

Adult Social Care Liquidlogic Adult Systems Mobile App and Mobile Device

N.B- This EQIA has been transposed from an older template into a new accessible format. Where “N/A” is used within this document it signifies that this information was not available. [Delete if not applicable]

Did you use the EIA Screening Tool?

No

1. Explaining the matter being assessed

Is this a:

- A new service or function

Summarise the strategy, policy, service(s), or function(s) being assessed. Describe current status followed by any changes that stakeholders would experience.

Background

There are two elements to the new function being introduced for use in Adult Social Care: the Liquidlogic Adult Systems (LAS) Mobile App, and the dedicated hybrid device which the app runs on.

- 1) The LAS Mobile App introduces a new level of functionality as it allows practitioners to synchronise a copy of an individuals' record onto a mobile device, to complete the assessment or other task at any location; and then to download the completed form back to LAS. The LAS Mobile App allows practitioners to download caseloads, view an individual record and to complete forms.

The LAS Mobile App is currently only available to use on a dedicated mobile device, and not on SCC standard laptops and i-devices.

The LAS mobile app has been developed by Liquid Logic to use alongside the existing LAS database which staff use to record their interactions with residents. Although various versions of the app are available (ie IOS, Windows, Android), SCC is using the Windows 10 version.

While a form is on the mobile device (i.e. 'checked out' to the LAS Mobile App), the form is retained as read only in LAS until the new information has been downloaded from the mobile app.

- 2) The mobile app coincides with the proposed roll out of new hybrid devices to the Adult Social Care service. Three types of device are being trialled – a hybrid tablet with detachable keyboard, a touch screen laptop, and a convertible 'fold back' laptop. The

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new devices are being tested alongside the mobile app and have modern functionality such as Windows 10 installed. All of the devices tested have 4G sim cards, to allow practitioners to connect remotely. The evaluation of this has been completed by IT&D and is available separately. Whichever device or devices successfully passes the evaluation, there will need to be a procurement process to roll this out to teams across the council.

The LAS Mobile App and device directly supports, and helps facilitate, some of the focus areas for transforming the council detailed in the SCC Organisation Strategy 2019-23. For example, the 'Our People' focus area states *"As we transform as a council we will have a smaller, highly productive and motivated workforce which is flexible and mobile"*.

Similarly, the 'Digital Council' focus area states *"To keep up with the digital demands of society we need faster, quicker and better public services, available through multiple channels and devices, and available any time. We will exploit these digital advances to the benefit of residents and staff"*

Mobile devices and apps are already in use in Adult Social Care with the Financial Assessments and Benefits service. The FAB teams use an iPad and ContrOCC app (linked to our finance systems) to conduct financial assessments with people in their own homes and synchronise to the main ContrOCC system when they have finished.

Members are also already using mobile devices for their daily work.

The proposal is to introduce the LAS Mobile App and device, allowing practitioners to update details relating to a client's current caseload including tasks, open assessments and forms, while working in the community. A section of the LAS form, focusing on the care elements of an individual's LAS record is synchronised onto the mobile device, allowing assessments or other tasks to be completed with the client without having to make notes on paper to write up on the LAS system when back at base – the completed section is uploaded directly from the Mobile App onto the main LAS record, which then allows staff to complete the full assessment. The mobile device also allows a client to directly sign on to the device to authorise, for example, the consent to share form.

In addition to the LAS mobile app, frontline staff will benefit from using a more modern and agile device with the ability to take photographs (with consent) and a faster operating system. This will particularly benefit Occupational Therapists who need to take photographs of rooms and equipment and can then use the stylus pen to draw on additions, write measurements etc and send them direct to the equipment supplier.

Who is affected by the proposals outlined above?

- Surrey residents with care and support needs and carers
- Frontline staff in Adult Social Care
- Managers in Adult Social Care

Engagement carried out

Feedback from the model team testing the new devices

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The project team have spoken to a number of other Local Authorities who are also using the mobile app, including Oxfordshire, Stafford and Norfolk to learn lessons from their roll out of the app and mobile devices.

Data used

- LAS Manuals
- IMT Evaluation of Dell Hybrid Devices and Windows 10
- SCC Organisation Strategy 2019-23
- Our People 2021: Workforce Strategy

How does your service proposal support the outcomes in [the Community Vision for Surrey 2030](#)?

N/A

Are there any specific geographies in Surrey where this will make an impact?

(Delete the ones that don't apply)

- County-wide

Assessment team – A key principle for completing impact assessments is that they should not be done in isolation. Consultation with affected groups and stakeholders needs to be built in from the start, to enrich the assessment and develop relevant mitigation.

2. Service Users / Residents

Who may be affected by this activity?

There are 9 protected characteristics (Equality Act 2010) 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

Though not included in the Equality Act 2010, Surrey County Council recognises that there are other vulnerable groups which significantly contribute to inequality across the county and therefore they should also be considered within EIAs. If relevant, you will need to include information on the following vulnerable groups (Please **refer to the EIA guidance** if you are unclear as to what this is).

- Members/Ex members of armed forces
- Adult and young carers*
- Those experiencing digital exclusion*
- Those experiencing domestic abuse*
- Those with education/training (literacy) needs
- Those experiencing homelessness*
- Looked after children/Care leavers*
- Those living in rural/urban areas
- Those experiencing socioeconomic disadvantage*
- Out of work young people)*
- Adults with learning disabilities and/or autism*
- People with drug or alcohol use issues*
- People on probation
- People in prison
- Migrants, refugees, asylum seekers
- Sex workers
- Children with Special educational needs and disabilities*
- Adults with long term health conditions, disabilities (including SMI) and/or sensory impairment(s)*
- Older People in care homes*
- Gypsy, Roma and Traveller communities*
- Other (describe below)

(*as identified in the Surrey COVID Community Impact Assessment and the Surrey Health and Well-being Strategy)

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Age

Describe here the considerations and concerns in relation to the programme/policy for the selected group.

The number of individuals supported by Adult Social Care is shown below, broken down by age range:

Age range	Open ASC case (August 2018)
18 to 54	6,417
55 to 64	3,083
65 to 74	3,139
75 to 84	4,408
85 to 99	5,687
100+	155
Total	22,889

Potential negative impacts:

- The device, when used with screen plus keyboard, could be perceived as a physical barrier between practitioner and resident, and/or reduce the opportunity for a practitioner to maintain eye contact if distracted by the keyboard or screen (see “Action 5” in Action Plan table section of this EQIA for more details).
- Residents with protected characteristics may perceive that the device is using their wi-fi allowance or incurring a cost (see “Action 6” in Action Plan table section of this EQIA for more details).
- Using the LAS Mobile App and device may prompt anxiety among residents with protected characteristics who are not digitally aware (see “Action 7” in Action Plan table section of this EQIA for more details).

Potential positive impacts:

- Residents with protected characteristics may benefit from a simpler, streamlined and potentially more accurate process afforded by the LAS Mobile App and device (see “Action 1” in Action Plan table section of this EQIA for more details).
- Residents with protected characteristics may similarly benefit from a faster process, with enhanced facilities such as the ability to sign forms directly onto the device (see “Action 2” in Action Plan table section of this EQIA for more details).
- Residents with protected characteristics may benefit from being able to see details directly on screen for any services signposted to (see “Action 3” in Action Plan table section of this EQIA for more details).
- Residents with protected characteristics may have a greater perception of the service being modern, up to date and forward looking through using the LAS Mobile App and device.

Describe here suggested mitigations to inform the actions needed to reduce inequalities.

N/A

What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decision makers need to be aware of?

N/A

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Any negative impacts that cannot be mitigated?

N/A

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Disability

Describe here the considerations and concerns in relation to the programme/policy for the selected group.

Individuals supported by Adult Social Care by primary reason for support are listed below.

Primary reason for support	Open ASC cases (August 2018)
Learning Disability Support	3,945
Mental Health Support	1,708
Physical Support- Access and Mobility Only	1,499
Physical Support- Personal Care Support	8,898
Sensory Support- Support for Dual Impairment	47
Sensory Support- Support for Hearing Impairment	207
Sensory Support- Support for Visual Impairment	162
Social support- Asylum Seeker Support	1
Social Support- Substance Misuse Support	66
Social Support- Support for Social Isolation/Other	278
Social Support- Support to Carer	3,200
Support with Memory and Cognition	1,255
Total	21,266

Potential negative impacts:

- No negative impacts for residents and service users identified.

Potential positive impacts:

- Residents with protected characteristics may benefit from a simpler, streamlined and potentially more accurate process afforded by the LAS Mobile App and device (see "Action 1" in Action Plan table section of this EQIA for more details).
- Residents with protected characteristics may similarly benefit from a faster process, with enhanced facilities such as the ability to sign forms directly onto the device (see "Action 2" in Action Plan table section of this EQIA for more details).
- Residents with protected characteristics may benefit from being able to see details directly on screen for any services signposted to (see "Action 3" in Action Plan table section of this EQIA for more details).
- Residents with protected characteristics may have a greater perception of the service being modern, up to date and forward looking through using the LAS Mobile App and device.

Describe here suggested mitigations to inform the actions needed to reduce inequalities.

N/A

What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decision makers need to be aware of?

N/A

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Any negative impacts that cannot be mitigated?

N/A

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Carers (protected by association)

Describe here the considerations and concerns in relation to the programme/policy for the selected group.

Number of carers known to ASC as at August 2018: **3,865**

Based on the 2011 Census and population projections, the number of carers in Surrey is projected to increase to 124,176 by 2025. An increase is projected in all age groups but the biggest increase is projected for carers aged 65 and over. Of those, 11% are projected to be 85 or over.

Based on the 2011 Census and population projections, 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% in that age group where they are caring for 50 or more hours per week. The 85+ age group is an exception to this, however, as 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 per week.

Potential negative impacts:

- No negative impacts for residents and service users identified.

Potential positive impacts:

- Residents with protected characteristics may benefit from a simpler, streamlined and potentially more accurate process afforded by the LAS Mobile App and device (see "Action 1" in Action Plan table section of this EQIA for more details).
- Residents with protected characteristics may similarly benefit from a faster process, with enhanced facilities such as the ability to sign forms directly onto the device (see "Action 2" in Action Plan table section of this EQIA for more details).
- Residents with protected characteristics may benefit from being able to see details directly on screen for any services signposted to (see "Action 3" in Action Plan table section of this EQIA for more details).
- Residents with protected characteristics may have a greater perception of the service being modern, up to date and forward looking through using the LAS Mobile App and device.
- Additionally, the LAS Mobile App and device may increase the number of carer's assessments undertaken: if during an assessment it is clear that a family member fulfils the role of carer but is not known to SCC, the LAS Mobile App allows the practitioner to create details of a new person (such as a carer) onto the system (see "Action 4" in Action Plan table section of this EQIA for more details).

Describe here suggested mitigations to inform the actions needed to reduce inequalities.

N/A

What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decision makers need to be aware of?

N/A

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Any negative impacts that cannot be mitigated?

N/A

3. Staff

Age

Describe here the considerations and concerns in relation to the programme/policy for the selected group.

- 4.86% of the Surrey County Council workforce is aged 16 to 24 years, compared to 3.37% in Adult Social Care & Public Health, and 12 % of the economically active population in Surrey.
- Adult Social Care & Public Health has a higher profile of mature workers than the Surrey wide population, with 31.48% 45-54-years (compared to 15%). This is 28.97% for Surrey County Council as a whole.
- 42.01% of employees in Adult Social Care & Public Health are part time compared with 53.1% in SCC. 38.64% of the Adult Social Care & Public Health workforce are women working part-time.
- 13.36% of the Adult Social Care & Public Health workforce is 60 years and older, compared to 12.62% in Surrey County Council. This compares to 11% of the economically active population in Surrey.

Potential negative impacts:

- Some staff with protected characteristics may feel that their established practice is being compromised.

Potential positive impacts:

- The proposals could help attract younger staff, as it may help the perception among younger staff and potential recruits that SCC is a modern organisation, and who are potentially more comfortable using the LAS Mobile App and device.

Describe here suggested mitigations to inform the actions needed to reduce inequalities.

N/A

What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decision makers need to be aware of?

N/A

Any negative impacts that cannot be mitigated?

N/A

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Disability

Describe here the considerations and concerns in relation to the programme/policy for the selected group.

The disability workforce profile in Adult Social Care & Public Health is 3.15% compared to 3.09% in the larger Surrey County Council.

Potential negative impacts:

- Staff with a visual impairment may struggle with the screen size and the adjustments necessary for them to use it, and a potentially smaller keyboard (see “Action 9” in Action Plan table section of this EQIA for more details).
- The text size, contrast and image of the LAS Mobile App is not currently configurable, which may be a potential issue for staff with a visual impairment requiring adjustments to these (see “Action 10” in Action Plan table section of this EQIA for more details).

Potential positive impacts:

- Staff with a disability may find the smaller devices easier to use and transport than a laptop computer (see “Action 8” in Action Plan table section of this EQIA for more details).

Describe here suggested mitigations to inform the actions needed to reduce inequalities.

N/A

What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decision makers need to be aware of?

N/A

Any negative impacts that cannot be mitigated?

N/A

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Pregnancy and maternity

Describe here the considerations and concerns in relation to the programme/policy for the selected group.

Potential negative impacts:

- Staff returning from maternity leave will require training to use the LAS Mobile App and device.

Potential positive impacts:

- Staff with a protected characteristic may find the smaller devices easier to use and transport than a laptop computer (see “Action 8” in Action Plan table section of this EQIA for more details).

Describe here suggested mitigations to inform the actions needed to reduce inequalities.

N/A

What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decision makers need to be aware of?

N/A

Any negative impacts that cannot be mitigated?

N/A

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Carers (protected by association)

Describe here the considerations and concerns in relation to the programme/policy for the selected group.

Potential negative impacts:

- No negative impacts for staff with this protected characteristic identified.

Potential positive impacts:

- The LAS Mobile App and device may help allow staff with caring responsibilities to work flexibly (see “Action 11” in Action Plan table section of this EQIA for more details).

Describe here suggested mitigations to inform the actions needed to reduce inequalities.

N/A

What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decision makers need to be aware of?

N/A

Any negative impacts that cannot be mitigated?

N/A

4. Recommendation

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

- **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:
 - 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).

Recommended outcome:

- **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

Explanation:

N/A

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5. Action plan and monitoring arrangements

Insert your action plan here, based on the mitigations recommended.

Involve you Assessment Team in monitoring progress against the actions above.

Item	Initiation Date	Action/Item	Person Actioning	Target Completion Date	Update/Notes	Open/ Closed
1	N/A	Streamlined, simpler and more accurate process- Training to support the introduction of the new technology.	Business Systems Team	Launch and roll-out of LAS Mobile App tba		N/A
2	N/A	Faster process with enhanced functionality (e.g. ability to sign directly onto screen)- Training to support the introduction of the new technology.	Business Systems Team	Launch and roll-out of LAS Mobile App tba		N/A
3	N/A	Rapid online signposting to other services- Training to support the introduction of the new technology.	Business Systems Team	Launch and roll-out of LAS Mobile App tba		N/A
4	N/A	Details of carers unknown to SCC can be captured directly- Training to support the introduction of the new technology.	Business Systems Team	Launch and roll-out of LAS Mobile App tba		N/A
5	N/A	Screen could act as a physical barrier- Training to support the introduction of the new technology.	Business Systems Team	Launch and roll-out of LAS Mobile App tba		N/A

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Item	Initiation Date	Action/Item	Person Actioning	Target Completion Date	Update/Notes	Open/ Closed
6	N/A	(Perceived) use of resident's wi-fi- Training to support the introduction of the new technology.	Business Systems Team	Launch and roll-out of LAS Mobile App tba		N/A
7	N/A	Potentially prompt anxiety among people with protected characteristics who are not digitally aware- Training to support the introduction of the new technology.	Business Systems Team	Launch and roll-out of LAS Mobile App tba		N/A
8	N/A	The smaller device may be easier to transport for staff with a disability- Training to support the introduction of the new technology.	Business Systems Team	Launch and roll-out of LAS Mobile App tba		N/A
9	N/A	Smaller screen size may impact staff with a visual impairment- Training to support the introduction of the new technology.	Business Systems Team	Launch and roll-out of LAS Mobile App tba		N/A
10	N/A	App text size, contrast and image not configurable, which may impact staff with a visual impairment- Training to support the introduction of the new technology.	Business Systems Team	Launch and roll-out of LAS Mobile App tba		N/A

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Item	Initiation Date	Action/Item	Person Actioning	Target Completion Date	Update/Notes	Open/ Closed
11	N/A	Proposal will help staff with caring responsibilities to work flexibly- Training to support the introduction of the new technology.	Business Systems Team	Launch and roll-out of LAS Mobile App tba		N/A

6a. Version control

Version Number	Purpose/Change	Author	Date
1	First EQIA	Trevor Colgrave	18 March 2019
2	Transposed content into new accessible format (see note on page 1 about use of N/A)	Robert Gibson	26 November 2021

The above provides historical data about each update made to the Equality Impact Assessment.

Please include the name of the author, date and notes about changes made – so that you can refer to what changes have been made throughout this iterative process.

For further information, please see the EIA Guidance document on version control.

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6b. Approval

Secure approval from the appropriate level of management based on nature of issue and scale of change being assessed.

Approved by	Date approved
Toni Carney – Head of Resources, Health Wellbeing and Adult Social Care	20/06/2019
Directorate Equalities Group – Adult Social Care and Public Health	04/03/2019

Publish:

It is recommended that all EIAs are published on Surrey County Council's website.

EIA author: Trevor Colgrave (Project Officer)

6c. EIA Team

Name	Job Title	Organisation	Team Role
Dawn Usher	Business Systems Manager	Surrey County Council	Project Lead
Trevor Colgrave	Project Officer	Surrey County Council	EIA

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