

One Council Direct Payment Strategy Equality Impact Assessment

Did you use the EIA Screening Tool? No

1. Explaining the matter being assessed

Is this a:

- new strategy

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

The Adult Social Care and Children, Families, Life-Long Learning Directorates of Surrey County Council have committed to the development of a 5-year One Council strategy for Direct Payments. Direct Payments are an alternative to traditional care services whereby customers are given money to purchase their own care and support to enable them to meet some or all their eligible 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.

The overall aim of the strategy is to encourage and enable a greater number of people to use Direct Payments, as they are recognised as facilitating greater independence, choice and control in determining the support people need to live a healthy, active and fulfilling life.

The total number of open cases within Adult Social Care was 21,224 as at August 2022, of whom around 8,339 were receiving a service within the community and therefore have the option to choose a Direct Payment to source their own care and support. Of these, the number of clients receiving community-based support delivered through a Direct Payment was 2,272. This equates to 27.3% take up of a Direct Payment (Source: ASC BI: LAS 'Open Cases' August 2022).

The total number of open cases within Children's with Disabilities Services was 784 (Source: *Children's services finance as of 20 October 2022*), of which 546 children receive support that is being delivered through a Direct Payment. This equates to around 69.6% take up of DPs. Source: (*Children's services finance: October 2020*).

Below are the number of active Direct Payments users within Adult Social Care, broken down by service types in August 2022. This demonstrates that some client groups have a higher uptake than others and there is a need to understand this further. In addition, 40% of active clients with a Direct Payment use their Direct Payment to employ a PA.

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Active client numbers	Older People	Physical Disability	Mental Health	Learning Disability & Transition	Carers	Total
Number of active Direct payments	510	726	116	736	184	2272
of which x have a PA	83	400	30	408	3	924
X expressed as a %	16.27%	55.1%	25.86%	55.43%	1.63%	40.7%

(ASC BI: August 22 Open Direct payments by Client Category)

The number of active Direct Payment users within Children's Services are broken down by service types and are shown below. This demonstrates that Direct Payments are currently only used by Children with Disabilities and nearly 99% of users with an active direct payment employ a PA. The number of SEND children that use Direct Payments is negligible, though some children may also be open to the CwDt and use a direct payment to purchase services.

Active client numbers	Children with Disabilities	SEND
Number of Active Direct payments	546	0
of which x have a PA	538	0
X expressed as a %	99%	0

Source: (Children's services finance August 2022)

In 2019, the Social Care Institute of Excellence (SCIE) carried out research within Adult Social Care to identify barriers and enablers to increase Direct Payment take-up. This established that there was a need to make improvements, both internally with practitioners and externally with people using the service as well as with the provider market. In 2020, Surrey Coalition of Disabled People were commissioned to help deliver a new strategy for Direct Payments across Adult Social Care and Children, Families, Life-Long Learning Directorates. A core community group which drew on local expertise, people with lived experience, partner organisations and professionals was established. The group explored what a Surrey Direct Payments Strategy needs to look like to make it more accessible to the people using the service. From the group, we were able to gain insight into the successes and challenges that people experience when using a Direct Payment.

Surrey Coalition of Disabled People carried out engagement across service users and staff to understand the benefits and negatives of Direct Payments. The engagement reached 230 adults, children, and carers (*We Co Produce final report March 2022*) and 60 staff members within ASC. Within the Children with Disabilities team we engaged with 38 staff members. The strategy for Direct Payments in Surrey will provide an overview of work that we are committed to deliver against, to make Surrey a place where people can achieve greater independence, choice, and control.

Engagement and evidence were gathered via the following groups and methods:

- Community conversations /open meeting - We held open forums to which Direct Payments users from Surreys Communities were invited to. These were facilitated by We Coproduce.
- 121 interviews- We Coproduce representatives held interviews with people who were unable to attend the open forums but wished to share their experiences.

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- Deaf Community Group – The group fed back positive experiences of using a Direct Payment.
- Learning Disability Partnership Board - presentation and discussion undertaken
- Payments was part of the agenda at all the Counties Learning Disability Partnership Boards and feedback was collected.
- Carer and user 1:1 conversations – a mixture of people and parents /carers were involved.
- SILC- participated as part of a group conversation
- Tik Tok open call – A Tik Tok call was facilitated by Surrey Coalition of Disabled People
- Preparing for Adulthood Group - Conversations were had with young people from this group which forms part of the Surrey SEND local offer.
- Sight for Surrey Group Conversation - This group was attended by families.
- Sunnybank Trust - A Local charitable organisation that supports Adults with learning disabilities
- Disability Empowerment Networks - Local area groups that are set up by Surrey Coalition for Disabled People.
- Survey- We Co - Produce organised distribution of the survey to all known networks
- Family Voices - A representative was part of the Community Board

The key findings were:

- Peer support was available
- Limited choice of providers
- System was difficult for people to work with. Staff made decisions rather than the person in receipt of the Direct Payment
- Some Direct Payment recipients experience anxiety about doing things wrong
- Inconsistent information being given to people using Direct Payments
- Poor relationships with the system and the staff within the system
- System is complex and people need more support to navigate it
- Lack of independent support to help broker services and advise when there are problems.
- CwDt – reluctance from parents to manage a direct payment
- CwDt - rate is too low for a PA for a child with complex needs
- Recruitment for PAs (CwDt) challenging
- Children’s services – What can the DP be used for is not communicated to parents. No consistent information given for what and how monies can be spent.

Briefly list what evidence you have gathered on the impact of your proposals

- Surveys - these were sent out by Surrey Coalition to all known networks for distribution amongst their membership. This was undertaken in Autumn 2021,
- Staff engagement involved 60 staff members from Adult Social Care services and 38 staff members from Children’s with Disabilities Team and SEND. This involved an Open Forum discussion exploring staffs experience and understanding of Direct Payments.
- Commissioning of an independent organisation - 'We Coproduce' to support with all engagement. In addition, they have produced a final report evidencing their findings, and this report has 'fed' into the strategy.
- Worked with a variety of Stakeholders which formed the core community group.

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- Collaborative working with Surrey Coalition for Disabled People, who helped arrange and facilitate conversation through various methods of engagement as well as capture information and conversation.
- Evidence has been formulated into a final report produced by 'We Co produce.'

How does your service proposal support the outcomes in the Community Vision for Surrey 2030?

- Everyone lives healthy, active, and fulfilling lives, and make good choices about their wellbeing.
- Everyone gets the health and social care support and information they need at the right time and place. Residents are part of a collaborative and co-produced strategy which will benefit them by ensuring they are able to meet their full potential and contribute to their community.
- An independent organisation (We Co-produce) was used to engage with the community and relevant stakeholders. By using an approach in which co production was used, this supported the corporate priority objective of empowering communities, also aligning with the Surrey Community vision for 2030.
- Children and Young People are safe and feel safe and confident

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

- County-wide

Assessment team

- Anna Waterman, Surrey County Council (ASC), Head of commissioning – Disabilities
- ASC Marina Misaljevic ,Surrey County Council (ASC)Project Officer – ASC,
- Christopher Esson, Surrey County Council (ASC), Senior Commissioning Manager – Mental Health, ASC.
- Marnie Cotterill, Surrey County Council (ASC), Commissioning Manager –Disabilities – ASC.
- Melanie Carroll, Surrey County Council, Service Manager (CwDt)

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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*cwdt specific
- Out of work young people) *
- Adults with learning disabilities and/or autism*
- People with drug or alcohol use issues*
- People on probation
- People in prison
- Migrants, refugees, asylum seekers
- Sex workers
- Children with Special educational needs and disabilities*
- Adults with long term health conditions, disabilities (including SMI) and/or sensory impairment(s)*
- Older People in care homes*
- Gypsy, Roma, and Traveller communities*
- Other (describe below)

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

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Age

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

The table below shows the total number of open cases (people known to ASC who have an open referral) with a Direct Payment in Adult Social Care by age group.

- The biggest user by age range was age band 18 – 44-year-olds with 937 people (41.6%) with a Direct Payment.
- This was followed by age band 55 – 64-year-olds, with 320 people (14.2%) with a Direct Payment.
- The age band with the lowest number of open cases was 75–84-year-olds, with 196 people (8.7%) with a direct payment.
- This highlights that younger people are more open to accepting a Direct Payment with the number significantly reducing for those people aged 45 +.

Age Band	Number of open cases with a Direct Payment as of August 2022	% Of open cases with a Direct Payment as of August 2022
18-44	939	41%
45-54	250	11%
55-64	329	14%
65-74	252	11%
75-84	194	9%
85-94	246	11%
95+	62	3%
Grand Total	2,272	100.0%

Source: BI report [LAS 'Number of open cases by age' as of Aug 22]

According to recent research, 11 million people (21%) in the UK are digitally disadvantaged. In Surrey, an estimated 200,000 people suffer from digital exclusion. Digital exclusion is inextricably linked to wider inequalities in society and is more likely to be faced by people over 65. (Source Surrey-I). Engagement with staff from the CwD Team also stated that many children and their families/carers also are digitally excluded. Being digitally excluded can be a barrier for people to participate in many aspects of daily life including access to government services. (Source Surrey –I)

Positives

- The positive impact is the promotion of DPs to make them more accessible for people of all ages. Consideration needs to be given to the reasons why there is a greater number of adults aged 18 to 44 that have a Direct Payment, and this significantly reduces at age 44. Understanding the reasons why this is and ways we can improve the uptake of DPs for people aged 44 and above will shape delivery. This will have a positive impact in addressing inequalities between age-groups and people of all ages will have more choice and control over their own care.

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- An emerging feature that came through co-production was consistency of practice for children transitioning to Adulthood. This also applies to Looked after Children, Children with Disabilities, SEND and Carers of those groups. The current approach to Direct Payments across ASC and CFLC (Children, Families, Lifelong Learning) and Transition can cause great confusion and anxiety for client's carers and families, particularly changes in eligibility and clarity regarding the parental role once a child reaches 16 and becomes an adult at 18. The new strategy aims to better align the approach for those transitioning.
- An emerging theme that came through staff engagement was that teams found the administration of Direct Payments difficult to understand. There was also an assumption and at times older people would not be able to manage a Direct Payment. Improved understanding and administration of Direct Payments will aim to improve staff confidence to offer Direct Payments to all clients regardless of age. Improved support for people who have a direct payment and staff administering them will also give confidence to people of all ages to accept a direct payment.
- Digital exclusion is a barrier to accessing government services. The ambition of the Strategy is to explore ways in which we can remove barriers for those who are digitally excluded so more people benefit from using a direct payment.

Negatives

- There is a potential risk that older people may feel under some pressure to take a DP.
- The strategy aims to provide new Intranet and internet pages for staff, other professionals, users, and carers which digitally excluded people of all ages will not be able to access.
- People of all ages who are digitally excluded may not be able to participate in any further co production work as the majority is completed via Teams meetings or conversations.
- People of all ages who are digitally excluded may not be able to have a Direct Payment if a requirement is to use internet banking and have a pre- payment card.
- People of all ages who are digitally excluded will not be able to have access to an online PA data base.

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

- Improved Direct Payment training for practitioners in Adult Social Care and Children, Families, Life-Long Learning and Special Education Needs and Disabilities teams, so that practitioners feel confident in explaining and supporting people of all ages to understand and use Direct Payments.
- Improved information regarding Direct Payments for people and their carers accessing Adult Social Care and Children, Families, Life-Long Learning and Special Education Needs and Disabilities.
- A focus group to explore the barriers that older people may have when being offered a DP and what barriers staff may experience when discussing and offering a DP to older people. Explore the difficulties parents and young people face when transitioning from childhood into adulthood and how the management of the DP may change.

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- When creating web pages, forms, and other direct payment information, we need to ensure that we think about how this information can be disseminated to the digitally excluded.
- Explore the possibility of having Individual Service Funds. Organisations commissioned to deliver this service will be able to manage funds and support individuals who are digitally excluded.
- Ensure that all information and documents are available as a printed version so that practitioners can provide these to people who are digitally excluded.
- Explore any caveats relating to administrative procedures (eg pre -payment card) that can be put in place for digitally excluded people who wish to have a direct payment.
- Ask user groups if they can disseminate information via their forums, through phone calls or in writing.

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?

- Implementation of 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 establishment of services, some of which might appeal to carers who have had a carers assessment and who might access them using direct payments.
- Early indications from published government papers appear to suggest the future introduction of Direct Payments for residential and nursing care.

Any negative impacts that cannot be mitigated?

- There is a risk that the administrative processes needed for Direct Payments are a barrier for people of all ages who are digitally excluded (eg internet banking and pre-payment card) and that despite initiative to reduce digital exclusion, some will remain.

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Disability

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

The table below shows the total number of open cases with a Direct Payment in Adult Social Care client category. As of August 2022, the highest number of users by Primary client category was Adult Learning Disabilities/autism with an uptake of (32%) followed by Adults with a Physical /Sensory Disability with an uptake of 32%. The lowest number of users are in Mental Health with 5% using a Direct Payments.

Primary Client Category	Number of Open cases with a DP	% Of open cases with a DP
Adults Learning Disabilities/Autism	736	32%
Adults Mental Health	116	5%
Adults Older People	510	22%
Adults Physical Disabilities	726	32%
Carer	184	8%
Grand Total	2,252	100.0%

Source: BI report [LAS 'Number of open cases that use a Direct Payment by client category' as of August 22]

- The data suggest that the highest percentage of Direct Payment uptake is within the Learning Disability and Physical and Sensory disability cohorts though just over a third of people within these cohorts are using a Direct Payment.
- Staff engagement revealed that there was a lack of confidence and understanding when offering direct payments and users stated that they found Direct Payments difficult to administer and understand.
- Some users were fearful of contacting their Social Care Teams as they were worried, they would have their services taken away.
- Staff and user group engagement also revealed the difficulties in recruiting Personal Assistants in all areas of the County. This means that services that provide care and support that could be delivered by a Personal Assistant are being directly commissioned by Adult Social Care, therefore reducing a person's ability to have choice and control over their own care.
- The data above also suggests that the lowest uptake of DPs was for people within the client category of Mental Health. The engagement with the ASC MH Reference Group revealed that some of the services provided via a DP for people with Mental Health needs, did not necessarily provide the best solution to meet the needs of the individual and better ways of meeting their outcomes should be considered.
- Engagement with Mental Health practitioners suggested that some clients found it difficult to manage the Direct Payment within the agreed terms due to having a fluctuating Mental Health Condition.
- 69% of Children with a disability have a Direct Payment, however it was highlighted that parents do not always understand what they can use a DP for. DPs are mainly given to children and their carers to enable them to employ a Personal Assistant. Due to a lack of

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PA's, families do not understand how they could use the DP for services that could meet a child's outcomes in the absence of the PA.

- Surrey-I have also identified that people with a disability are more likely to be digitally excluded and therefore struggle to access government services. According to recent research, 11 million people (21%) in the UK are digitally disadvantaged. In Surrey, an estimated 200,000 people suffer from digital exclusion. Digital exclusion is inextricably linked to wider inequalities in society and is more likely to be faced by people over 65, those on low incomes, and disabled people.

Positive Impact

- Improved Direct Payment training options for practitioners in all Localities, Specialist Adult Social Care Teams and Children's Directorates so that practitioners feel confident in explaining and supporting people with all disabilities and their carers to understand and use Direct Payments.
- Improved information regarding Direct Payments for people with a disability and their carers accessing Adult Social Care or Children's Services.
- The strategy aims to increase the PA market place so adults and children with a disability can have more choice and control over their care.
- Explore and improve understanding of the needs of a person with a Mental Health Diagnosis and what adjustments can be made so that a person can benefit from the choice and control that a Direct Payment can give.
- When creating web pages, forms, and other direct payment information, we need to ensure that we think about how this information can be disseminated to people with a disability who are the digitally excluded.
- Explore the possibility of having Individual Service Funds. Organisations commissioned to deliver this service will be able to manage funds and support individuals with a disability who are digitally excluded.
- Ensure that all information and documents are available as a printed version so that practitioners can provide these to people with a disability who are digitally excluded.
- Explore any caveats relating to administrative procedures (eg pre -payment card) that can be put in place for digitally excluded people with a disability who wish to have a direct payment.
- Ask Disability Groups if they can disseminate information via their forums, through phone calls or in writing.
- There is a risk that some people with learning disabilities needs a greater level of support regarding choice and control than any Direct Payments scheme can facilitate. The Strategy includes commitment to exploring whether an Individual Service Fund offer should be developed.

Negatives

- There is a potential risk that people with a disability may feel under some pressure to take a DP.
- There is a risk that the administrative processes needed for Direct Payments are a barrier for people with a disability who are digitally excluded (e.g., internet banking and pre-payment account).

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

- Workstream to explore current training offers and design and implement improved training staff.
- Workstream focusing on improved information regarding Direct Payments for people with disabilities and their carers accessing Adult Social Care and Children's.
- Increase the PA Market place so people with a disability can have more choice and control over their care.
- Improved understanding of the needs of a person with a Mental Health Diagnosis and what adjustments can be made so that a person can benefit from the choice and control that a Direct Payment can give.
- Practitioners make time and use their skills to have conversations to explore DPs and allay any anxieties and concerns that people may have and respect their decision.
- Including a specific piece of work focusing on the options relating to Direct Payment Training including a plan of review and implementation over the course of the 5-year strategy.
- We will also improve information relating to Direct Payments by ensuring that all information is accessible in digital and hard copy form. We will ensure we make reasonable adjustments to documentation and information to ensure all people that access Adult Social Care and their carers can access information relating to Direct Payments. There will be a specific piece of work focusing on these improvements throughout the 5-year strategy.
- We will have a focussed piece of work relating to the Personal Assistant market and how this can be expanded.
- We will work with colleagues within the Mental Health Services to understand better how Direct Payments can be used beneficially for people with a Mental Health diagnosis.

Surrey County Councils Children's and Adult Services will be responsible for these activities. There will be named leads in the detailed strategy workstream implementation plan.

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?

- Surrey County Council Autism Strategy 2021 to 2026 - The Direct Payment strategy supports the principle of The All Age Autism strategy 2021-2026 –A Strength based approach. The strategy aims to improve the delivery and accessibility of Direct Payments for the end user which will help support them to have improved choice and control of their care.
- Surrey County council Adult Social Care strategy for people with physical disabilities and sensory impairments 2022-2027 - One of the aims of the strategy is to ensure our direct payments offer acts as a constructive way to maximize choice, control, and independence

Any negative impacts that cannot be mitigated?

None

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Race

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

This shows us that 84% people with a DP are white. This reflects the ethnic profile of people that use ASC services.

Ethnicity	Number of people with a DP	% Of people with a DP
Asian / Asian British	131	6%
Black / African / Caribbean / Black British	39	2%
Mixed / multiple ethnic groups	57	3%
Other ethnic group	29	1%
Refused	5	0%
Undeclared / Not known	108	5%
White	1,903	84%
Grand Total	2,272	100%

Source: BI report [LAS 'Number of open cases that use a Direct Payment by ethnicity' as of August 22

Positive impact

- The ambition of the Strategy is to increase the number of Personal Assistants available across all Ethnic Groups. If achieved this will enable people to employ a PA with the same cultural or religious background as themselves if they wish.
- The ambition of the strategy is to remove any barriers that people who use services from different ethnic backgrounds have accessing Direct Payments.

Negative impact

- We may encounter difficulties in recruiting from a wide range of ethnic backgrounds

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

- Wider Engagement with groups that represent people from different Ethnic Backgrounds (including Gypsy, Roma, and Travellers' groups)
- Ensure information relating to Direct Payments is accessible to all and is available in other languages.
- Targeted recruitment within different ethnic communities.

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?

None

Any negative impacts that cannot be mitigated?

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None

Religion or belief including lack of belief

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

People of different religions may also have different religious and cultural needs. There may therefore be a barrier to employing a PA using a Direct Payment due to low availability of PAs with the same religious belief as themselves.

Positive Impact

- The ambition of the Direct Payment Strategy is to increase the PA market from all faith backgrounds so that more people can have choice and control over their own care and support and with religious observances eg worship, food traditions and celebrations.

Negative Impact

- We may encounter difficulties in recruiting from a wide range of ethnic backgrounds

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

- Wider Engagement with groups that represent people from different religious backgrounds
- Targeted recruitment with various faith communities.

3. Staff

Pregnancy and Maternity

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

Directorate	Maternity/Paternity
Health, Wellbeing & Adult Social Care	0.47%
Children's, Families and Learning	0.70%

Source: SAP (September 2021)

Negative

- Staff members who have been on Maternity/Paternity Leave during the period of implementation could be unaware of practice and process changes and of any cultural 'shift.'

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

- The supervisors of returning staff will need to ensure that the staff member is aware of any training course relating to changes to practice and processes.
- Any new processes and documents will need to be cascaded to all staff, therefore ensuring those on Maternity/Paternity leave will receive them in their E mail box.
- Any staff returning from maternity /parental leave will be required to receive any relevant training – validating that this has been completed with their line manager.

Disability

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

Negative

- Staff who are deaf or have a hearing impairment may require an interpreter for both in person training and live online training courses offered as part of the DP training
- Staff with a Visual Impairment may require DP training materials to be provided in appropriate format to meet their needs.

Positive

- New guidance relating to Direct Payments will be created in an accessible format in line with latest Accessibility Standards.

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

- Staff will require notice regarding any training courses to ensure they have enough time to book an interpreter.
- Relevant documents will need to be provided in accessible format.

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?

None.

Any negative impacts that cannot be mitigated?

None.

4. Recommendation

Based on 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 would 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:

We are recommending Option 1 –No major change to the policy/service /function required.

Explanation:

From this EIA there are some minor adjustments to be made to the Direct Payment strategy action plan to ensure that potential impacts for residents and staff with protected characteristic are included.

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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	April 2022	<p>Age:</p> <ul style="list-style-type: none"> • Improved Direct Payment training for practitioners in Adult Social Care and Children, Families, Life-Long Learning and Special Education Needs and Disabilities teams, so that practitioners feel confident in explaining and supporting people of all ages to understand and use Direct Payments. • Improved information regarding Direct Payments for people and their carers accessing Adult Social Care and Children, Families, Life-Long Learning and Special Education Needs and Disabilities. • A focus group to explore the barriers that older people may have when being offered a DP and what barriers staff may experience when discussing and offering a DP to older people. Explore the difficulties parents and young people face when transitioning from childhood into adulthood and how the management of the DP may change. • When creating web pages, forms, and other direct payment information, we need to ensure that we think about how this information can be disseminated to the digitally excluded. 	Anna Waterman & Paul Richards	2028		

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Item	Initiation Date	Action/Item	Person Actioning	Target Completion Date	Update/Notes	Open/ Closed
		<ul style="list-style-type: none"> • Explore the possibility of having Individual Service Funds. Organisations commissioned to deliver this service will be able to manage funds and support individuals who are digitally excluded. • Ensure that all information and documents are available as a printed version so that practitioners can provide these to people who are digitally excluded. • Explore any caveats relating to administrative procedures (eg pre -payment card) that can be put in place for digitally excluded people who wish to have a direct payment. • Ask user groups if they can disseminate information via their forums, through phone calls or in writing. 				
2	April 2023	<p>Disability:</p> <ul style="list-style-type: none"> • Workstream to explore current training offers and design and implement improved training staff. • Workstream focusing on improved information regarding Direct Payments for people with disabilities and their carers accessing Adult Social Care and Children's. • Increase the PA Market place so people with a disability can have more choice and control over their care. • Improved understanding of the needs of a person with a Mental Health Diagnosis and what adjustments can be made so that a person can benefit from the choice and control that a Direct Payment can give. • Practitioners make time and use their skills to have conversations to explore DPs and allay any anxieties 	Anna Waterman & Paul Richards	2028		

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Item	Initiation Date	Action/Item	Person Actioning	Target Completion Date	Update/Notes	Open/ Closed
		and concerns that people may have and respect their decision.				
3	April 2023	Religion or belief including lack of belief: <ul style="list-style-type: none"> Wider engagement with groups that represent people from different religious Backgrounds (Targeted recruitment within various faith communities. 	Anna Waterman & Paul Richards	2028		
4	April 2023	Staff- Pregnancy and Maternity: <ul style="list-style-type: none"> The Supervisors of returning staff will need to ensure that the staff member is aware of any training course relating to changes to practice and processes. Any new processes and documents will need to be cascaded to all staff, therefore ensuring those on Maternity/Paternity leave will receive them in their E mail box. Any staff returning from maternity /parental leave will be required to receive any relevant training – validating that this has been completed with their line manager. 	Anna Waterman & Paul Richards	2028		
5	April 2023	Staff - Disability: <ul style="list-style-type: none"> Staff will require notice regarding any training courses to ensure they have enough time to book an interpreter. Relevant documents will need to be provided in accessible format. 	Anna Waterman & Paul Richards	2028		

6a. Version control

Version Number	Purpose Change	Author	Date
1	Initial draft	Marnie Cotterill	17/11/2022
2	Feedback on behalf of Directorate Equalities Group	Kathryn Pyper	25 November 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.

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	Anna Waterman, Head of Commissioning ASC
Executive Director	
Cabinet Member	
Directorate Equality Group	25 November 2022

6c. EIA Team

Name	Job Title	Organisation	Team Role
Anna Waterman	Head of commissioning – Disabilities	Surrey County Council (ASC)	
Marina Misaljevic	Project Officer	Surrey County Council (ASC)	
Christopher Esson	Senior Commissioning Manager – Mental Health	Surrey County Council (ASC)	
Marnie Cotterill	Commissioning Manager – Disabilities	Surrey County Council (ASC)	
Melanie Carroll	Service Manager (CwDt)	Surrey County Council (CFLL)	

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