Everyday Living Opportunities

Did you use the EIA Screening Tool? No

1. Explaining the matter being assessed

Is this a: (Delete the ones that don't apply)

- Other – a new commissioning approach

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

This Equality impact assessment (EIA) looks at the effect on people with protected characteristics by introducing a new way of commissioning services that support people in their communities. We are proposing that these services will be known as Everyday Living Opportunities (ELO).The ELO model prioritises equitable access, cultural competence, and tailored support for residents with diverse needs, aligning with Surrey County Council's commitment to fostering inclusive communities**.**

Surrey County Council Adults Wellbeing and Health Partnerships (AWHP) have historically commissioned Community Services via spot contracts. Community services may be:

- Building based day centres,
- Outreach – this could be support for individuals to access activities within their community, support to reach a persons' outcomes and aspirations, support with budgeting, paperwork or meal planning.
- Employment Support – this could be supporting people to apply for jobs and volunteering opportunities, CV writing, interview techniques. This could also be job carving by the provider, which requires the provider to build relationships with potential employers and the voluntary sector to create roles that could be fulfilled by people who use adult social care services. Employment Support could also be supporting people within the workplace for a short period of time at the beginning of their employment until they are confident to continue alone. Support could also be for the whole period of an individuals 'employment if they have been assessed as requiring this support.
- Independent Travel Training - This could be training to travel using public transport, community transport cycling or walking routes to enable the person to get to a specific destination or this could be general training to access the individual's local community.
- Non-residential short-breaks (respite) – This includes services for adults with learning disabilities and/or autism who live with family carers and are open to Adult Social Care. The non-residential short beaks recognise that not everyone needs overnight support but may require alternative options to sustain care support arrangements, i.e. day services.
- All of the above services are available to all client groups who are supported by Adult Social Care, however some groups may access more of these services than others.

Describe the change being assessed in plain English. Give your rationale for writing the EIA. Identify the key stakeholders affected by this change, including residents and staff. Consider what evidence you have gathered on the impact of your proposals.

The Everyday Living Opportunities (ELO) Project was established within AWHP's Transformation Programme to improve community-based support for residents and establish a more stable, growing marketplace. The specific aim of the ELO Project is to identify how better to commission cost-effective, high-quality support for people with eligible needs which will support people to meet their outcomes, goals and aspirations.

The above table evidences that people with a Learning Disability and/or Autism are the highest users of Outreach Support and Day services. Currently we commission this type of service via individual spot contracts or via the Surrey Choices Block contract which means that we do not have a consistent overview of the services that we commission to deliver support to our residents with eligible needs. Through engagement with people who use our services, we are aware that people want a more community focused approach which may result in a move away from traditional building-based services. However we are also aware that some people may still require this level of support or a combination of both.

Mental Health has the lowest number of users for Outreach services. The Mental Health Market Position Statement sets out the Council's aspiration to develop and improve the current offer of Outreach provision for people living with a Mental Health Condition. An improved offer will aim to facilitate hospital discharges and enable people to recover in their own homes.

Employment Opportunities

We have the following data on people who are receiving Employment Support:

- 261 people being supported to find employment
- 443 people being supported to ensure secured jobs are maintained.

The source of data is from Contract and commissioning support Team in September 2024.

We currently only have data on the block contract service called Employability - however the system within ASC does not show which individuals are accessing this service. We also know that other providers offer employment support as part of their Day Care support, and as such ASC do not know how many people are accessing employment support.

We are undertaking data cleansing at the moment which will give us a sense of the current uptake of employment support, and highlight where there are gaps in provision. We know that we want to develop Employment support provision in Surrey and work with other providers to deliver their support offer in order to make access to this type of support more equitable.

Work is currently underway to determine which other providers offer supported employment and what support these providers may require to deliver this service.

Independent Travel Training

The Council does not have a developed Travel Training offer, though we are aware that some providers do offer this type of service but this data is not captured on the ASC system.

To help inform how this type of service may be delivered, the Council has been working with a provider to complete a proof of concept (pilot) travel training offer. The focus of this offer was to support people with a learning disability and/or autism to learn either a specific route OR to use the transport and travel services available in their community. As of November 2024:

- Referrals: 50
- Completed training: 20
- People with training in progress/waiting list: 30

Engagement

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

- Discussions with the Learning Disability Partnership Board and Autism Partnership Board.
- Discussions with Surrey Valuing People Groups – local groups in each of the four areas of Surrey where we discuss issues with people who use services.
- Discussions with the Learning Disability provider market
- Discussion sessions with operational teams
- Individual meetings between Commissioning Managers and providers of day services.
- Focussed engagement with mental health services users

The key findings from our engagement discussions were as follows:

- People would like to see more choice, and opportunities for day services that focus on developing independence and skills that lead to outcomes, rather than just activities.
- The variety of offers is valuable - one size does not fit all
- People want a more community-focussed approach
    - Making more use of universal offers, communication and collaboration. Links with libraries, transport hubs, businesses
    - More focus on employment
    - Moving away from traditional based day services, although some building-based hubs will continue to be required

    - Need to influence public understanding to build inclusive communities - Safe Spaces schemes, quiet times, transport, green space, accessible environments
    - Community Accessibility – how to collaborate and influence other services and infrastructure e.g., sensory rooms in libraries, community hubs, more accessible toilets and Changing Places etc.
- Location is important – people want support close to home, but currently it is not evenly distributed
- Some support needs to be aimed at autistic people without a learning disability as well as support for people with a learning disability.
- Support is addressing increasing complexity of demand (physical and mental health / distressed behaviour)

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”

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

In the Community vision for Surrey in 2030, Surrey County Council has outlined its ambition for all residents. The most relevant ambitions for adults with learning disabilities:

- Everyone benefits from education, skills and employment opportunities that help them succeed in life.
- 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.
- Communities are welcoming and supportive, especially of those most in need, and people feel able to contribute to community life.
- Well connected communities, with effective infrastructure, that grow sustainably.

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

- The new approach to commissioning these services will address provision county-wide services.

Assessment team

- Commissioners from Mental Health Team
- Commissioners from Older People Team
- Commissioners from Disabilities Team
- Representatives from Surrey Coalition of Disabled people

Detail here who you have involved with completing this EIA.

- Marnie Cotterill
- SCC – Senior Commissioning Manager
- Role on the assessment team – Author

- Sue Woodroffe
- SCC –Commissioning Manager
- Role on the assessment team – Author

- Barbara Anu
- SCC - Equality, Diversity & Inclusion Manager
- Role on the assessment team – Reviewer

2. Service Users / Residents

AGE

Surrey County Council funded individuals accessing Outreach services by client group and age group:

	Learning Disability /autism	Mental Health	Older People	Physical Disability	Transitions – Learning Disability
18-24	6	2	N/A	3	23
25-34	78	2	N/A	10	N/A
35-44	60	6	N/A	12	N/A
45-54	46	5	N/A	10	N/A
55-64	52	4	N/A	23	N/A
65-74	38	2	7	18	N/A
75-84	8	0	12	0	N/A
85-94	0	0	5	0	N/A
95+	0	0	1	0	N/A

The data indicates that the majority of the individuals accessing Outreach services are those with a learning disability aged between 25-44 years which make up 48% of the total number of people accessing outreach services.

Surrey County Council funded individuals accessing Day services by client group and age group:

	Learning Disability /autism	Mental Health	Older People	Physical Disability	Transitions – Learning Disability
18-24	9	0	N/A	2	66
25-34	227	0	N/A	6	N/A
35-44	94	0	N/A	11	N/A
45-54	55	1	N/A	14	N/A
55-64	64	5	N/A	22	N/A
65-74	37	1	18	9	N/A
75-84	16	0	36	2	N/A
85-94	2	0	25	0	N/A
95+	0	0	1	0	N/A

(Source CAR report, Performance, Analytics & Systems Team - December 2024).

The data indicates that the majority of the individuals accessing Day services are those with a learning disability aged between 25-34 years which make up 64% of the total number of people accessing Day services.

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

Positive Impacts

- All ages will benefit from greater choice, flexibility and scope and be able to access services when and where they want. The project encourages a move away from support being tied to specific locations and/or buildings towards community inclusion.
- All ages will benefit from community inclusion. To address age-specific needs, services will include:
- Referral to Technology training for older adults, such as using mobile apps for independent travel and Tech Angels (provided by Surrey Coalition of Disabled People.
- Signposting intergenerational community programs, pairing younger and older adults to foster mutual learning and social connections.
- With the introduction of the supported employment offer people of working age 18 to 65 will benefit from more support which will enable them to access job opportunities.

Negative Impacts

None identified

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

- Clear guidance and support to inform practitioners of the wide range of services available to offer packages of support to clients
- The revised specification will encourage service providers to consider developing services that support people of working age to access job and volunteering roles, and to support people to learn new skills that could lead to employment.
- The Commissioning team will develop an information sharing network for providers to encourage the sharing of information and best practice.

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?

Strength Based Practice

Adult Social Care is transforming how it delivers services in Surrey. It is employing a 'strengths based' approach which encourages individuals to focus upon their strengths, connect to their community and live as independently as possible. The Independent Living programme does promote a 'strengths based' approach to supporting individuals in their community, by providing them with suitable accommodation options outside of residential and institutional settings.

Direct Payments

Direct payments are offered to individuals to provide a greater choice and control over support arrangements. There is a strategy in place to increase the uptake of direct payments to individuals which will give them more control over their care and support needs.

There is a programme of work underway to facilitate the implementation of this strategy in terms of removing some of the barriers for staff and users when administering direct payments.

- At the end of Quarter 3 (October 24 to December 24) there were 281 day care services purchased using a Direct Payment.
- Our finance data also shows that £48.2m is spent annually through Direct Payments on the services that are in scope of Everyday Living Opportunities (mainly day services and outreach support).

Technology Enabled Care - Technology plays an important part in all our lives. Support to engage with the technology that is increasingly informing daily interactions with community facilities needs to be part of many packages of care. Similarly, technology enabled care (TEC) can offer greater independence and a degree of risk management in independence that would otherwise not be possible. Most people with care and support needs can benefit from innovative approaches to TEC and it will be integral to future procurement activity in respect of Everyday Living Opportunities.

Any negative impacts that cannot be mitigated?

None known

DISABILITY

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

Many of the individuals who will access the services under the Everyday Living Opportunities contracts will have a disability and some may have multiple disabilities.

The number of people supported by Adult Social Care to access Outreach and Day services, broken down by client group for each service type.

	Outreach Services	**Day Services**
Learning Disability /autism	288	504
Mental Health	21	7
Older People	25	80
Physical Disability	76	66
Transitions – Learning Disability	23	66

(Source CAR report, Performance, Analytics & Systems Team. December 2024).

It is not possible to get a breakdown of all services within scope of Everyday Living Opportunities as our system does not have the data broken down at this level. Work is being undertaken to ensure that we have this breakdown going forward.

Our engagement shows the following reasons that people with a learning disability or autism state they find it hard to find a job:

Image 1 – Feedback from Surrey People's Group – West Surrey (20 September 2024)

Positive Impacts

- Commissioners will have an increased oversight of the provider market and better relationships with providers to encourage them to develop their services to produce better outcomes for people with disabilities.
- Commissioners will collaborate with providers to develop innovative support models, such as sensory-friendly workshops by signposting and promoting adaptive technology and training programmes on offer.
- Greater choice, flexibility and scope for Surrey residents with a disability to access services when and where they want, requires a move away from support being tied to specific locations and/or buildings towards community inclusion.
- People with a disability will be more visible in the community which will lead to a stronger, diverse community.
- Employment support models with providers which support people with a disability to find a job.
- With the introduction of a travel training offer, people with a disability will have more opportunities to be supported be independent, be part of the community and enable them to travel to work, volunteering or meet friends and family.

Negative Impacts

- Anxiety from family /carers and supported individuals to access support that increases independence such as travel training.
- Provider market unwilling to support the move on of people with a disability to other services or employment. People may then develop dependencies on the service and will not develop new skills to enable life progression.

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

- Work with employers to address the barriers that people with disabilities face when trying to find work, and develop a programme of activities to encourage employers to have a greater receptiveness to employing people with disabilities.
- Clear guidance and support to inform practitioners of the wide range of services available who can offer packages of support to clients.
- The revised specification will encourage service providers to consider developing services that support people with a disability of working age to access job and volunteering roles, and to support people to learn new skills that could lead to employment.
- The Commissioning team need to develop an information sharing network for providers to encourage the sharing of information and best practice.

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?
As per those identified for Age.

Any negative impacts that cannot be mitigated?
None known

RACE

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

The number of people supported by Adult Social Care by ethnicity - Data as of 1 November 2024:

	White	Mixed / multiple ethnic groups	Asian / Asian British	Black / African/ Caribbean / Black British	Other ethnic group	No data
Number of Adults	16,632	189	571	238	268	2,676
Number of carers	2,804	19	194	30	61	595
Total Open Cases	19,436	208	765	268	347	3,271
% of total	80%	0.9%	3.2%	1.1%	1.4%	13.5%

LAS data (November 2024) indicates that the majority of the adults and carers who are supported by Adult Social Care are White British (19,148 individuals/79%).

8% of individuals include those from Asian, mixed ethnic backgrounds and Black, Chinese and Arabic backgrounds. The remaining 13% individuals do not have race is not recorded on the system.

The above data is the total number of people within the Adults social care caseload. It is not possible to get a breakdown of those using Everyday Living Opportunities as our system does not have the data broken down at this level.

Positive Impacts

The specifications for commissioned services will require the providers to ensure that their support is accessible and welcoming to all those using them. The specifications will require the provider:

- To make available all communication materials will be available into the top five languages spoken in Surrey, including Urdu, Polish, and Tamil. In addition, visual aids, infographics, and videos will be used to improve accessibility for non-native English speakers.

- To report on the ethnicity of the people who use their services and illustrate how they are ensuring their support is appropriately tailored to meet the needs of different ethnic groups and communities.

Negative Impacts

- None identified

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

- Ensure information on everyday living opportunities is accessible to all including in other languages where necessary.
- Appropriate equality, diversity and inclusion training for staff including awareness of the needs and preferences of people of different ethnicities will be suggested to providers.

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 known

RELIGION AND BELIEF

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

The Surrey-I reports that Christianity is the largest religion in Surrey with 711,110 people (62.8% of the population). 5% of the population (56,390) reported a non-Christian religion. Within the non-Christian religions, Muslim was the largest group with 24,378 people (2.2%), followed by Hindu with 15,018 people (1.3%)

LAS data (November 2024) indicates that of the total open cases to Adult Social Care, 9,346 individuals identify themselves as Christian (45.7%) and 3,427 individuals identify themselves as not having a belief or religion (16.8%).

12.7% of the of the total open cases to Adult Social Care identify across a wide range of religious beliefs including Buddhist, Hindu, Jewish, Muslim, and Sikh.

There are over 3,500 case records where Religion is not recorded.

Positive Impacts

- The specifications for commissioned services will require the providers to ensure that their support recognises different religions and beliefs in the services they provide including the following:
- Offer vegetarian, halal, kosher, and other diet-specific meal options.
- Create quiet spaces for prayer or meditation in community hubs.
- Celebrate key religious events, such as Eid, Diwali, and Christmas, in collaboration with residents.

Negative Impacts

- None anticipated

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

None known

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 known

Any negative impacts that cannot be mitigated?

None known

SEXUAL ORIENTATION

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

From Business Intelligence EDI Tableau

	Number of users	% of total	Number of carers	% of total	Total number of open cases	% of total
Recorded	1,183	5.7%	165	4.5%	1,348	5.5%
Not recorded	19,409	94.3%	3,538	95.5%	22,947	94.5%

Positive Impacts

- The specifications for commissioned services will encourage providers to deliver a non-prejudice, inclusive environment.

Negative Impacts

- None anticipated

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

None known

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 known

Any negative impacts that cannot be mitigated?

None known

CARERS

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

We are aware that a number of people who access Everyday Living services live with their families, and have family carers, however the information about this is not easily identifiable within our systems and so further work is required here to understand the impact on carers.

Positive Impacts

- Carers can be assured that the person they are caring for is being given the opportunity to expand their skills and meet their aspirations.

Negative Impacts

- The move towards community based services and an increase in independence may cause carers to feel anxious as they have been used to services being delivered in a building-based, isolated setting.

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

- Signposting families to the carers network for support/connection and discussion with other carers.
- Clear guidance support to inform practitioners of the options suitable for individuals and have the conversations around choices with families.

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?

Carers Strategy

Any negative impacts that cannot be mitigated?

None known

3. Staff

Everyday Living Opportunities are commissioning services. We do not therefore anticipate an impact upon staff with protected characteristics.

4. Recommendation

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

- **Outcome One: No major change to the policy/service/function required.** This EIA has not identified any potential for discrimination or negative impact, and all opportunities to promote equality have been undertaken
- **Outcome Two: Adjust the policy/service/function** to remove barriers identified by the EIA or better advance equality. Are you satisfied that the proposed adjustments will remove the barriers you identified?
- **Outcome Three: Continue the policy/service/function** despite potential for negative impact or missed opportunities to advance equality identified. You will need to make sure the EIA clearly sets out the justifications for continuing with it. You need to consider whether there are:
    - Sufficient plans to stop or minimise the negative impact
    - Mitigating actions for any remaining negative impacts plans to monitor the actual impact.
- **Outcome Four: Stop and rethink the policy** when the EIA shows actual or potential unlawful discrimination. (For guidance on what is unlawful discrimination, refer to the Equality and Human Rights Commission's guidance and Codes of Practice on the Equality Act concerning employment, goods and services and equal pay).

Recommended outcome:

Outcome One: No major Change to the policy/service function required

Explanation:

From this EIA there are some minor elements of the action plan to ensure that the potential impacts for residents with protected characteristics are managed in the most supportive way.
Further information to be collected through ongoing performance monitoring through the life of the new commissioning arrangements.

5. Action plan and monitoring arrangements

Item	Initiation Date	Action/Item	Person Actioning	Target Completion Date	Update/Notes	Open/ Closed
1	20/11/2024	Develop clear guidance and support to inform practitioners of the services available which can offer packages of support to clients	Senior Commissioning Manager – Disabilities team	October 2025		Open
2	20/11/2024	Develop a specification to encourage service providers to consider developing services that support people of working age to access job and volunteering roles, and to support people to learn new skills that could lead to employment.	Senior Commissioning Manager – Disabilities team	October 2025		Open
3	20/11/2024	Develop an information sharing network for providers to encourage the sharing of information and best practice. Including case studies of successful community integration projects and templates for inclusive service design, such as multi-language outreach materials	Senior Commissioning Manager – Disabilities team	October 2025	Hold quarterly forums- online and /or in person	Open
4	16/12/2024	Expand engagement to include focus groups representing diverse communities, such as the Surrey Minority Ethnic Forum and LGBTQ+ Pride Surrey to ensure feedback captures intersectional experiences and unmet needs	Senior Commissioning Manager – Disabilities team	October 2025		Open
4	17/12/2024	Encourage Providers to train staff on LGBTQ+ inclusivity, including terminology and sensitivity, and create and or signpost to spaces for LGBTQ+ residents to connect, such as peer-led support groups or Pride-themed event.	Senior Commissioning Manager – Disabilities team	October 2025	This information will be included in the service specification.	Open

6a. Version control

Version Number	Purpose/Change	Author	Date
1	First draft EIA	Marnie Cotterill/ Sue Woodroffe	October 2024
2	Revisions following feedback from Directorate Equalities Group	Marnie Cotterill/ Sue Woodroffe	17 December 2024
3	Further revisions following feedback from Directorate Equalities Group	Marnie Cotterill/ Sue Woodroffe	10 January 2025
4	Revisions following feedback from Directorate Equalities Group	Anna Waterman	11 January 2025

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.

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
Anna Waterman, Head of Service	11 January 2025
Executive Director	14 January 2025
Cabinet Member	13 January 2025
Adults Health & Wellbeing Partnerships EDI Directorate Equality Group/ EDI Group	11 December 2024

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

Please send approved EIAs to: equalityimpactassessments@surreycc.gov.uk

EIA author:

6c. EIA Team

Name	Job Title	Organisation	Team Role
Marnie Cotterill	Senior Commissioning Manager	Surrey County Council	Author
Sue Woodroffe	Commissioning Manager	Surrey County Council	Author

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