

## Reablement Referral Guidance

### 1. Explaining the matter being assessed

Is this a:

- Change to a service or function

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

A new Reablement referral criteria document has been developed to support the transformation work that is taking place within the Reablement service. According to the Newton Europe full report they identified that the service has an opportunity to support an additional 3,042 people per year.

The Reablement service aims to support as many residents as possible in Surrey - from community and following hospital discharge, with our positive outcomes currently sitting at 83%, demonstrating the importance of our service in reducing long term care.

The change in our referral criteria will enable more residents to access the Reablement service which in turn will reduce, prevent or delay their long-term care needs. Ensuring we strengthen our service to be therapy lead and maintain compliance with our CQC registration.

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

- 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

**Assessment team:**

- Simon Abbott, Senior Manager, LD&A
- James Ward, Senior Manager, LD&A
- Laura Bandara, Reablement Transformation Senior Manager
- Sue Kukreja, Reablement Service Manager
- Claire King, Reablement Service Manager
- Teresa Fairbrother, Reablement Therapy Lead

## 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 and relevant family members (in line with the Armed Forces Act 2021 and [Statutory Guidance on the Armed Forces Covenant Duty](#))
- Adult and young carers\*
- Those experiencing digital exclusion\*
- Those experiencing domestic abuse\*
- Those with education/training (literacy) needs
- Those experiencing homelessness\*
- Looked after children/Care leavers\*
- Those living in rural/urban areas
- Those experiencing socioeconomic disadvantage\*
- Out of work young people)\*
- Adults with learning disabilities and/or autism\*
- People with drug or alcohol use issues\*
- People on probation
- People in prison
- Migrants, refugees, asylum seekers
- Sex workers
- Children with Special educational needs and disabilities\*
- Adults with long term health conditions, disabilities (including SMI) and/or sensory impairment(s)\*
- Older People in care homes\*
- Gypsy, Roma and Traveller communities\*
- Other (describe below)

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

# Equality Impact Assessment

## Age including younger and older people

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

This table summarises residents support by the Reablement service by age profile (6 March 2025)

Age at Reablement Start	No.	%
18-24	18	0.6%
25-34	44	1.4%
35-44	46	1.4%
45-54	93	2.9%
55-64	170	5.3%
65-74	362	11.4%
75-84	1121	35.2%
85-94	1204	37.8%
95+	130	4.1%

The Reablement service supports residents over the age of 18 years old. Data is collected from referrals and information already provided to Adults Wellbeing and Health Partnership. This will only impact people under the age of 18. Anyone over the age of 18 years old will not be impacted in a negative way.

- + The reablement service will now support people with a partial weight bearing status which means we are likely to see an increase in working age people supported by the service
- + Changes to the criteria will enable people with a drug and alcohol addiction to be supported by reablement even if they are not in a rehabilitation programme, which means we are likely to see an increase in working age people supported by the service
- + The changes to the criteria mean people with long term deteriorating conditions will be supported by the reablement service to live independently at home, which means we are likely to see an increase in working age people supported by the service

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

- We will brief locality and specialist teams on the changes to the criteria to enable them to make referrals eg people with a partial weight bearing status, long term deteriorating conditions
- We will operate a reablement referral panel to promote and discuss complex cases that require reablement support
- We will train the reablement staff through a series of workshops to help them understand the new reablement criteria
- Decisions will not be made based on the individuals age if they are over 18 years old. All processes are the same regardless of age and will not negatively impact residents based on this

# 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?**

- The on-going transformation of Adults Wellbeing and Health Partnership services
- The Local Government Reorganisation may impact residents in Surrey

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

None

# Equality Impact Assessment

## Disability

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

This table summarises residents support by the Reablement service by disability profile (6 March 2025)

Primary Support Reason	No.	%
Learning Disability Support	70	2.2%
Mental Health Support	129	4.0%
Physical Support - Access and Mobility Only	227	7.1%
Physical Support - Personal Care Support	1219	38.2%
Sensory Support - Support for Dual Impairment	7	0.2%
Sensory Support - Support for Hearing Impairment	29	0.9%
Sensory Support - Support for Visual Impairment	11	0.3%
Social Support - Substance Misuse Support	7	0.2%
Social Support - Support for Social Isolation / Other	25	0.8%
Social Support - Support to Carer	72	2.3%
Support with Memory and Cognition	40	1.3%
Unknown	1352	42.4%

- + The reablement service will now support people with a partial weight bearing status which will enable them to receive support
- + The changes to the criteria mean people with long term deteriorating conditions will be supported by the reablement service to live independently at home
- + Changes to the criteria will enable people with a drug and alcohol addiction to be supported by reablement even if they are not in a rehabilitation programme
- + The changes to the criteria mean the reablement service will support more people with a disability to live independently at home

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

- We will brief locality and specialist teams on the changes to the criteria to enable them to make referrals eg people with a partial weight bearing status, long term deteriorating conditions
- We will operate a reablement referral panel to promote and discuss complex cases that require reablement support
- We will train the reablement staff through a series of workshops to help them understand the new reablement criteria

**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 on-going transformation of Adults Wellbeing and Health Partnership services
- The Local Government Reorganisation may impact residents in Surrey

# Equality Impact Assessment

Any negative impacts that cannot be mitigated?

None

## Race including ethnic or national origins, colour or nationality

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

This table summarises residents support by the Reablement service by ethnicity (6 March 2025).

Ethnicity		No.	%
White	Any other White background	97	3.0%
	English, Welsh, Scottish, Northern Irish or British	2459	77.1%
	Irish	34	1.1%
Asian or Asian British	Any other Asian background	35	1.1%
	Bangladeshi	4	0.1%
	Chinese	10	0.3%
	Indian	37	1.2%
	Pakistani	9	0.3%
Black, Black British, Caribbean or African	African	7	0.2%
	Any other Black, Black British or Caribbean background	4	0.1%
	Caribbean	7	0.2%
Mixed or Multiple ethnic groups	Any other Mixed or multiple ethnic background	11	0.3%
	White and Asian	3	0.1%
	White and Black African	1	0.0%
	White and Black Caribbean	3	0.1%
Other ethnic group	Any other ethnic group	43	1.3%
	Arab	5	0.2%
Refused	Refused	15	0.5%
Undeclared or Not known	Undeclared or Not known	404	12.7%

- + With the potential increase in referrals to the reablement service, we will continue to grow our support for people of all races, ethnic/national origins, colour or nationality
- + We continue to recognise the importance of the cultural awareness and competency of our workers when delivering services in people's homes

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

# Equality Impact Assessment

- We will ensure reablement staff participate in the Council's cultural competency training offer

**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 on-going transformation of Adults Wellbeing and Health Partnership services
- The Local Government Reorganisation may impact residents in Surrey

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

None

## Religion or belief including lack of belief

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

This table summarises residents support by the Reablement service by religion (6 March 2025).

Religion	No.	%
Christian	1149	36%
Unknown	984	31%
None	333	10%
Declines to Disclose	243	8%
Other	411	13%
Hindu	14	0%
Muslim	28	1%
Baha'i	1	0%
Buddhist	8	0%
Sikh	8	0%
Pagan	1	0%
Zoroastrian	2	0%
Jewish	6	0%

- + With the potential increase in referrals to the reablement service, we will continue to grow our support for people of all religions and beliefs
- + We continue to recognise the importance of the cultural awareness and competency of our workers when delivering services in people's homes

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

- We will ensure reablement staff participate in the Council's cultural competency training offer

# 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?**

- The on-going transformation of Adults Wellbeing and Health Partnership services
- The Local Government Reorganisation may impact residents in Surrey

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

None



# Equality Impact Assessment

## Those Experiencing Homelessness

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

- + Residents who are experiencing homelessness will be able to access the service once they are living in appropriate accommodation

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

- Residents to be supported by appropriate housing services. Once in appropriate accommodation they will be able to access the service

**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?**

- Re-launch of Surrey's Mental Health and Housing Protocol providing step-by-step guidance on a range of scenarios when supporting residents who have a mental health and housing need.

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

None

## People in Prison

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

- + People who are in prison have their needs met by prison services, and they can be access Reablement services upon leaving prison.

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

- People who are in prison have their needs met by AWHP prison team, and they can be access Reablement services upon leaving prison.

**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

# Equality Impact Assessment

## Older People in Care Homes

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

- + Older People in Care homes have their needs met by the appropriate service. Those wishing to return to their own residence can access the Reablement service.

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

- Older People in Care homes have their needs met by the appropriate service. Those wishing to return to their own residence can access the Reablement service.

**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?**

- Affordable Extra Care Housing
- Older People's Residential & Nursing Delivery Strategy

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

None

# Equality Impact Assessment

## 3. Staff

AWHP staff with protected characteristics are not affected by the new Reablement referral criteria

## 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.** This EIA has not identified any potential for discrimination or negative impact, and all opportunities to promote equality have been undertaken

### Explanation:

Residents are not negatively impacted. The change in our referral criteria will enable more residents to access the Reablement service which in turn will reduce, prevent or delay their long-term care needs. Ensuring we strengthen our service to be therapy lead and maintain compliance with our CQC registration.

## 5. Action plan and monitoring arrangements

Item	Initiation Date	Action/Item	Person Actioning	Target Completion Date	Update/Notes	Open/ Closed
1	10 March 2025	We will brief locality and specialist teams on the changes to the criteria to enable them to make referrals eg people with a partial weight bearing status, long term deteriorating conditions	Reablement Transformation Senior Manager	18 April 2025		
2	11 March 2025	We will operate a reablement referral panel to promote and discuss complex cases that require reablement support	Reablement Transformation Senior Manager	Evaluation by 30 September 2025		
3	19 February 2025	We will train the reablement staff through a series of workshops to help them understand the new reablement criteria	Reablement Transformation Senior Manager	28 March 2025		
4.	1 April 2025	We will ensure reablement staff participate in the Council's cultural competency training offer	Reablement Service Managers	31 March 2026		

## 6a. Version control

Version Number	Purpose/Change	Author	Date
1	Initial draft prepared by the EIA assessment team	Laura Bandara	25 February 2025
2.	Changes made in response to feedback on behalf of the AWWP Directorate Equalities Group	Laura Bandara	4 March 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.

# Equality Impact Assessment

## 6b. Approval

Secure approval from the appropriate level of management based on nature of issue and scale of change being assessed.

The level of EIA sign off will depend on who the change affects. Generally speaking, for strictly internal changes, Head of Service/ Exec Director sign off should suffice. For changes affecting residents, the Cabinet Member is required to approve completed EIAs.

Approved by	Date approved
Head of Service	Paul Richards, 25 February 2025
Executive Director	
Cabinet Member	
Directorate Equality Group/ EDI Group (If Applicable) (arrangements will differ depending on your Directorate. Please enquire with your Head of Service or the CSP Team if unsure)	Kathryn Pyper, 4 March 2025

### **Publish:**

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

Please send approved EIAs to: [equalityimpactassessments@surreycc.gov.uk](mailto:equalityimpactassessments@surreycc.gov.uk)

**EIA author:** Laura Bandara

## 6c. EIA Team

Name	Job Title	Organisation	Team Role
Simon Abbott	Senior Manager, LD&A	Surrey County Council	Subject Matter Expert
James Ward	Senior Manager, LD&A	Surrey County Council	Subject Matter Expert
Laura Bandara	Reablement Transformation Senior Manager	Surrey County Council	Subject Matter Expert
Sue Kukreja	Reablement Service Manager	Surrey County Council	Subject Matter Expert
Claire King	Reablement Service Manager	Surrey County Council	Subject Matter Expert
Teresa Fairbrother	Reablement Therapy Lead	Surrey County Council	Subject Matter Expert
Gary Bostock-Howard	Business Intelligence Manager	Surrey County Council	Data

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