

Redesign of the Liquidlogic Adults System (LAS) forms to reflect the introduction of strengths based practice in Adult Social Care

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

No

1. Explaining the matter being assessed

Is this a:

- Other – changes to system

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 have undertaken a project to redesign key forms in its core business system, LAS, which frontline staff use on a daily basis to record all work with clients.

Form changes were required as a result of an earlier project to roll out and embed new approaches to working with residents who require social care support known as strengths-based practice. This cultural change project focussed on enabling staff to use their professional skills to help residents live their lives rather than narrowly prescribing packages of care. The new approach recognises that care can be as disabling as it is enabling if it is done incorrectly or in a risk averse way. Strengths, enablement, independence are now at the core of how we work with residents who approach us for help with their care and support.

The roll out of strengths-based practice to locality and specialist teams consisted of a series of staff and manager workshops, a new strengths-based practice framework and supporting practice and recording guidance documents for LAS. The project has been monitored through the development and roll out of key performance indicators which all staff have access to through the Tableau dashboard. As well strengths-based audits have been undertaken by Team and Senior Managers.

Audits and feedback from staff have shown that in order to maximise the new approach and promote the new ways of working, further enhancements were necessary in the recording tools that staff use in their daily interactions with residents.

The aim of the forms redesign project is to support staff in having empowering strengths-based conversations while also providing residents with accurate records of their assessment, support plan and review.

This will be achieved through:

- Identifying and responding to current challenges in the assessment, support plan and review forms for staff working in a strength-based way.

- Redesigning the assessment, support plan and review forms to make them fit for strengths-based recording.
- Redesigning the output documents that residents receive after their assessment, support plan and review.
- Ensuring that new forms are tested and fit for purpose, identifying dependent forms and mapping issues.
- Providing any necessary staff training and communication prior to release of the new forms.

The focus will predominantly be on updating the following core forms with the view to go live in October 2021.

- Adult Social Care Assessment
- Carer Social Care Assessment
- OT Assessment and OT Review
- Adult Support Plan
- Carer Support Plan
- Adult Review
- Carer Review
- Dependent forms
- Guidance documents

This Equality Impact Assessment (EIA) will assess any impacts on residents and Adult Social Care staff with protected characteristics on the implementation of the new refreshed LAS system forms.

It will provide insight to help break down any barriers to accessing services and to mitigate any potential negative impacts. The EIA will help us meet our commitment to ensure “no one is left behind”. Assessing the impact of these changes on different ‘protected characteristic’ groups is an important part of our compliance with duties under the Equality Act 2010.

Existing clients who have a new assessment, support plan or review may notice that their copies of documents look slightly different because of changes to the forms in the system. The forms should be found to be more accessible and meet the relevant screen reader requirements.

Adult Social Care Staff in frontline roles who use LAS to record their work are affected by this proposal. There are currently approximately 1,578 staff that have full access to LAS and will use the affected forms. These staff sit in the following areas of the service:

- Locality Teams
- Acute Hospital Teams
- Adults Information and Advice Service
- Transitions Team
- Learning Disability and Autism (East and West)
- Continuing Healthcare
- Mental Health staff in locality and specialist teams
- Sensory Services at Sight for Surrey
- Reablement Team Leaders
- Locality Finance Teams
- Financial Assessments and Benefits Teams

- Commissioning

In addition to this some core support functions will be affected, including the Business Intelligence Team and the Information Quality Team.

The data and information analysed as part of this review was sourced from:

- Tableau Workforce Dashboards
- Review of other Local Authorities who use LAS, including East Sussex and Suffolk

The changes have been supported by on-going engagement with staff:

A survey was sent to all staff using LAS to record their work in February 2021 looking for feedback and suggestions around making improvements on the assessment, support plan and review. Over 100 responses across 5 qualitative questions were received and analysed and changes made to the design of the new forms to take views into account.

Initial workshops with staff from across the service were held in Autumn 2019 to gain feedback on the current forms and ideas for changes to help record in a strengths-based way.

Detailed engagement was held (via MS Teams) with staff across specialist teams including Mental Health, Learning disabilities and Autism, Transition, Occupational Therapists, Commissioning, Prisons, Financial Assessments and Income Collection and Carer Practice Advisors. These engagements aimed to ensure that the new forms are fit for purpose across the whole service.

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

This work is linked to the following vision outcomes:

- Everyone lives healthy, active and fulfilling lives, and makes good choices about their wellbeing.
- Everyone gets the health and social care support and information they need at the right time and place.

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

- County-wide

Detail here who you have involved with completing this EIA. For each include:

- Claire White - Adult Social Care, Surrey County Council (SCC) - Senior User/Project Lead
- Tracey Pope-Warren - Adult Social Care, SCC - Senior User/Project Lead
- Julie McPherson – Adult Social Care, SCC – Business Systems Team Manager
- Toni Carney – Adult Social Care, SCC – Head of Resource/Sponsor
- Marina Misaljevic - Adult Social Care, SCC – Project Officer

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)

Equality Impact Assessment

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

Equality Impact Assessment

Disability

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 Adult Social Care (ASC) who have an open referral) in Adult Social Care across Surrey County Council was 20,079. The below data shows the number of people supported by Adult Social Care by Client Category. Based on the below, 7,158 people are receiving support for either a physical disability or learning disability. This is around 35% of the total number of open cases in Adult Social Care.

| Primary Client Category | Total number of All Open Cases as of 17 May 2021 |
|--------------------------------|---|
| Physical Disabilities | 3,295 |
| Learning Disabilities | 3,863 |
| Older People | 8,054 |
| Carers | 2,653 |
| Mental Health | 2,212 |
| Missing Data | 2 |
| Grand Total | 20,079 |

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

Making content more accessible means it is easier to use and works better on a range of devices. Currently our output documents are not fully accessible to screen readers and have to be manually altered by our staff so that they can be sent to those with screen readers.

As a result of the changes to the forms, the output documents (print versions) have also been updated. This has allowed us to make changes to ensure that the documents are fully accessible to all (including those using screen readers) using the new Microsoft Accessibility functionality.

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

Staff will be reminded of the use of the Microsoft Accessibility functions and how to provide information to those with screen readers.

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?

Not applicable

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.

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. The below data shows the number of people supported by Adult Social Care by Client Category. Based on the below, 2,653 people are receiving support as a carer. This is around 13% of the total number of open cases in Adult Social Care.

| Primary Client Category | Total number of All Open Cases as of 17 May 2021 |
|-------------------------|--|
| Physical Disabilities | 3,295 |
| Learning Disabilities | 3,863 |
| Older People | 8,054 |
| Carers | 2,653 |
| Mental Health | 2,212 |
| Missing Data | 2 |
| Grand Total | 20,079 |

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

The engagement identified a need for better focused questions for carers that look at their wider life and how they can be supported to thrive whilst also being a carer if they wish to remain in their caring role. As a result of changes to the carers forms, with input from carer practice advisors and carer representatives the focus is now on the impact of caring on the carers life and their own wellbeing.

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

Updated guidance documents and training videos will highlight this slight shift in focus for staff, with the result of more comprehensive carers assessments that support residents who are carers, to thrive.

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?

Not applicable

Any negative impacts that cannot be mitigated?

None

3. Staff

Age

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

The breakdown of all staff within Surrey County Council within Adult Social Care (ASC) by age group shows that the largest age group is 50 to 59 at over 31% of ASC staff from this age group.

- **Under 30** – 10.93%
- **30 to 39** – 19.84%
- **40 to 49** – 22.56%
- **50 to 59** – 31.39%
- **60 to 69** – 13.73%
- **Over 70** – 1.55%

(Source: Tableau Workforce Dashboards, June 2021)

The data below shows front-line Social Care posts by age range. We know that front line staff use LAS regularly as the main purpose of LAS is to record client data at contact, assessments, support planning, reviews, and case notes. The data below suggests that the highest age bracket of staff in these front-line positions, is between 50 to 59 at 30.76%.

| Post | Age groups | | | | | |
|--|---------------|---------------|---------------|---------------|---------------|--------------|
| | Under 30 | 30 to 39 | 40 to 49 | 50 to 59 | 60 to 69 | 70 and over |
| Care Assistants | 21.68% | 22.12% | 19.47% | 26.11% | 10.62% | 0% |
| IntegratedRblmtWorkers and RblmtAssistants | 6.44% | 10.89% | 18.81% | 40.10% | 21.29% | 2.48% |
| MHSocialWorkers(InclSnr)andAMHPs | 10.42% | 25% | 21.88% | 31.25% | 11.46% | 0% |
| OccupationalTherapists(InclSnr) | 3.95% | 30.26% | 28.95% | 25% | 11.84% | 0% |
| ResidentialSupportWorkers | 3.39% | 15.25% | 22.03% | 42.37% | 11.86% | 5.08% |
| SocialCareAssistants | 15.22% | 23.91% | 22.10% | 29.71% | 9.06% | 0% |
| SocialWorkers(InclSnr) | 9.52% | 34.01% | 27.89% | 20.41% | 7.48% | 0.68% |
| Grand Total | 11.83% | 22.17% | 22.17% | 30.76% | 12.01% | 1.05% |

Equality Impact Assessment

Please note, some of the staff members listed above (Care Assistants and Integrated Reablement Workers/Assistants) do not have access to LAS as it is not part of their day to day role.

Staff of all ages will need to start using the new LAS forms from November 2021 and become confident in using new functionalities introduced as part of the project. Most changes however are to the content and layout within forms and are not changes to functionality and the way in which we work.

Staff of all ages may struggle with technology and to pick up and work with the new forms. On the other hand, some staff may find it easier to record information onto the new forms while other may find it difficult to get to grips with what they need to record, when and where.

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

Staff communications will be sent out to provide staff with updates ahead of launch.

Guidance documents for staff will be updated and made available on SharePoint. Videos will be made available so that staff can watch them as many times as necessary.

Managers and LAS champions will be fully briefed on the new changes and what to expect from their staff ahead of the go live date. They will therefore be best placed to support staff to gain confidence and skills in recording information.

Staff can approach the IQ helpdesk and have some coaching.

Team managers could offer specific training to staff to ensure they are fully comfortable with the changes.

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?

Not applicable

Any negative impacts that cannot be mitigated?

None

Disability

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

Equality Impact Assessment

Within Adult Social Care, 2.80% of staff are recorded as 'registered disabled' as of June 2021 (Source: Tableau Workforce Dashboards, June 2021).

The below breaks this down further by job post, particularly front-line staff who use LAS more regularly. A breakdown of the frontline Social Care roles within Adult Social Care.

| Job post | Has a disability (or previously had one) | Not informed/unknown |
|--|--|----------------------|
| Care Assistants | 0% | 100% |
| IntegratedRblmtWorkers and RblmtAssistants | 0.99% | 99.01% |
| MHSocialWorkers(InclSnr)andAMHPs | 3.13% | 96.88% |
| OccupationalTherapists(InclSnr) | 5.26% | 94.74% |
| ResidentialSupportWorkers | 0.85% | 99.15% |
| Social Care Assistants | 2.90% | 97.10% |
| SocialWorkers(InclSnr) | 3.40% | 96.60% |
| Grand Total | 2.02% | 97.98% |

(Source: Tableau Workforce Dashboards, June 2021).

Staff using screen readers Dragon and Jaws should find the new forms easier to navigate.

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

The redesigned forms have been streamlined with less use of tables and more simple text boxes. This will enable staff to use screen readers such as Dragon and Jaws more easily.

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?

Not applicable

Any negative impacts that cannot be mitigated?

None

Equality Impact Assessment

Maternity

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

The below shows the current data for anyone on maternity or paternity leave within the below directorates.

| Directorates | Maternity/Paternity |
|--|----------------------------|
| Childrens, Families and Learning | 0.70% |
| Community Protection Group | 0.08% |
| Customer and Communities | 0.07% |
| Deputy/Chief Executive office | 0.01% |
| Env, Transpt and Infrastructure | 0.03% |
| Health, Wellbeing and ASC | 0.47% |
| Public Service Reform and Strategy and Commissioning | 0.03% |
| Resource | 0.37% |
| Grand Total | 1.76% |

Source: SAP (September, 2021)

Staff on maternity leave when the new forms are implemented may feel at a disadvantage when they return and need to get used to new forms. Staff who are not on maternity leave will have had the training and guidance provided to them prior to the changes being implemented.

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

Managers will be best placed to support returning staff who will be able to access support through guidance and training materials. Bespoke training or one to one sessions could be offered by the Information Quality helpdesk if necessary.

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?

Not applicable

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 two

Explanation:

Staff training and support will be offered to those struggling with the changes due to age, disability or maternity leave.

Equality Impact Assessment

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 | October 2021 | Staff will be reminded of the use of the Microsoft Accessibility functions and how to provide information to those with screen readers. | Julie McPherson | Ongoing | LAS guidance and training documentation will be updated to remind staff of these functions. | Open |
| 2 | August 2021 | Staff communications will be sent out to provide staff with updates ahead of launch. | Claire White | October 2021 | Not applicable | Closed |
| 3 | October 2021 | Guidance documents for staff will be updated and made available on SharePoint. Videos will be made available so that staff can watch | Julie McPherson | October 2021 | Not applicable | Closed |

Equality Impact Assessment

| Item | Initiation Date | Action/Item | Person Actioning | Target Completion Date | Update/Notes | Open/ Closed |
|------|-----------------|--|------------------|------------------------|----------------|--------------|
| | | them as many times as necessary. | | | | |
| 4 | September 2021 | Managers and LAS champions will be fully briefed on the new changes and what to expect from their staff ahead of the go live date. They will therefore be best placed to support staff to gain confidence and skills in recording information. | Claire White | October 2021 | Not applicable | Closed |
| 5 | Ongoing | Staff can approach the IQ helpdesk and have some coaching. | Julie McPherson | Ongoing | Not applicable | Ongoing |
| 6 | Ongoing | Team managers could offer specific training to staff to ensure they are | Claire White | Ongoing | Not applicable | Ongoing |

Equality Impact Assessment

| Item | Initiation Date | Action/Item | Person Actioning | Target Completion Date | Update/Notes | Open/Closed |
|------|-----------------|--|------------------|------------------------|----------------|-------------|
| | | fully comfortable with the changes. | | | | |
| 7 | October 2021 | The redesigned forms have been streamlined with less use of tables and more simple text boxes. This will enable staff to use screen readers such as Dragon and Jaws more easily. | Julie McPherson | October 2021 | Not applicable | Closed |
| 8 | Ongoing | Managers will be best placed to support staff returning from maternity leave who will be able to access support through guidance and training materials. Bespoke training or one to one session could be offered by the Information Quality helpdesk if necessary. | Managers | Ongoing | Not applicable | Ongoing |

Equality Impact Assessment

6a. Version control

| Version Number | Purpose/Change | Author | Date |
|----------------|---|--|------------|
| Version 1 | Initial Draft document | Marina Misaljevic | 18/06/2021 |
| Version 2 | Draft updated | Julie McPherson | 02/09/2021 |
| Version 3 | DEG meeting | Marina Misaljevic | 14/09/2021 |
| Version 4 | Updated version for review | Marina Misaljevic/Julie McPherson/Claire White | 01/11/2021 |
| Version 5 | Final changes made | Marina Misaljevic/Julie McPherson/Tracey Pope-Warren | 09/11/2021 |
| Version 6 | Reformatted to new template only and shared for approval Approved 02/03/2022 | Marina Misaljevic/Julie McPherson/Claire White/Toni Carney | 02/02/2022 |

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

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.

Equality Impact Assessment

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 – Toni Carney | 02/03/22 |
| Executive Director | Not applicable |
| Cabinet Member | Not applicable |
| Directorate Equality Group | 14/09/21 |

Publish:

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

EIA author:

6c. EIA Team

| Name | Job Title | Organisation | Team Role |
|--------------------|-------------------------------|--------------|--|
| Marina Misaljevic | Project Officer | SCC | Initial draft content and sourcing data from Workforce Support Team, HR and Business Intelligence data |
| Julie McPherson | Business Systems Team Manager | SCC | Data source and collaboration drafting |
| Claire White | Senior Project Lead | SCC | Data source and collaboration on draft |
| Tracey Pope-Warren | Senior Project Lead | SCC | Data source and collaboration on draft |
| Toni Carney | Head of Resource/Sponsor | SCC | Approval |

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

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Equality Impact Assessment

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