbean/Black British	93	0.45%	Mixed/multiple ethnic groups	117	0.57%	Other ethnic group	125	0.60%	Refused	94	0.45%	Undeclared/Not Known	7514	36.30%	White	12467	60.23%	Grand Total	20,699	100.00%
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Impacts identified	Supporting evidence	How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner
What impacts have you identified?	What are you basing this on?	Actions to mitigate or enhance impacts	Due date	<i>Who is responsible for this?</i>

Equality Impact Assessment

<p>Positive</p> <ul style="list-style-type: none"> + People of different ethnicities will be encouraged to get information and advice about support which is available from within their own community. + Digital platforms could increase access to information for people from different ethnic backgrounds if they have the technology/apps and the skills to access them in their own homes. <p>Negative</p> <ul style="list-style-type: none"> - People for whom English is a second language may find it difficult to communicate with Adult Social Care regarding their information and advice needs and the ability to use some digital resources without extra help or apps to aid translation. - BAME residents may not have the same access to information on community-based support services 	<p>These impacts were identified through on-going discussion with people who use services and carers in networks and stakeholders/providers.</p> <p>Greater knowledge of working with communities has come from the Coronavirus pandemic and the Coronavirus pandemic has identified different communities to work with whilst also given a greater understanding of how to provide information and advice in BAME communities.</p>	<p>Continue to ensure information and advice is accessible to anyone from a BAME community and continue to co-design with the BAME community.</p> <p>Ensure translation/translators or access to translator apps are arranged to enable people from the BAME community to communicate with us regarding their information and advice needs.</p> <p>Continue to work with partners to support and expand information knowledge/signposting in the BAME community.</p> <p>Provide information on the range of Technology Enabled Care (Tech) on offer to BAME community.</p> <p>Surrey Heartlands Digital Inclusion Project aims to reach out and engage with all Surrey residents including members of the BAME</p>	<p>These will be delivered through the lifespan of the strategy</p>	<p>ASC Information and Engagement lead</p>
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<p>- There may be increasing demands placed upon the voluntary, community and faith sector from people of different races in providing signposting/information and advice.</p>		<p>community to ensure no-one is left behind.</p> <p>Continued support from Surrey Coalition Tech to Community/Tech Angels and their Digital Inclusion and Equalities Outreach project to reach out and engage with Surrey residents to ensure no-one is left behind.</p> <p>Direct members of the BAME community to seek digital help and support from Digital Buddies – Surrey Libraries, and information on local matters in their community, health and care services from SMEF.</p> <p>Ensure signposting training for social prescribers/ community champions includes people from the BAME community and supports access community based services.</p> <p>Continue to grow staff, volunteers and stakeholder signposting knowledge of BAME local community-based resources.</p>		
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Equality Impact Assessment

Impacts identified	Supporting evidence	How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner
		ASC will continue to supply core leaflet in community venues including GP surgeries, libraries etc, as well as offering them in a downloadable format from our website.		

Question	Answer
<p>What other changes is the council planning/already in place that may affect the same groups of residents?</p> <p>Are there any dependencies decisions makers need to be aware of</p>	<p>Changes to the Adult Social Care Digital Front Door</p> <p>Commissioned a new BAME Reference Group and worker who will be a key link to wider communities for information and advice</p>

Question	Answer
<p>Any negative impacts that cannot be mitigated? Please identify impact and explain why</p>	<p>There are no negative impacts that cannot be mitigated.</p>

Equality Impact Assessment

Religion and Faith

Question	Answer		
What information (data) do you have on affected service users/residents with this characteristic?	The number of people supported by Adult Social Care by religion as at 21 October 2021 [ASC LAS system 21 October 2021]		
	Religion	Number of open cases (as of 21 Oct 2021)	% of open cases (as of 21 Oct 2021)
	Buddhist	21	0.10%
	Christian	1,909	9.22%
	Hindu	45	0.22%
	Jewish	63	0.30%
	Muslim	83	0.40%
	Sikh	19	0.09%
	Any other religion	4,741	22.90%
	No Religion	1,559	7.53%
	Unknown / Refused	12,259	59.23%
Grand Total	20,699	100.00%	
Impacts (Delete as applicable)	Both		

Impacts identified	Supporting evidence	How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner
What impacts have you identified?	What are you basing this on?	Actions to mitigate or enhance impacts	Due date	Who is responsible for this?

Equality Impact Assessment

Impacts identified	Supporting evidence	How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner
<p>Positive + The Council will work with faith groups to encourage access to information and advice eg Covid-19 vaccinations .</p>	<p>These impacts were identified through on-going discussion with people who use services and carers in networks and stakeholders/providers.</p> <p>The Coronavirus pandemic has identified different communities to work with whilst also given a greater understanding of how to provide information and advice in faith communities.</p>	<p>Continue to work with faith and belief system partners to support and expand access to information and advice for members of their community.</p> <p>ASC will continue to supply core leaflet in community venues including GP surgeries, libraries etc, as well as offering them in a downloadable format from our website.</p>	<p>These will be delivered through the lifespan of the strategy.</p>	<p>ASC Information and Engagement lead</p>

Question	Answer
<p>What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decisions makers need to be aware of</p>	<p>Part of Surrey Interfaith Forum bringing faith leaders together, which acts as a key conduit for information for faith communities</p>

Question	Answer
<p>Any negative impacts that cannot be mitigated? Please identify impact and explain why</p>	<p>There are no negative impacts that cannot be mitigated.</p>

Equality Impact Assessment

Carers protected by association

Question	Answer
<p>What information (data) do you have on affected service users/residents with this characteristic?</p>	<p>Carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid. [Action for Carers Surrey. Working definition of a carer. Available from: Action for Carers. Carers are the largest source of support for disabled and vulnerable people and the most significant form of “social capital” in our communities. Effective support for carers is therefore critical for the effective delivery of both health and social care services.</p> <p>Based on the 2011 Census and population projections we can estimate that there were 115,216 carers of all ages living in Surrey in 2016, this equates to 10% of the population. [Office for National Statistics. 2011 Census and population projections. Available from: Office of National Statistics. Based on the Valuing Carers 2015 research these carers save the public purse an estimated £1.8 billion a year in Surrey. The figure for the UK is estimated at £132 billion [Taken from Carers UK. Valuing Carers 2015 – The Rising Value of Carers’ Support, 2015. Available from: Carers UK Support for carers in the community is an important factor in preventing emergency admission.</p> <p>Taking the number of carers from the 2011 Census, it is estimated that there will be 124,176 carers in Surrey (8% growth) by 2025. This equates to 10% of the Surrey population, which although large, is lower than the 13% of the UK population to have some sort of caring responsibility.</p> <p>The impact of caring can be detrimental to carers’ health owing to a number of factors, including stress related illness, or physical injury. Carers may experience financial hardship as a result of their caring role. The impact of caring is partly dependent on the number of hours spent caring. Other factors might include whether a carer is in employment, and for older carers there is an impact on health.</p> <p>Surrey’s ageing population means that more 65+ are caring for the “older-old”. Many are also still in paid employment or grandparents juggling caring responsibilities with looking after grandchildren. There are currently about 30,740 carers aged 65+ in Surrey of whom 1 in 10 are 85+. The number of older carers is expected to grow to 36,000 by 2025 and indeed older carers account for about 60% of the projected increase in carers of all ages. Older carers spend substantially more hours per week caring, which has consequences for their physical and mental health. Health outcomes generally worsen with the number of hours spent caring or in those experiencing strain caused by their responsibilities. Carers report mental health problems including depression and may also risk physical injuries such as back strain. Carers are</p>

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Question	Answer
	<p>also at higher risk of death or life-changing impacts from heart attacks or strokes [Taken from The Independent Annual Report of the Director of Public Health Surrey County Council, 2018]</p> <p>Based on the 2011 Census, Surreys 2016 projected BAME carers population was 18,817 (16% of the total carers population); this group has been identified as facing difficulties in accessing and using support services for carers for several reasons, such as language barriers and a lack of culturally-appropriate information [taken from Surrey Carers Commissioning Group: 2016 review of support offered to BAME carers reported to Integrated Care Partnership (ICP) Board]</p> <p>Based on the 2011 Census, it is estimated that there are higher numbers of female carers in Surrey. The proportion is the highest in the 16-64 age group, where 60% of carers are female. This increases to 67% where caring for 50+ hours a week. The 86+ age group is an exception to this where the majority of carers (57%) are male. This increases to 58% for carers aged 85 and over who are caring for more than 20 hours a week [taken from Surrey CC Joint Strategic Needs Assessment, 2017]</p> <p>Surrey has higher expected numbers of carers of people with a learning disability than other parts of the country, due to a historic, disproportionately high learning disability population.</p> <p>Number of carers known to ASC as at 21 October 2021 [ASC LAS System 21 October 2021]</p>

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Question	Answer		
	Age Band	Number of open cases who are Carers (as of 21 Oct 2021)	% of open cases (as of 21 Oct 2021)
	Under 18	1	0.03%
	18-44	260	8.87%
	45-54	604	20.61%
	55-64	899	30.68%
	65-74	543	18.53%
	75-84	432	14.74%
	85-94	176	6.01%
	95+	12	0.41%
	Not Known	3	0.10%
	Grand Total	2,930	100.00%
Impacts (Delete as applicable)	Both		

Impacts identified	Supporting evidence	How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner
What impacts have you identified?	What are you basing this on?	Actions to mitigate or enhance impacts	Due date	<i>Who is responsible for this?</i>

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<p>Positive</p> <ul style="list-style-type: none"> + Carers may benefit from an increased targeted information and advice offer. + Digital platforms could increase access to information and advice, and availability 24/7, for carers if they have the technology and skills to access carers information in their own home + Increase information on home adaptations to encourage and enable families to look after their adult family member at home. + Providing accessible information will make it easier for people caring to access information and advice. <p>Negative</p> <ul style="list-style-type: none"> - Digital platforms could reduce access to information and disadvantage carers if they 	<p>These impacts were identified through on-going discussion with people who use services and carers in networks and stakeholders/providers.</p> <p>The stakeholder Information and Advice survey identified that 34% of stakeholders said that carers services, support and information was an information/service gap locally.</p> <p>In the same survey stakeholders said that 77% of enquiries/contacts come from carers.</p>	<p>Provide information to ensure carers understand the benefits of Technology Enabled Care (Tech)</p> <p>Encourage co-design and listen to the voice of carers through user and carer partners and networks in their information and advice needs.</p> <p>Investigate creative ways to make information easily available to carers including digital methods and apps.</p> <p>Continue to work with partners to support and expand information knowledge for carers in the voluntary, community and faith sector.</p> <p>Ensure that the Surrey Heartlands Digital Inclusion Project reaches out and engages with Surrey carers.</p> <p>Ensure continued support to carers from Surrey Coalition Tech to Community/Tech Angels to reach out and engage with Surrey carers.</p>	<p>These will be delivered through the lifespan of the strategy.</p>	<p>ASC Information and Engagement lead</p>
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Impacts identified	Supporting evidence	How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner
<p>do not have the technology or the skills to access them.</p> <ul style="list-style-type: none"> - Carers with a disability may not have the same ability to access information on community-based support services because of their mobility, cognition etc. 		<p>Direct carers to seek help and support from the Digital Buddies – Surrey Libraries.</p> <p>Signpost to provider organisations e.g. Action for Carers Surrey where carers can stay informed on local matters and health and care services.</p> <p>Ensure social prescribers/community champions have signposting knowledge regarding services for Carers.</p> <p>ASC will continue to supply core leaflet in community venues including GP surgeries, libraries etc, as well as offering them in a downloadable format from our website.</p>		

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Question	Answer
What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decisions makers need to be aware of	Recommissioning of the carers contract(s) Publication of the Surrey Carers Strategy 2021-2024

Question	Answer
Any negative impacts that cannot be mitigated? Please identify impact and explain why	There are no negative impacts that cannot be mitigated.

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3. What information (data) do you have on affected staff with this characteristic?

Staff

Disability

Question	Answer
What information (data) do you have on affected staff with this characteristic?	2.22% of the HW and ASC workforce have declared a disability compared to 2.51% of the council wide workforce [SAP 2020)
Impacts (Delete as applicable)	Positive

Impacts identified	Supporting evidence	How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner
What impacts have you identified?	What are you basing this on?	Actions to mitigate or enhance impacts	Due date	Who is responsible for this?

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Impacts identified	Supporting evidence	How will you maximise positive/minimise negative impacts?	When will this be implemented by?	Owner
Positive + Staff with a disability may find it easier to access 'accessible' information and advice needed for their role	The Accessible Information Standard requires local authorities to ensure internal and external facing information is accessible	Continue to comply with the Accessible Information Standard	These will be delivered throughout the lifespan of the strategy.	ASC Information and Advice lead

Question	Answer
What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decisions makers need to be aware of	Not applicable

Question	Answer
Any negative impacts that cannot be mitigated? Please identify impact and explain why	There are no negative impacts that cannot be mitigated

4. Amendments to the proposals

CHANGE	REASON FOR CHANGE
What changes have you made as a result of this EIA?	Why have these changes been made?
No changes have been made as a result of this EIA	

5. Recommendation

Based your assessment, please indicate which course of action you are recommending to decision makers. You should explain your recommendation below.

Outcome Number	Description	Tick
Outcome One	No major change to the policy/service/function required. This EIA has not identified any potential for discrimination or negative impact, and all opportunities to promote equality have been undertaken	✓
Outcome Two	Adjust the policy/service/function to remove barriers identified by the EIA or better advance equality. Are you satisfied that the proposed adjustments will remove the barriers you identified?	
Outcome Three	Continue the policy/service/function despite potential for negative impact or missed opportunities to advance equality identified. You will need to make sure the EIA clearly sets out the justifications for continuing with it. You need to consider whether there are: <ul style="list-style-type: none"> • Sufficient plans to stop or minimise the negative impact • Mitigating actions for any remaining negative impacts plans to monitor the actual impact. 	
Outcome Four	Stop and rethink the policy when the EIA shows actual or potential unlawful discrimination (For guidance on what is unlawful discrimination, refer to the Equality and Human Rights Commission's guidance and Codes of Practice on the Equality Act concerning employment, goods and services and equal pay).	

Question	Answer
Confirmation and explanation of recommended outcome	No potential negative impacts which could not be mitigated.

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6a. Version control

Version Number	Purpose/Change	Author	Date
1.0	Initial draft	Karen Wallace	July 2021
1.1	Response to feedback from the Directorate Equalities Group	Karen Wallace	14 September 2021

The above provides historical data about each update made to the Equality Impact Assessment. Please do include the name of the author, date and notes about changes made – so that you are able to refer back to what changes have been made throughout this iterative process. For further information, please see the EIA Guidance document on version control.

6b. Approval

Approved by*	Date approved
Head of Service	Kathryn Pyper, 15 October 2021
Executive Director	
Cabinet Member	
Directorate Equality Group	

EIA Author	Karen Wallace, ASC Engagement and Partnership Officer
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*Secure approval from the appropriate level of management based on nature of issue and scale of change being assessed.

6c. EIA Team

Name	Job Title	Organisation	Team Role
Siobhan Abernethy	ASC Information and Engagement Lead	Surrey County Council	
Karen Wallace	ASC Information and Engagement Officer	Surrey County Council	

If you would like this information in large print, Braille, on CD or in another language please contact us on:

Equality Impact Assessment

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