

## Direct Payments Peer Support and Personal Assistant support services

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

No

### 1. Explaining the matter being assessed

Is this a:

- Change to a 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.**

Adult Social Care funded care and support is provided for eligible individuals through a range of directly commissioned services including:

- Nursing Care
- Residential Care Homes
- Community Services Provision
  - Supported Living
  - Home Based Care
  - Respite / Short Breaks
  - Community Services
  - Day Care
  - Transport

Most individuals are supported by directly commissioned services. However, as part of the support planning process, Direct Payments (DPs) are offered to individuals to provide a greater choice and control over their care and support arrangements. They are monetary payments that can be made to individuals to meet some or all of their eligible support needs. The legislative context is set out in the Care Act 2014, section 117(2c) of the Mental Health Act 1983, the Care and Support (DP) Regulations 2014 and the Children and Families Act 2014. DPs cannot be offered where Nursing and Residential Care is the assessed support.

Support for children and young people with disabilities and their families is provided through:

- Commissioned Short Breaks play and leisure activities
- Home based care (commissioned and in-house)
- Overnight and day care respite services (commissioned and in-house)
- Residential care (commissioned and in-house)

The total budget for these services within children and young people with disabilities and their families in 2021/22 is £9.8m (of which £3.1m for Direct Payments). (Source Children's Finance) Families will in many cases access more than one type of service and in many cases, these will

provide complementarity to meet different needs, but we are aware that there is a degree of imbalance and disparity in terms of what different families receive relative to their needs. We are in the process of reviewing a Direct Payment checklist tool (devised by Essex CS) for implementation to support practice.

Most children and young people (around 1,500 per annum) are supported through commissioned play and leisure services which do not require an initial eligibility assessment.

In May 2021 there were 20,079 people in receipt of adult social care; of which 2,179 had a direct payment, around 10% of all open cases. (Source: Surrey’s Adults Social Care LAS system, May 2021). There are different take up levels across the adult social care categories of care as shown in the table below – note that this is the percentage of spend on DPs of the community services budget within each category.

<b>Older People</b>	<b>Physical Disability</b>	<b>Mental Health</b>	<b>Learning Disability and Autism</b>	<b>Transition</b>	<b>Carers</b>	<b>Total</b>
18%	39%	4%	13%	26%	93%	20%

Source: April and May 2021 finance spend (Adult Social Care – Surrey County Council)

It is not possible to determine at this stage the total number of individual children and young people accessing support through the services listed above. The Care Act and Children and Families Act national guidance sets out the way in which local authorities should consider and offer Direct Payments.

In alignment with the Care Act and Children and Families Act 2014, Surrey contracts with an external User Led Organisation, Surrey Independent Living Council (SILC), to support Direct Payments. In addition, Surrey County Council (SCC) has a pre-paid account offer to help individuals and families manage the financial management of a direct payment.

SILC has been contracted for many years by SCC to provide independent DP support services to parent carers, young people, and adults in Surrey. The service currently provided is as follows:

a) Direct Payments Peer Support

The purpose of this service is to empower and enable individuals considering the use of a Direct Payment to understand the benefits in terms of choice and control over their lives and thereby achieving greater independence. Information about DPs will already have been provided by an Adult Social Care worker explaining what they are, and the process involved in setting up a DP. Peer support aims to complement this function if individuals need extra help and support and discuss this option.

b) Direct Payments Personal Assistants

Individuals in receipt of a Direct Payment (DP) may choose to personally employ people to help them with their assessed care and support needs using some or all of their DP; these people are known as Personal Assistants (PAs). SILC connects people seeking a PA with people working as, or wishing to work as, a PA.

The current contract with SILC expired at the end of September 2021. This has given the Council the opportunity to review the contract and consider renewing, amending, or ceasing.

Both the Adults Leadership Team and Childrens' Leadership Team have supported the continuation of the existing contracted service with 2 considerations:

- 1) The contract will only be for 1 year with a 12-month extension option – this allows for the DP Strategy co-production work to influence future commissioning arrangements, and
- 2) Enhance the contract to include activity to increase the numbers of PAs in Surrey – an important enabler for increasing DP uptake.

Under the current contract, the service operates as follows:

- The provider receives referrals from Adult Social Care social workers and Children with Disabilities (CWD) social workers of individuals assessed as being eligible for funded care and support and interested in Direct Payments. The only restrictions of access to this service would be to individuals that have a court order that restricts their ability to have funds because they make inappropriate choices with money.
- The provider's peer support service helps individuals and families make a choice about the suitability of a DP, explaining the benefits and challenges from a disabled person's point of view, supporting them to involve parents, carers, and other unpaid carers in their decision-making.
- The provider's personal assistant recruitment service helps individuals with information, advice, and guidance regarding the employment of PAs. The provider gives clear advice as to individuals' responsibilities when managing direct payments, and whether the person in receipt of DPs needs to register with HM Revenue & Customs (HMRC) as an employer. Individuals are also given appropriate information and advice that explains the difference between a regulated and unregulated provider if the person is considering employing a personal assistant (PA). Furthermore, the provider assists with support on recruitment and employment activities.

These activities will continue in the new contract, which has previously been subject to an Equality Impact Assessment (EIA). Consequently, this EIA focuses on the additional activities we are proposing to add to the support contract, specifically additional activity to support Personal Assistants in Surrey:

- a) Supporting marketing campaigns to promote the role of working as a PA, in order to increase the number of PAs in Surrey.
- b) Provide a pro-active matching service for individuals seeking PAs and PAs looking for work in local areas.
- c) Develop a Surrey PA forum / network to support PAs to aid retention.

There is a perceived current level of unmet need among families which these measures will help to address.

The One Council Direct Payments project has led to a refreshing of the contract specification with a greater emphasis on increasing the PA market.

This EIA will help us build up a profile of residents with protected characteristics who may be affected by these changes. It will provide insight to help break down any barriers to accessing services and to mitigate any potential negative impacts. This will help the Council meet its commitment to ensure "no one is left behind".

The individuals affected by this proposal include:

- Individuals (children and adults) using ongoing Peer Support and either considering or already using PA support services from SILC
- Carers of children and adults
- Current and future PA users
- Current and future PAs

The data in this EIA relates to clients of all ages. Further scrutiny of the data will be undertaken to inform consideration of how the objectives met by the contract will be addressed moving forward, to ensure that we design out inequities in access and provision across client groups.

The below is the evidence that was gathered to support our proposal:

- Front line care practitioners have cited that there are insufficient PAs available to meet demand. This is informed by their engagement with DP recipients and is reinforced by statistics from the SILC PA Finder register, which shows that there are more individuals registered as seeking a PA compared with the number of people that have registered as being available to work as a PA.

Other sources of information:

- Adult Social Care LAS system provides demographic insight across the protected characteristics.
- Children's Social Care LCS system provides demographic insight across those in receipt of direct payments.
- Citizens Online Digital inclusion in Surrey Report (July 2019).
- Ethnicity – Surrey-i (surreyi.gov.uk)
- Social Care Institute of excellence (SCIE) were asked to investigate the barriers and enablers to increasing the uptake of Direct Payments. Research was carried out across desk review, phone interviews with DP recipients and stakeholders as well as focus groups with practitioners to develop the Surrey Direct Payment SCIE report (July 2019).
- Surrey Independent Living Council, in addition to their contracted support for direct payments, act in a Lobbyist's capacity for Direct Payments in Surrey based on their expertise and engagement with DP recipients.

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

- Everyone lives healthy, active and fulfilling lives
- Everyone gets the health and social care support and information they need

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

- 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.

**Detail here who you have involved with completing this EIA.**

- Christopher Esson

- Adult Social Care (ASC) - Senior Commissioning Manager
- Commissioning
  
- Anna Waterman
- ASC - Head of Commissioning
- Work programme lead
  
- Marina Misaljevic
- ASC – Project Officer
- Project Support
  
- Phil Hall
- Children, Families and Lifelong Learning (CFL) - Commissioning Officer
- Commissioning
  
- Conrad Benefield
- CFL – Senior Commissioning Officer
- Commissioning
  
- Shelly Prince
- CFL - Commissioning
- Service Manager
  
- Carol Adamson
- CFL – Service Manager
- Service Manager
  
- Tina Benjamin
- CFL – Area Director
- Service Manager
  
- Melissa Hernandez
- Performance Officer, North West and Children with Disabilities (CwD)
- Data source for CwD
  
- Linda Fernandes
- Information Analyst
- Sourcing data for ASC

## 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 - No Impact +/-
4. Pregnancy and maternity - No Impact +/-
5. Race including ethnic or national origins, colour or nationality
6. Religion or belief including lack of belief - No Impact +/-
7. Sex - No Impact +/-
8. Sexual orientation - No Impact +/-
9. Marriage/civil partnerships - No Impact +/-

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)

# Equality Impact Assessment

## Age

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

As of 17 May 2021, the total number of open cases (people known to ASC who have an open referral) in Adult Social Care across Surrey County Council was 20,079. Of this, 2,179 had a direct payment which is around 10%.

<b>Age Band</b>	<b>Total number of All Open Cases as of 17 May 2021</b>	<b>Number of open cases with a DP as of 17 May 2021</b>	<b>% of open cases with a DP as of 17 May 2021</b>
<b>18 to 44</b>	4,032	928	43%
<b>45 to 54</b>	2,094	255	12%
<b>55 to 64</b>	2,797	308	14%
<b>65 to 74</b>	2,590	254	12%
<b>75 to 84</b>	3,503	172	8%
<b>85 to 94</b>	3,944	206	9%
<b>95 plus</b>	830	56	3%
<b>Grand Total</b>	<b>20,079</b>	<b>2,179</b>	<b>100%</b>

Source: Surrey's Adults Social Care LAS system (Data sourced: May 2021 by SCC Business Intelligence team)

The data suggests that the uptake of Direct Payments is greater amongst those aged 18 – 44 and lowest for those aged 75 or older.

Children's Finance data shows that the 0-18 age band had 692 open cases in 2020/21, of which 79% had a direct payment.

<b>Age Band</b>	<b>Total number of All Open Cases as of 17 May 2021</b>	<b>Number of open cases with a DP as of 17 May 2021</b>	<b>% of open cases with a DP as of 17 May 2021</b>
<b>Under 18</b>	692	545	79%

Source: SCC Children's Finance data 2020/2

This data shows that there is a high take up of DPs in Children's Disability Services. Demographic analysis shows that there is a reasonable degree of engagement with service users of children's services.

# Equality Impact Assessment

Please note the cohort sample being reported on comprises of 532. There are 158 females and 374 males. Males aged 10 to 15 make up 35.34% of the total cohort.

Age	Female	Male
0 to 4	0	8
5 to 9	38	76
10 to 15	77	188
16 to 17	38	76
18 plus	5	26

NB. 18+ relates to those young people who turned 18 during the timeline being considered.

Source: Children Finance Team DP recipients matched with Liquid Logic Childrens (LCS) demographic data – 2022

Demographic data from Surrey Independent Living Council (SILC) regarding the users of their services revealed:

- 25.2% of individuals using peer support and/or personal assistants services are aged between 0 to 15
- 23% are 16 to 25
- 37.5% are 26 to 64
- 9.4% are 65 to 85
- 4.9% of over 85s.

This suggests that the age group predominantly engaging with SILC are those aged 26 to 64.

Source: SILC Service Demographic Summary – April 2020 – March 2021 (Date source: May 2021 by SILC.)

Below details the impact identified:

- People of all ages with DPs should have more choice and control over how their care is provided.
- Increasing the number of PAs to help individuals of all ages to choose to have a DP.
- The biggest users of DPs are younger people, so they will particularly benefit for more choice and control.
- People of all ages need to ensure that information is accessible.

Below details the support evidence for the detailed impacts:

- There is a lack of PAs in the Surrey area – based on current demand exceeding supply.



# Equality Impact Assessment

- Research carried out by SCIE in 2019 revealed the lack of PA market was putting choice and control and consistency of care at risk. Source: Surrey Direct Payment SCIE report (July 2019).
- In 2019/20, Surrey County Council ranked lower than other comparators in relation to the proportion of people accessing long-term support who were receiving direct payments, across South East Counties. On a national basis Surrey County Council ranked 81/151 local authorities. Source: Adult Social Care Outcomes Framework (ASCOF): Benchmarking 2019-20, Surrey County Council
- This obscures the specific challenges that different age groups experience.
- We are aware that transition clients (18 to 24), working age adults with a learning disability and autism and working age adults with physical disabilities are recognised as the most prominent groups that choose to use a Direct Payment and employ PAs.
- 2019 insight from Citizens Online Digital Inclusion Report highlighted that 11% of Surrey residents have not been online in the last three months or never used the internet. This figure rises to 35.9% of people aged 65 or over and 50.6% of over 75s. Source: Citizens Online Digital inclusion in Surrey Report (July 2019)

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

- Increasing the number of PAs in Surrey offers greater choice for DP clients and the specific challenges that different age groups experience will become more visible, helping us to identify corrective action.
- Targeted recruitment marketing activity to promote the PA role ran in June 2021 – October 2021. Target audience aged between 18 to 60 year olds (including university students).
- The matching service will help individuals find / source PAs, thus helping to ease the process of searching for and identifying PAs with the appropriate availability, based in the right location, and where required with the right skills / knowledge to support. The specific challenges that different age groups experience will become more visible, helping us to identify corrective action.
- Additionally, we are developing a training offer using Surrey Skills Academy. This is intended to both increase the skills and knowledge of PAs, but also help to attract people to consider the role in future.
- Ensure that information is provided in a wide range of channels including, but not exclusive to, online.

There has already been some PA recruitment and marketing which ran between April 2021 and August 2021. Ongoing campaigns will be carried out to support PA recruitment. These have been designed to demonstrate that PAs will work with individuals of different ages, backgrounds and with different needs and that PAs of different ages and backgrounds are welcome. The ongoing impact of the new contract will be scrutinised through bi-annual contract monitoring to determine what impacts and increases to the numbers of PAs in Surrey there have been.

The revised specification encourages targeted approaches to increasing the PA market to attract people who want to work across the range of primary needs and age groups.

# Equality Impact Assessment

**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?**

DPs affect all age groups of all social care clients. Work on DPs is being communicated across the Commissioning Team to ensure that it is informed by and informs other strategies.

**Any negative impacts that cannot be mitigated?**

None

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## Disability

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

The below data shows the number of open cases (people known to ASC who have an open referral) in Adult Social Care that have a Direct Payment, in relation to the primary client category from 2018 to 17 May 2021. 66% of open cases with a Direct Payment relate to primary client categories 'physical disabilities' or 'learning disabilities'. The data in the tables below suggests that Direct Payment uptake is greatest amongst people with physical disabilities and learning disabilities and lowest amongst people with mental health issues:

Primary Client Category	Total number of All Open Cases as of 17 May 2021	No. of open DP cases 2021	% of open DP cases 2021
Physical Disabilities	3,295	722	33%
Learning Disabilities	3,863	712	33%
Older People	8,054	443	20%
Carers	2,653	204	9%
Mental Health	2,212	98	4%
Missing Data	2		
<b>Grand Total</b>	<b>20,079</b>	<b>2,179</b>	<b>100%</b>

Source: Surrey's Adults Social Care LAS system (Data sourced: May 2021 by SCC Business Intelligence team)

Primary Client Category	No. of open DP cases 2020	% of open DP cases 2020	No. of open DP cases 2019	% of open DP cases 2019	No. of open DP cases 2018	% of open DP cases 2018
Physical Disabilities	741	33%	720	33%	758	32%
Learning Disabilities	693	31%	667	30%	711	30%
Older People	443	20%	415	19%	403	17%
Carers	245	11%	289	13%	346	15%
Mental Health	99	4%	107	5%	113	5%
Missing Data	3	0%	5	0%	9	0%
<b>Grand Total</b>	<b>2,224</b>	<b>100%</b>	<b>2,203</b>	<b>100%</b>	<b>2,340</b>	<b>100%</b>

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Source: Surrey's Adults Social Care LAS system (Data sourced: May 2021 by SCC Business Intelligence team)

Data regarding DP uptakes rates can also be considered according to the Primary Reason for Support:

Primary Support Reason	Total number of All Open Cases as of 17 May 2021	No. of open DP cases 2021	% of open cases 2021
Physical Support - Personal Care Support	7,632	940	43%
Learning Disability Support	3,873	717	33%
Social Support - Support to Carer	2,406	188	9%
Mental Health Support	2,042	123	6%
Support with Memory and Cognition	847	66	3%
Physical Support - Access and Mobility Only	1,268	64	3%
Sensory Support - Support for Visual Impairment	141	33	2%
Social Support - Support for Social Isolation / Other	161	22	1%
Sensory Support - Support for Hearing Impairment	117	16	1%
Sensory Support - Support for Dual Impairment	62	8	0%
Social Support - Substance Misuse Support	64	2	0%
<b>Total</b>		<b>2,179</b>	<b>100%</b>

Source: Surrey's Adults Social Care LAS system (Data sourced: May 2021 by SCC Business Intelligence team)

Demographic data from SILC revealed that the largest client group using their services was people with Learning Disabilities. Physical Disability was the second highest group, and individuals with Dual Sensory Loss, Visual Impairment, Hearing Impairment, Frailty and/or Temporary illness using them least. This is shown in the table below. This data reveals that the client group using their peer support and/or personal assistants services was predominantly people with Learning Disabilities, making up 46.5% of their service users. Physical Disability was the second highest at 36.9%.

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Client Group	Percentage (%)
Dual Sensory Loss	0.6%
Frailty and/or temporary illness	1.7%
Hearing Impairment	1.1%
Learning Disability	46.5%
Mental Health - dementia	2.6%
Mental Health - non dementia	4.3%
Other Vulnerable People	4.6%
Physical Disability	36.9%
Visual Impairment	1.6%

Source: SILC Service Demographic Summary – April 2020 – March 2021 (Date source: May 2021 by SILC)

The count of children who are open to CWD and CWD Family Support teams with different disabilities are detailed below. The count of children with disabilities exceeds the number of children (and the percentages exceed 100%) because some children have more than one disability.

Nature of disability	Number of children recorded as having this disability
Learning	309
Communication	292
Diagnosed with Autism or Asperger's syndrome	255
Behaviour	189
Mobility	154
Disabled under DDA but not in the other categories	107
Vision	69
Personal care	47
Hearing	42
Consciousness	35
Incontinence	30
None recorded	18
Hand function	17

Source: Children with Disabilities: Direct Payment demographic analysis (LCS records - February 2022)

Please note: As children can have more than one disability, these figures will add up to more than the total number of children in the cohort.

There are 309 children who have a disability of 'Learning', which is 58.08% of the cohort, 292 with a disability of 'Communication' (54.89%), and 255 with a disability of 'Diagnosed with Autism or Asperger's syndrome' (47.93%). There are 18 children who have no disability

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recorded. The least common disabilities are 'Hand function', 'Incontinence', and 'Consciousness', with 3.2%, 5.64%, and 6.58% of children having these disabilities, respectively.

The below table shows the number of recorded disabilities per child. The most common number of disabilities recorded is one. There are 131 children who have one disability recorded (24.62%) and 95 children who have 5 or more disabilities recorded (17.86%). The greatest number of disabilities a child has is 10 which relates to two children.

Number of children	Number of disabilities
0	18
1	131
2	93
3	105
4	90
5	50
6	28
7	6
8	7
9	2
10	2

Source: Children with Disabilities: Direct Payment demographic analysis (LCS records - February 2022)

Below details the impact identified:

- People with disabilities using a DP should have more choice and control over how their care is provided.
- Increasing the number of PAs help individuals with disabilities to choose to have a DP.

Below details the supporting evidence for the detailed impacts:

- There is a lack of PAs in the Surrey area – based on current demand exceeding supply.
- Research carried out by SCIE in 2019 revealed the lack of PA market was putting choice and control and consistency of care at risk. Source: (Surrey Direct Payment SCIE report - July 2019)
- In 2019/20 Surrey's result was lower than the other comparators in relation to the proportion of people accessing long-term support who were receiving direct payments as a percentage, across South East Counties. On a national basis Surrey County Council ranked 81/151 local authorities. This suggests that there is an opportunity to make improvements to services to support the uptake of Direct Payments. Source: Adult Social Care Outcomes Framework (ASCOF): Benchmarking 2019-20, Surrey County Council.
- This obscures the specific challenges that different care groups experience.

What needs also to be better understood is whether particular care groups might benefit more from PA support than provider support – so the difference between the uptake rate for DPs and use of PAs could be better understood.

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

- Increasing the number of PAs in Surrey offers greater choice for DP clients and the specific challenges that different care groups experience will become more visible, helping us to identify corrective action.
- The matching service will help individuals find / source PAs, thus helping to ease the process of searching for and identifying PAs with the appropriate availability, based in the right location and where required with the right skills / knowledge to support. The specific challenges that different care groups experience will become more visible, helping us to identify corrective action.
- Additionally, we are developing a training offer using Surrey Skills Academy. This is intended to both increase the skills and knowledge of PAs, but also help to attract people to consider the role in future.
- There has already been some PA recruitment and marketing which ran between June 2021 and October 2021. Ongoing campaigns will be carried out to support PA recruitment. These have been designed to demonstrate that PAs will work with individuals of different ages, backgrounds and with different needs and that PAs of different ages and backgrounds are welcome. The ongoing impact of the new contract will be scrutinised through bi-annual contract monitoring to determine what impacts and increases to the numbers of PAs in Surrey there have been.

**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?**

A performance review of children and young people (CYP) Short Breaks services in late 2020 has resulted in some changes to the volume and location of Short Breaks play and leisure provision in Surrey, including the closure of a small number of schemes (with families supported/redirected to access alternative services).

A Strategic Review of Short Breaks services is underway which will inform the recommissioning of Short Breaks services from April 2023. Four of the workstreams of this review are examining the interface between Short Breaks and other services, specifically CWD services, special educational needs and disabilities (SEND) services, adult services and Health services. A number of other reviews and Transformation projects are underway which while not all specific to children with disabilities will affect CWD within their cohort, e.g. Looked After Child (LAC) Sufficiency, SEND Sufficiency and Transformation, etc.

The Disabilities Team in ASC commissioning are currently:

- Remodelling the short breaks offer and the day/evening activities/community inclusion offer. Both workstreams can be expected to lead to a greater opportunity for people with disabilities to access support through Direct Payments.
- Developing a new strategy to improve outcomes and promote independence for people with physical and sensory disabilities. This can be expected to lead to a greater opportunity for people with disabilities to access support through Direct Payments.
- Implementing a new carers' strategy to support the health and wellbeing of carers of all ages so they can continue in their caring role. This includes the re-procurement of services, some of which might appeal to carers who have had a carers assessment who might access them using direct payments.

**Any negative impacts that cannot be mitigated? None**

# Equality Impact Assessment

## Race

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

The below data shows the number of open cases (people known to ASC who have an open referral) in Adult Social Care as of 24 June, in relation to Ethnicity. It also shows the number of Direct Payment open cases (those open cases that have a Direct Payment) in Adult Social Care as of 24 June, in relation to Ethnicity.

The data suggests that the highest number of open cases relate to those who identify as White British at 80.29%. In addition, the highest number of DP open cases are in relation to those who identify as White British at 81.87%. Although this is a much higher figure than those who identify as other ethnic groups, the 2011 Census revealed that most of the population within Surrey identify as White British. 1,023,682 of the population of Surrey (90.4 per cent of the population) reported their ethnic group as White. White British was the largest, with 945,673 people (83.5 per cent) followed by those categorised as “Any Other White” with 62,736 people (5.5 per cent). Source: Surrey-i (Census - Office for National Statistics 2011).

The below includes 9.82% of people who identify as Unknown/Refused with an open case and 3.2% with DP open case, 2.93% as White Other with an open case and 4.73% with a DP open case. Those who identify as Arab had the lower number of open cases at 0.13% and the lowest number of DP open cases, at 0.18%.

The data suggests that there is no particular ethnicity that requires further support to access direct payments. Further work needs to be undertaken to determine whether there are any specific issues relating to unmet need and ethnicity, to enable us to then identify what remedial work is required to address this.

<b>Ethnicity</b>	<b>Number of All Open Cases as of 24 June 2021</b>	<b>% of All Open Cases as of 24 June 2021</b>	<b>Number of DP Open Cases as of 24 June 2021</b>	<b>% of DP Open Cases as of 24 June 2021</b>
Indian	213	1.06%	27	1.24%
Pakistani	190	0.95%	49	2.25%
Bangladeshi	43	0.21%	8	0.37%
Chinese	45	0.22%	9	0.41%
Any other Asian background	197	0.98%	35	1.61%
African	102	0.51%	15	0.69%
Caribbean	86	0.43%	10	0.46%
Black African, Caribbean or Black British	40	0.20%	8	0.37%
Arab	26	0.13%	4	0.18%



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Ethnicity	Number of All Open Cases as of 24 June 2021	% of All Open Cases as of 24 June 2021	Number of DP Open Cases as of 24 June 2021	% of DP Open Cases as of 24 June 2021
Other ethnic group	213	1.06%	29	1.33%
White British	16,122	80.29%	1,784	81.87%
White Other	588	2.93%	103	4.73%
Other Mixed or Multiple ethnic groups	243	1.21%	28	1.28%
Unknown / Refused	1,972	9.82%	70	3.21%
<b>Grand Total</b>	<b>20,080</b>	<b>100.00%</b>	<b>2,179</b>	<b>100.00%</b>

Source: Surrey's Adults Social Care LAS system (Data sourced: June 2021 by SCC Business Intelligence team)

The data detailed below shows ethnicity of children open to CWD and most children (67.86%) are White British. Further work needs to be undertaken to determine whether there are any specific issues relating to unmet need and ethnicity, to enable us to then identify what remedial work is required to address this.

Ethnic breakdown	Count
White British	361
Any other White background	23
Any other mixed background	21
African	17
Any other Asian background	17
White and Asian	15
Bangladeshi	14
Pakistani	13
White and Black Caribbean	9
Indian	6
Any other ethnic group	5
Information not yet obtained	5
White Other	4
Any other Black background	3
Caribbean	3
White Irish	3
Asian/Asian British Bangladeshi	2
Mixed White and Asian	2
Mixed White and Black Caribbean	2
Asian/Asian British Other	1
Asian/Asian British Pakistani	1
Black/Black British African	1

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Ethnic breakdown	Count
Chinese	1
Gypsy / Roma	1
Traveller of Irish Heritage	1
White and Black African	1

Source: Children with Disabilities: Direct Payment demographic analysis (LCS records - February 2022)

Below details the impact identified:

- People of different ethnic backgrounds with DP should have appropriate choice and control over how their care is provided.
- Increasing the number of PAs help individuals of different races and ethnic backgrounds to choose to have a DP to meet their needs.

Below details the support evidence for the detailed impacts:

- There is a lack of PAs in the Surrey area – based on current demand exceeding supply.
- Research carried out by SCIE in 2019 revealed the lack of PA market was putting choice and control and consistency of care at risk. Source: Surrey Direct Payment SCIE report (July 2019).
- In 2019/20 Surrey's result was lower than the other comparators in relation to the proportion of people accessing long-term support who were receiving direct payments as a percentage, across South East Counties. On a national basis Surrey County Council ranked 81/151 local authorities. This suggests that there is an opportunity to make improvements to services to support the uptake of Direct Payments. Source: Adult Social Care Outcomes Framework (ASCOF): Benchmarking 2019-20, Surrey County Council.
- This obscures the specific challenges that different care groups experience.

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

- Increasing the number of PAs offers greater choice for DP clients and the specific challenges that different ethnic groups experience will become more visible, helping us to identify corrective action.
- The matching service will help individuals find / source PAs, thus helping to ease the process of searching for and identifying PAs with the appropriate availability, based in the right location and where required with the right skills / knowledge to support. The specific challenges that different ethnic groups experience will become more visible, helping us to identify corrective action.
- Additionally, we are developing a training offer using Surrey Skills Academy. This is intended to both increase the skills and knowledge of PAs, but also help to attract people to consider the role in future.
- There has already been some PA recruitment and marketing which ran between June and October 2021. Ongoing campaigns will be carried out to support PA recruitment. These have been designed to demonstrate that PAs will work with individuals of different ages, backgrounds and with different needs and that PAs of different ages and backgrounds are welcome.

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The ongoing impact of the new contract will be scrutinised through bi-annual contract monitoring to determine what impacts and increases to the numbers of PAs in Surrey there have been.

The revised specification encourages targeted approaches to increasing the PA market to attract people who are best able support ASC clients, including if there are preferences related to ethnicity.

**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?**

The council is seeking to ensure that all services have equitable access and service delivery.

**Any negative impacts that cannot be mitigated?**

none

# Equality Impact Assessment

## Carers

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

The below table shows the number of open cases (people known to ASC who have an open referral) that have a Direct Payment, in relation to the primary client category from 2018 to 17 May 2021.

In 2021, 9% of open cases with a Direct Payment relate to primary client category, carers. This suggests that only a small proportion of open cases with a DP include carers.

The data also suggests that since 2018, there has been an overall decline in the number of open cases that have a Direct Payment for carers, consistently falling from 346 open cases in 2018 to 204 open cases as of May 2021. The percentage of carers in the community who purchase their services with a direct payment is very high (93%).

Primary Client Category	Total number of All Open Cases as of 17 May 2021	No. of open DP cases 2021	% of open DP cases 2021	No. of open DP cases 2020	% of open DP cases 2020
Physical Disabilities	3,295	722	33%	741	33%
Learning Disabilities	3,863	712	33%	693	31%
Older People	8,054	443	20%	443	20%
<b>Carers*</b>	2,653	<b>204</b>	<b>9%</b>	<b>245</b>	<b>11%</b>
Mental Health	2,212	98	4%	99	4%
Missing Data	2			3	0%
<b>Grand Total</b>	<b>20,079</b>	<b>2,179</b>	<b>100%</b>	<b>2,224</b>	<b>100%</b>

Source: Surrey's Adults Social Care LAS system (Data sourced: June by SCC Business Intelligence team)

\*'DP Open cases' in the table below, refers to those known to Adult Social Care who have an open referral. Of the 2,653 carers listed as having an open case, a large proportion of those have support plan with non-costed service (i.e. professional support, replacement care etc). Therefore, the number of open cases includes those carers who have non-costed services. Of the carers that do have costed services, the percentage of carers in the community who purchase their services with a direct payment is very high (93%) Source: April and May 2021 finance spend (Adult Social Care – Surrey County Council).

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Primary Client Category	No. of open DP cases 2019	% of open DP cases 2019	No. of open DP cases 2018	% of open DP cases 2018
Physical Disabilities	720	33%	758	32%
Learning Disabilities	667	30%	711	30%
Older People	415	19%	403	17%
<b>Carers</b>	<b>289</b>	<b>13%</b>	<b>346</b>	<b>15%</b>
Mental Health	107	5%	113	5%
Missing Data	5	0%	9	0%
<b>Grand Total</b>	<b>2,203</b>	<b>100%</b>	<b>2,340</b>	<b>100%</b>

Source: Surrey's Adults Social Care LAS system (Data sourced: June by SCC Business Intelligence team)

Below details the impact identified:

- Carers using a DP should have more choice and control over what they wish to spend their Direct Payment on.
- Increasing the number of PAs helps Carers choose to have a DP.
- ASC clients having greater ability to exercise choice and control can be expected to have a positive impact on carers as ASC clients need not rely on their informal, unpaid care as much.

Below details the support evidence for the detailed impacts:

- There is a lack of PAs in the Surrey area – based on current demand exceeding supply.
- Research carried out by SCIE in 2019 revealed the lack of PA market was putting choice and control and consistency of care at risk. Source: Surrey Direct Payment SCIE report (July 2019).
- In 2019/20 Surrey's result was lower than the other comparators in relation to the proportion of people accessing long-term support who were receiving direct payments as a percentage, across South East Counties. On a national basis Surrey County Council ranked 81/151 local authorities. This suggests that there is an opportunity to make improvements to services to support the uptake of Direct Payments. Source: Adult Social Care Outcomes Framework (ASCOF): Benchmarking 2019-20, Surrey County Council.

It is important to understand the proportion of Carers who receive support through a DP to understand take up rate. Further scrutiny is needed, however the level of carers with a direct

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payment is very high at around 93% of all carers recorded on the adults' social care records system (LAS May 2021).

The contract extension and variation will assist through the increased dialogue with social care customers regarding DPs that can be expected to follow. The contract will require SILC to include in their monitoring data the number of their customers who are carers. Relieve pressure on carers, including in CwD and SEND.

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

There is some analysis to undertake in relation to what carers use their DP to purchase as it might not be associated with a lack of PA support in the market.

## **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?**

ASC Commissioning's Disabilities and Carers team are implementing a new carers' strategy to support the health and wellbeing of carers of all ages so they can continue in their caring role. This includes the re-procurement of services, some of which might appeal to carers who have had a carers assessment who might access them using direct payments.

DPs affect all age groups of all social care clients. Further work is being undertaken to understand uptake rates amongst carers. Work on DPs is being communicated across the Commissioning Team to ensure that it is informed by and informs other strategies.

## **Any negative impacts that cannot be mitigated?**

None

## 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

### Explanation:

No major change to the policy/service/function required. The contract extension and variation will give greater visibility of issues relating to uptake rates through increased dialogue with potential DP clients. This can be triangulated with data collected from Council systems.

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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	June 2021	Targeted recruitment marketing activity to promote the PA role	Christopher Esson	October 2021		Closed
2	October 2021	Ongoing communication campaign	Christopher Esson	October 2022		Open
3	October 2021	PA matching service	SILC	October 2022		Open
4	October 2021	Surrey Skills Academy training	Christopher Esson	October 2022		Open

## 6a. Version control



# Equality Impact Assessment

Version Number	Purpose/Change	Author	Date
V1	First draft	Anna Waterman/Chris Esson/Marina Misaljevic	1 July 2021
V2	Changes following DEG meeting and comments from CFL	Chris Esson/Marina Misaljevic/Anna Waterman/Phil Hall/Carol Adamson	21 July 2021
V3	Further collective changes across ASC and CFL	Chris Esson/Marina Misaljevic/Anna Waterman/Phil Hall/Carol Adamson/Conrad Benefield/Phil Hall	15 September 2021
V4	ASC SRO amendments and approval	Anna Waterman	13 October 2021
V5	Changes following feedback	Marina Misaljevic	21 November 2021

# Equality Impact Assessment

Version Number	Purpose/Change	Author	Date
V6	CFL further changes/statics added Final version approved by Tina Benjamin	Marina Misaljevic/Phil Hall/Conrad Benefield/Louise Burton/Tina Benjamin	24 February 2022
V7	Minor ASC changes and approval by ASC programme lead Updated into new template	Marina Misaljevic/Anna Waterman	02 March 2022

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
Head of Service – ASC	Anna Waterman - 13/10/2021
Head of Service – CFL	Tina Benjamin – 24/02/2022
Executive Director	
Cabinet Member	
Directorate Equality Group	Kathryn Pyper – 14/03/2022

### **Publish:**

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

**EIA author:** Anna Waterman, Head of Commissioning, Disabilities and Carers

## 6c. EIA Team

Name	Job Title	Organisation	Team Role
Chris Esson	Senior Commissioning Manager	ASC	Commissioning
Marina Misaljevic	Project Officer	ASC	Project Support
Anna Waterman	Head of Commissioning, Disabilities and Carers	ASC	Work programme Lead
Phil Hall	Commissioning Officer	CFL	Commissioning
Conrad Benefield	Senior Commissioning Officer	CFL	Commissioning
Shelly Prince	Service Manager	CFL	Commissioning

# Equality Impact Assessment

<b>Name</b>	<b>Job Title</b>	<b>Organisation</b>	<b>Team Role</b>
Carol Adamson	Area Director	CFL	Practice
Tina Benjamin	Director	CFL	Practice

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