



# Equality Impact Assessment (EIA)

## 1. Topic of assessment

<b>EIA title</b>	The delivery, reshaping and transformation of care and support services to Adults and Young People offered by Surrey Choices
<b>EIA author</b>	Jeremy Taylor

## 2. Approval

	<b>Name</b>	<b>Date approved</b>
<b>Approved by</b>	Peter Tempest	3 <sup>rd</sup> July 2019

## 3. Quality control

<b>Version number</b>	4	<b>EIA completed</b>	3 <sup>rd</sup> July 2019
<b>Date saved</b>	3 <sup>rd</sup> July 2019	<b>EIA published</b>	

## 4. EIA team

<b>Name</b>	<b>Job title</b>	<b>Organisation</b>	<b>Team role</b>
Peter Tempest	Assistant Director, Learning Disability and Autism	Adult Social Care	Accountable Executive
Jeremy Taylor	Lead Manager	Adult Social Care	Contract and Relationship Manager
Helen Hunt	Senior Commissioner	Adult Social Care	Commissioning
Ian Lyall	Strategic Procurement Manager	Economy, Growth and Commercial	Procurement
David Cogdell	Principle Lawyer	Economy, Growth and Commercial	Legal
Kathryn Pyper	Senior Programme Manager	Adult Social Care	Equality and Diversity

## 5. Explaining the matter being assessed

**What policy, function or service is being introduced or reviewed?**

Surrey Choices is Surrey County Council's Local Authority Trading Company that was created in 2014 to deliver and improve services for Adults with Learning Disabilities. Surrey Choices employs 315 staff to deliver the services and works closely with Surrey County Council teams. Surrey Choices support 1700 plus customer of which approx. 1400 are directly funded by Surrey County Council (Figures as per April 2019).

Adults Social Care and Surrey Choices have developed a Joint Strategic Plan.

It sets out the jointly agreed priorities for Surrey Choices, based on a shared vision of the future for disabled people in Surrey; one where people with disabilities are supported to lead independent, purposeful lives in their local communities.

As well as fostering opportunities for disabled people to be more independent, the Joint Strategic Plan aims to achieve significant transformation of the Surrey Choices portfolio, through affecting and organisation wide culture change.

Successful delivery will rely on strategic partners working collaboratively and transparently to achieve the kind of depth and breadth of change which is long overdue. Equally, it will require Surrey Choices and Surrey County Council to work in partnership with users and carers, as well as a wide range of partners and community representatives.

The reduction in reliance on traditional building based day services, the enhancement of employment and vocational opportunities, as well as the development of new services to help facilitate independence.

**What proposals are you assessing?**

The activity requires for the Joint Strategic Plan to enable changes and developments via the award of a new contract and the plans to transform the service delivered in line with the Learning Disability Strategy with the following areas of service:

### **Service Delivery**

- **Day Opportunities** – Exploring options for replacing day care and associated transport arrangements with better access to universal community services, employment training, travel training etc.
- **Skills and Vocational Training** – Creating Opportunities for Adults and Young People with a Learning Disability to have life skills and Vocational training to help them achieve a goal and even full time employment
- **Employment Opportunities** – Increasing the number of opportunities for Young People with a Learning Disability to be independent and have a paying job

<b>Who is affected by the proposals outlined above?</b>	<ul style="list-style-type: none"> <li>• <b>Supported Living schemes</b> – looking to increase the number of flexible Shared Lives Schemes for Adults and Young People as both short and longer term solutions</li> <li>• <b>Direct payments</b> – Developing the services being delivered so they are open to Adults and Young People with a disability to have more choice and buying power via a direct payment. Introducing an asset based model of support to achieve the same outcomes at a reduced cost - switching the focus to training/recovery/discovery of skills, rather than doing for the person.</li> </ul> <p><b>Practice Improvement</b></p> <ul style="list-style-type: none"> <li>• <b>Trusted Assessor Model</b> – Developing the opportunity to have skilled support staff with regular contact time with people to carrying out reviews and strength-based conversations</li> </ul>
	<p>The proposal will affect:</p> <ul style="list-style-type: none"> <li>• People who use Surrey Choices services and their carers</li> <li>• Young People with a disability attaining school leaving age</li> <li>• Working Age adults with a disability</li> <li>• Adult Social Care Staff in Locality Teams</li> </ul>

## 6. Sources of information

<b>Engagement carried out</b>
<p>Peter Tempest has carried out a wide range of engagement which included:</p> <ul style="list-style-type: none"> <li>• ASC staff,</li> <li>• Surrey Choices Senior Management and Board and</li> <li>• Users and Carers</li> </ul> <p>Peter engaged with a number of users and carers and specifically presented and discussed the plans with the Strategic User and Carer Board at meetings on 15<sup>th</sup> November 2018 and 16<sup>th</sup> January 2019.</p> <p>Moving forward people who use services will be engaged in any changes arising on an individual basis as part of their personalised review.</p>
<b>Data used</b>
<ul style="list-style-type: none"> <li>• Liquidlogic Adults System (LAS) management information – April 2018</li> <li>• Surrey Choices Contract monitoring submission - March 2019</li> <li>• Data from <a href="http://www.surreyi.gov.uk">www.surreyi.gov.uk</a>, including the Surrey Joint Strategic Needs Assessment</li> </ul>

## 7. Impact of the new/amended policy, service or function

## 7a. Impact of the proposals on residents and service users with protected characteristics

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence																																		
<p><b>Age</b></p>	<p>The development of more age appropriate opportunities to help people be independent and activity in the community.</p> <p>Increased engagement with young people and their families as they reach school leaving age to support their transition towards employment and living independently.</p> <p>Creating life skill, vocational and employment opportunities for people of any age but with a focus on working aged adults.</p> <p>Creating more opportunities for working age adults with</p>	<p>The shift towards more creative life skill, vocational and employment targeted solutions may generate some initial anxiety for people of all ages, but particularly for older residents who have been using services for a long time.</p>	<p><b>Learning Disability</b> - The age profile of all the people with a learning disability and/or autism and/or asperger who will be supported by the ASC learning disability and autism team is as follows:</p> <p><b>Age Band Number</b></p> <table border="1"> <tr><td>16 to 25</td><td>209</td></tr> <tr><td>26 to 40</td><td>1,166</td></tr> <tr><td>41 to 65</td><td>1,465</td></tr> <tr><td>66 to 80</td><td>442</td></tr> <tr><td>80+</td><td>54</td></tr> <tr><td>Not Known</td><td>95</td></tr> <tr><td>Grand Total</td><td>3,431</td></tr> </table> <p><b>Surrey Choices Specific Profile* Day Opportunities</b></p> <table border="1"> <tr><td>18 to 19</td><td>0</td></tr> <tr><td>20 to 25</td><td>19</td></tr> <tr><td>26 to 35</td><td>86</td></tr> <tr><td>36 to 50</td><td>220</td></tr> <tr><td>51 to 65</td><td>248</td></tr> <tr><td>65+</td><td>85</td></tr> <tr><td>Grand Total</td><td>658</td></tr> </table> <p><b>EmployAbility</b></p> <table border="1"> <tr><td>18 to 25</td><td>114</td></tr> <tr><td>26 to 35</td><td>283</td></tr> <tr><td>36 to 50</td><td>176</td></tr> </table>	16 to 25	209	26 to 40	1,166	41 to 65	1,465	66 to 80	442	80+	54	Not Known	95	Grand Total	3,431	18 to 19	0	20 to 25	19	26 to 35	86	36 to 50	220	51 to 65	248	65+	85	Grand Total	658	18 to 25	114	26 to 35	283	36 to 50	176
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<p><b>Disability</b></p>	<p>This will create more opportunities for people with a disability to gain life skills through session targeted to the person individual plan.</p> <p>Offer more vocational opportunities to help people with a disability access opportunities to be active in their community through volunteering and work.</p> <p>Develop an increased number of employment opportunities for people with a disability through training and approaching employers.</p> <p>Moving towards a more tailored approach by offering services that individuals could access via a direct payment. This will increase choice and control for people with a learning disability and autism.</p>	<p>We need to ensure that the change of approach is communicated appropriately, there is a risk that people and their carers could have concerns about safety of individuals accessing more community based activities and employment.</p> <p>Increasing opportunities for people to be independent and active in the community may be perceived by their families as placing them at potential risk.</p> <p>People with a disability, with long established friendship groups may find change challenging.</p> <p>Potential employers in the community</p>	<p><b>Surrey Choices Specific Profile*</b></p> <table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Client category</th> <th style="text-align: center;">Daycare</th> <th style="text-align: center;">EmployAbility</th> </tr> </thead> <tbody> <tr> <td>Adults Learning Disabilities</td> <td style="text-align: center;">85.6%</td> <td style="text-align: center;">88.1%</td> </tr> <tr> <td>Adults Mental Health</td> <td style="text-align: center;">0.0%</td> <td style="text-align: center;">2.0%</td> </tr> <tr> <td>Adults Older People</td> <td style="text-align: center;">7.6%</td> <td style="text-align: center;">1.3%</td> </tr> <tr> <td>Adults Physical Disabilities</td> <td style="text-align: center;">6.8%</td> <td style="text-align: center;">8.4%</td> </tr> <tr> <td>Carer</td> <td style="text-align: center;">0.0%</td> <td style="text-align: center;">0.2%</td> </tr> </tbody> </table> <p>*Surrey Choices specific data is from the March 2019 monitoring report</p>	Client category	Daycare	EmployAbility	Adults Learning Disabilities	85.6%	88.1%	Adults Mental Health	0.0%	2.0%	Adults Older People	7.6%	1.3%	Adults Physical Disabilities	6.8%	8.4%	Carer	0.0%	0.2%
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		may not have an accessible workplace.																									
<b>Gender reassignment</b>	Personalised support may give people already going through a difficult situation the extra support to find employment/services.	No Significant Impact	N/A																								
<b>Pregnancy and maternity</b>	No Significant Impact	No Significant Impact	N/A																								
<b>Race</b>	<p>The focus on greater involvement in the local community may open opportunities to work with more specific local groups.</p> <p>Supporting BAME residents to access employment/ services will support in addressing inequalities experienced by BAME residents.</p>	No Significant Impact	<p><b>Surrey Choices Specific Profile*</b></p> <table border="1"> <thead> <tr> <th><b>Ethnicity</b></th> <th><b>Daycare</b></th> <th><b>Employability</b></th> </tr> </thead> <tbody> <tr> <td>White British, White Irish, White Other</td> <td>92.7%</td> <td>90.9%</td> </tr> <tr> <td>Asian/ Asian British</td> <td>3.8%</td> <td>3.3%</td> </tr> <tr> <td>Mixed White &amp; Asian, White &amp; Black, White &amp; other</td> <td>1.4%</td> <td>2.2%</td> </tr> <tr> <td>Black/ Black British</td> <td>0.6%</td> <td>1.1%</td> </tr> <tr> <td>Other Ethnic Group</td> <td>0.8%</td> <td>0.9%</td> </tr> <tr> <td>Chinese</td> <td>0.5%</td> <td>0.9%</td> </tr> <tr> <td>White Gypsy/Roma</td> <td>0.2%</td> <td>0.7%</td> </tr> </tbody> </table> <p>*Surrey Choices specific data is from the March 2019 monitoring report</p>	<b>Ethnicity</b>	<b>Daycare</b>	<b>Employability</b>	White British, White Irish, White Other	92.7%	90.9%	Asian/ Asian British	3.8%	3.3%	Mixed White & Asian, White & Black, White & other	1.4%	2.2%	Black/ Black British	0.6%	1.1%	Other Ethnic Group	0.8%	0.9%	Chinese	0.5%	0.9%	White Gypsy/Roma	0.2%	0.7%
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<b>Religion and belief</b>	The focus on greater involvement in the local community may create opportunities to link with local faith groups for the support of individuals	No Significant Impact	N/A																								

<b>Sex</b>	No Significant Impact	No Significant Impact	N/A															
<b>Sexual orientation</b>	No Significant Impact	No Significant Impact	N/A															
<b>Marriage and civil partnerships</b>	No Significant Impact	No Significant Impact	N/A															
<b>Carers</b> (protected by association)	Direct payments will offer carers more choice and support options.	<p>Day centres may be providing respite for carers, who may be anxious about having to take on more responsibility for roles such as driving the person they care to employment/volunteering opportunities</p> <p>Carer may be concerned about the loss of this network and friendship groups that have been built up around the existing services.</p>	<p>The profile carers for all the people with a learning disability and/or autism and/or Asperger who will be supported by the ASC learning disability and autism team is as follows:</p> <table border="1"> <thead> <tr> <th>Number of Carers linked to and individual</th> <th>Number of Individuals who have a Carer</th> <th>Number of Carers</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>1,048</td> <td>1,048</td> </tr> <tr> <td>2</td> <td>176</td> <td>352</td> </tr> <tr> <td>3</td> <td>9</td> <td>27</td> </tr> <tr> <td>Grand Total</td> <td>1,233</td> <td>1427</td> </tr> </tbody> </table>	Number of Carers linked to and individual	Number of Individuals who have a Carer	Number of Carers	1	1,048	1,048	2	176	352	3	9	27	Grand Total	1,233	1427
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## 7b. Impact of the proposals on staff with protected characteristics

Protected characteristic	Potential positive impacts	Potential negative impacts	Evidence
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<b>Age</b>	No Significant Impact	No Significant Impact	
<b>Disability</b>	No Significant Impact	No Significant Impact	
<b>Gender reassignment</b>	No Significant Impact	No Significant Impact	
<b>Pregnancy and maternity</b>	No Significant Impact	No Significant Impact	
<b>Race</b>	No Significant Impact	No Significant Impact	
<b>Religion and belief</b>	No Significant Impact	No Significant Impact	
<b>Sex</b>	No Significant Impact	No Significant Impact	
<b>Sexual orientation</b>	No Significant Impact	No Significant Impact	
<b>Marriage and civil partnerships</b>	No Significant Impact	No Significant Impact	
<b>Carers (protected by association)</b>	No Significant Impact	No Significant Impact	

## 8. Amendments to the proposals

Change	Reason for change
No amendments to the proposals are recommended as a result of the Equality Impact Assessment.	

## 9. Action plan

Potential impact (positive or negative)	Action needed to maximise positive impact or mitigate negative impact	By when	Owner
The development of more age appropriate opportunities to help people be independent and activity in the community.	Ensure via consultation that services are developed which need the needs of individuals to be active in the community and independent.	19/20	MD, Surrey Choices, AD PLD
Increased engagement with young people and their families as they reach school leaving age to support their transition towards employment and living independently.	Robust management, development and delivery of the outcomes set out in the Future Choices.	From September 2019	MD, Surrey Choices, AD Lifelong Learning and Commissioners
Creating life skill, vocational and employment opportunities for people of any age but with a focus on working aged adults.  Offer more vocational opportunities to help people with a disability access opportunities to be active in their community through volunteering and work.	Surrey Choices in conjunction with ASC Commissioners and consultation with customers will create a range of opportunities.	19/20	MD, Surrey Choices, AD PLD and Commissioners
Creating more opportunities for working age adults with a disability to gain and retain employment.  Develop an increased number of employment opportunities for people with	Surrey Choices will look to expand the existing award winning EmployAbility Service to allow more people to benefit from this service.  Joint develop approaches to local Companies and Organisations.	19/20	AD PLD and MD, Surrey Choices

<p>a disability through training and approaching employers.</p>	<p>Employers may need support around employing someone with a disability, for example easy read information, accessibility etc”. Also add an action about review this EIA in six months’ time as it is such a sensitive issue.</p>		
<p>The shift towards more creative life skill, vocational and employment targeted solutions may generate some initial anxiety for people and their carers.</p> <p>Increasing opportunities for people to be independent and active in the community may be perceived by their families as placing them at potential risk.</p>	<p>Ensure that the change of approach is communicated appropriately, there is a risk that people and that carers concerns about safety of individuals accessing more community based activities and employment and discussed.</p> <p>Ensure people are equipped to access community resources.</p> <p>Ensure robust safeguarding arrangements are in place.</p> <p>Use success stories to reassure Families.</p>	<p>19/20</p>	<p>AD PLD and MD, Surrey Choices</p>
<p>Moving towards a more tailored approach by offering services that individuals could access via a direct payment. This will increase choice and control for people with a learning disability and autism.</p>	<p>Ensure through the involvement of people, their carers and partners, services are developed to deliver the personal outcomes individuals and those changes are clearly communicated.</p>	<p>19/20</p>	<p>AD PLD and MD, Surrey Choices</p>
<p>Day centres may be providing respite for carers, who may be anxious about having to take on more responsibility for roles such as driving the person they care to employment/ volunteering opportunities</p> <p>Carer may be concerned about the loss of this network and friendship groups that have been built up around the existing services.</p>	<p>Ensure carers are referred to support groups for advocacy as part of the change process.</p> <p>Ensure that Direct Payment approach is clearly understood by staff and Carers.</p> <p>Ensure people, Carers and staff are reassured that this is not about changing the services but empowering people and Carers so they can decide which services they wish to use.</p>	<p>19/20</p>	<p>AD PLD</p>

## 10. Potential negative impacts that cannot be mitigated

<b>Potential negative impact</b>	<b>Protected characteristic(s) that could be affected</b>
None	

## 11. Summary of key impacts and actions

<p><b>Information and engagement underpinning equalities analysis</b></p>	<p>There have been a wide range of engagement which included ASC staff, Surrey Choices Senior Management and Board, Users and Carers and the Strategic User and Carer Board.</p> <p>Information from ASC management information systems and from Surrey Choices has also underpinned the proposed changes to the delivery of these services.</p>
<p><b>Key impacts (positive and/or negative) on people with protected characteristics</b></p>	<p>Development of a more age appropriate approach to help people be independent.</p> <p>Earlier engagement with young people and their families around employment and independent living opportunities.</p> <p>Creating an environment offering life skills, vocational and employment opportunities.</p> <p>Increasing to opportunities for personal choice available to people with a learning disability.</p>
<p><b>Changes you have made to the proposal as a result of the EIA</b></p>	<p>No changes have been made to the proposal as a result of the Equality Impact Assessment</p>
<p><b>Key mitigating actions planned to address any outstanding negative impacts</b></p>	<p>Increased focus on engagement with people, carers and partners to support the management of the changes and overcome any concerns.</p> <p>Link with local companies and organisations to understand and jointly effect positive change.</p> <p>Ensure effective communication of the changes including stories of success.</p>
<p><b>Potential negative impacts that cannot be mitigated</b></p>	<p>There are no potential negative impacts that cannot be mitigated.</p>