Kent County Council
Equality Analysis/ Impact Assessment (EqIA)

Directorate/ Service: Adult Social Care and Health

Name of decision, policy, procedure, project or service: Kent County Council's Adult Social Care and Health Being Digital Strategy

Responsible Owner/ Senior Officer: Anne Tidmarsh, Director Adult Social Care and Health Partnerships

Version: Version 2

Author: Rachael Letchford, Project Manager

Pathway of Equality Analysis:

Version	Author	Date	Comment
0.1	Rachael Letchford	November 2018	First Draft
0.2	Akua Agyepong	December 2018	Comments on First Draft
1.0	Rachael Letchford	December 2018	Second Draft
2.0	Rachael Letchford	May 2019	Amendments to Data/ Screening

Summary and recommendations of equality analysis/impact assessment.

Context
The Being Digital Strategy for Kent County Council (KCC) Adult Social Care and Health (ASCH) has been developed to set out the strategic direction for, and help to enable the delivery of, digital innovation and technology to transform and support the new operating models in Adult Social Care.

The challenge of having less money to pay for an increasing demand for services across the health and care sector has forced the pace of change and the range of digital innovations being introduced to support the delivery of services. As well as this, the expectation of people who use services, and those who work in the sector is shifting towards becoming more digital. There is an expectation that taking advantage of digital technology can help address some of the challenges the health and care system faces.

The implementation plan for the strategy outlines several new digital projects to be further explored, alongside several existing projects, with the aim of bringing about benefits for the people of Kent, KCC's and the Care Market's workforce, and ASCH's partnerships.

The Being Digital Strategy also aligns to Kent County Council's Your Life, Your Wellbeing strategy and the Kent and Medway Sustainability and Transformation Plan.

Aims and Objectives

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This strategy's vision is to help people to achieve the best possible health and wellbeing outcomes, living independent and fulfilling lives in their own homes and communities by using digital innovation and technology for people of all ages in the organisation and delivery of care and support.

The Being Digital Strategy is built around five themes, and on completion of the strategy in 2021, Adult Social Care and Health will have made significant progress in achieving the following themes:

- People; enabling people to do more for themselves and make use of intelligent information, tools and apps to increase their independence and improve their quality of life
- Place; transforming the way services are delivered across all settings by improving connectivity and using innovative technology.
- Practice; developing a more productive, capable and confident workforce by ensuring employees have the right digital tools and information and can work flexibly
- Product; empowering and enabling service users to live more fulfilling and independent lives by utilising more advanced and innovative products where appropriate
- Partnership; delivering better outcomes for people by enabling key partners to more easily collaborate, innovate and share information.

The strategy recognises that technology will not be a replacement for care, however it can bring improvements in efficiency, effectiveness and help improve the overall quality of care.

Summary of equality impact
Analysis suggests that there is a low risk of negative impact to the protected characteristic groups; negative impact will be mitigated as outlined in the action plan in this document. It is anticipated that the proposed changes will have a mainly positive impact on service users given that the strategy aims to ensure that people accessing services continue to receive the same quality services but also benefit from alternative ways to access and navigate their way through the social care system. There will also be increased access to new technologies and the workforce will be more effective and efficient. Services and support will continue to be designed with the person at the centre, and a strong focus on choice, regardless of protected characteristics.

However, KCC should consider the following groups to ensure the service is mindful of: age, disability, gender and race; as these have been identified as having a potential low negative impact particularly around accessibility and digital inclusion.

The government digital inclusion agenda will help KCC to ensure that maximum coverage for digital accessibility, skills and connectivity are considered when designing and implementing digital solutions. An accessibility audit will be undertaken for the

project before any solutions are implemented and the project will focus on promoting and utilising digital skills initiatives already available to service users and staff.

Adverse Equality Impact Rating <mark>Low</mark>

Attestation
I have read and paid due regard to the Equality Analysis/Impact Assessment concerning **Kent's Adult Social Care Being Digital Strategy**. I agree with risk rating and the actions to mitigate any adverse impact(s) that has /have been identified.

Head of Service
Signed: Name: Paula Parker

Job Title: Programme Lead, Adult Social Care   Date: January 2019

DMT Member
Signed: Name: Anne Tidmarsh

Job Title: Director ASCH Partnerships   Date: January 2019

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Part 1 Screening

Could this policy, procedure, project or service, or any proposed changes to it, affect any Protected Group (listed below) less favourably (negatively) than others in Kent?

Could this policy, procedure, project or service promote equal opportunities for this group?

Protected Group	Please provide a <u>brief</u> commentary on your findings. Fuller analysis should be undertaken in Part 2.			
	High negative impact EqIA	**Medium negative impact** Screen	**Low negative impact** Evidence	**High/Medium/Low Positive Impact** Evidence
Age			**Low** Nearly 60% of adult social care service users are aged 65+. Data from the national audit office's study on internet use and access shows that in 2018, 8.4% of adults had never used the internet; of these, nearly half were aged 75 and over. Also, 99% of adults aged 16 to 34 years were recent internet users in 2018, compared with 44% of adults aged 75 years and over. This could result in an adverse impact on some adult social care service users. The majority of ASCH workforce is aged between 40-64; anecdotal evidence suggests this group could be negatively impacted due to confidence in using technology.	**Medium** The strategy ensures that KCC can meet the changing, and varied expectations (the move towards becoming more digital) for the different age groups in the adult social care service user population. For adult social care service users, the strategy states that digital solutions will not be a replacement for care, instead people will have more choice about how they access services and information. For example, older people accessing adult social care services will still be able to access services and information through telephone or in person. Whereas some of the younger adult social care service users might prefer to use the internet. For the workforce, the strategy will focus on improving processes and making better use of resources for adult social care. Benefits to the workforce could include a reduction of lengthy or repeated processes, a

			Action: an accessibility audit should be undertaken on the new solution. Action: Promotion of KCC Digital Skills and Touch a New World initiatives. Action: Ensure staff training is provided as part of implementation.	reduction in duplication of data entry, better flexible working and improved quality of information.
Disability		**Medium** Evidence from the national audit office's study on internet use and access showed that 20% of disabled adults had never used the internet in 2018. 4.1% of adult social care staff and 98% adult social care service users have recorded having a disability. If digital inclusion is not achieved, there could be adverse impacts for these protected characteristics. **Action:** an accessibility audit should be undertaken on the new solution.		**Medium** As above.

		Action: Promotion of KCC Digital Skills and Touch a New World initiatives.		
Sex			**Low** There are slightly more female service users than male. Evidence from the national audit office's study on internet use and access showed in 2018, 51% of men aged 75 years and over were recent internet users, compared with 38% of women in this age group. This shows that there could be adverse impacts for these protected characteristics. There are no identified negative impacts on the ASCH workforce.	**Medium** As above.
Gender identity				**Medium (workforce)** As above. **Unknown (service users)** Currently no data on gender identity for service users is collected. However, it is believed that there is will be a medium positive impact on this group because they will benefit from being able to do more for

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				themselves. The strategy is also exploring whether service users can update their own records and therefore make changes/ add to their equality information. Also see above for further positive impacts. **Action:** it is proposed that Kent County Council starts to collect this information as part of their equalities reporting.
Race			**Low** When implementing digital solutions, KCC should be mindful of the needs of this protected characteristic group. For example: a service user using a booking tool when English is not their first language. **Action:** an accessibility audit should be undertaken on the new solution.	**Medium** As above.
Religion and Belief				**Medium** As above. The strategy is exploring the possibility of service users being able to do more for themselves. This will have a positive impact on this

			protected characteristic group as they will be able to plan their care around their religious commitments.
Sexual Orientation			**Medium** As above. Similarly, to gender identity, this group will benefit from being able to do more for themselves. The strategy will also explore whether service users can update their own records and therefore make changes/ add to their equality information.
Pregnancy and Maternity			**Unknown (service users)** Currently no data on pregnancy and maternity for service users is collected. However, it is believed that there is will be a medium positive impact on this group because they will benefit from being able to do more for themselves around times to suit their routines. Also see above for further positive impacts. **Action:** it is proposed that Kent County Council starts to collect this information as part of their equalities reporting.

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				High (workforce)
				Through the changes proposed in this strategy, staff with this protected characteristic will benefit from more flexible/ remote working and reduced travel time.
				Also see above for further positive impacts.
Marriage and Civil Partnersh ips				**Unknown (service users)** Currently no data on marriage and civil partnerships is collected.
				Action: it is proposed that ASCH starts to collect this information as part of their equalities reporting.
				Medium (workforce) As above.
Carer's Responsi bilities				**Unknown** Currently no data on carer's responsibilities is collected for service users or staff.
				However, it is believed service users with this characteristic will be positively impacted because they will benefit from being able to do more for themselves around times to suit their routines. Similarly, staff with this protected characteristic will benefit from more flexible/ remote working

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				and reduced travel time. **Action:** it is proposed that ASCH starts to collect this information as part of their equalities reporting.

Part 2

Equality Analysis /Impact Assessment

Protected groups

Analysis has suggested that the majority of protected groups will be positively impacted by the changes, given that the project aims to develop a more equipped workforce, encourage and empower service users and improve KCC's partnerships. The strategy will continue to put the person at the centre and will provide more choice around how they access services.

However, consideration around digital accessibility needs to be given to the following groups to ensure the digital solutions implemented as part of the strategy are mindful of their:
- Age
- Disability
- Gender
- Race

Information and Data used to carry out your assessment

Data used to carry out the assessment is available at Appendix A (including links to the data sources).

- Protected characteristic data for adult social care service users has been provided by Kent County Council's Adults Performance Team in November 2018.
- Data for adult social care staff has been provided by KCC's Human Resources Performance Team in April 2019.
- Kent County Council's Facts and Figures reports[1]
- Kent County Council's Your Life, Your Wellbeing Strategy Equality Impact Assessment[2]
- National Audit Office studies on internet use[3] and access[4] by age, disability and gender.

Analysis: Adverse Impact

Analysis suggests that there is a low risk of negative impact to the protected characteristic groups because any negative impact will be mitigated as outlined in the action plan below.

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[1] http://www.kent.gov.uk/about-the-council/information-and-data/Facts-and-figures-about-Kent/equality-and-diversity-data#tab-5

[2] 'Your life, your well-being: a vision and strategy for adult social care 2016 to 2021', available at: http://www.kent.gov.uk/__data/assets/pdf_file/0006/66579/Equality-Impact-Assessment-Your-Life-Your-Wellbeing.pdf

[3] Office for National Statistics; Internet Users: 2018, https://www.ons.gov.uk/businessindustryandtrade/itandinternetindustry/bulletins/internetusers/2018

[4] Office for National Statistics: Internet Access: 2018, https://www.ons.gov.uk/peoplepopulationandcommunity/householdcharacteristics/homeinternetandsocialmediausage/bulletins/internetaccesshouseholdsandindividuals/2018

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The evidence gathered as part of the assessment shows that there is a potential negative impact on age, disability, gender and race. This negative impact relates to the accessibility and inclusion of these protected groups. For example: the majority of the service users accessing adult social care services are aged 65+ and the evidence from the national audit office study showed that only 44% of adults aged 75+ had recently used the internet (within 3 months). Furthermore, 4.1% of the workforce and 98% of service users have reported having a disability and the evidence from the national audit office study showed that 20% of adults with a disability have never accessed the internet.

Although the strategy will implement a range of digital solutions to support the service user and KCC's workforce, digital solutions will not be a replacement for traditional care and support services. Therefore, any negative impact will be low, as people will still have a choice around how they access services and information.

The government digital inclusion agenda will help KCC to ensure that maximum coverage for digital accessibility, skills and connectivity are considered when designing and implementing digital solutions. An accessibility audit will be undertaken for all projects in the strategy before any solutions are implemented and the strategy will focus on promoting and utilising digital skills initiatives already available to service users and staff.

Analysis: Positive Impact:
It is anticipated that the proposed changes will have a mainly positive impact on service users given that the strategy is based on five themes:

- People; enabling people to do more for themselves and make use of intelligent information, tools and apps to increase their independence and improve their quality of life
- Place; transforming the way services are delivered across all settings by improving connectivity and using innovative technology.
- Practice; developing a more productive, capable and confident workforce by ensuring employees have the right digital tools and information and can work flexibly
- Product; empowering and enabling service users to live more fulfilling and independent lives by utilising more advanced and innovative products where appropriate
- Partnership; delivering better outcomes for people by enabling key partners to more easily collaborate, innovate and share information.

Following the implementation of the strategy, people accessing adult social care services will still receive the same quality service but will benefit from alternative ways to access and manage their way through the social care system; providing people with more choice. There will be increased access to

equipment and technology, and the workforce supporting them will be more capable and productive. Services will continue to be designed with the person at the centre and therefore the needs of the service users will continue to be met.

For the adult social care workforce, benefits include the ability to work flexibly and improved processes.

JUDGEMENT

Based on the above screening and assessment, it has been determined that the proposed changes as outlined in this document have minimal potential for discrimination and all opportunities to promote equality have been taken.

It is believed that the potential negative impacts are low and will be mitigated through promotion of digital skills and a digital accessibility audit on any solution.

Internal Action Required   YES

There is potential for adverse impact on particular groups and we have found scope to improve the proposal by undertaking the following actions:

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Equality Impact Analysis/Assessment Action Plan

Protected Characteristic	Issues identified	Action to be taken	Expected outcomes	Owner	Timescale	Cost implications
Age, disability and gender	Potential discrimination with regards to the access to and use of the internet. Potential risk associated with non-compliance with central government's digital inclusion agenda	Work with KCC's representative for the 'Digital Declaration' and 'Digital Inclusion Agenda' to ensure consideration is given to all protected characteristic groups. Undertake a digital inclusion accessibility audit before any solution is launched.	Ensure digital inclusion for all protected groups.	Rachael Letchford	Ongoing – to be completed by 2020	Minimal
Race	Provision of accessible information to clients when English may not be there first language	As above.	Ensure digital inclusion for all protected groups.	Rachael Letchford	Ongoing – to be completed by 2020	Minimal
All	The need to embed digital skills across adult social care workforce and service users as part of the implementation of digital tools and technology.	Promotion and utilisation of KCC Digital Skills (internal skills programme) Promotion and utilisation of Touch a New World initiative (Libraries led programme to support	Ensure digital inclusion for all protected groups.	Rachael Letchford	By April 2020	None (cost picked up elsewhere)

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		service users)				
Marriage and Civil Partnerships, Carer's Responsibilities, Pregnancy and Maternity and Gender Identity	No equalities data currently gathered, so unable to fully understand the impact on these protected characteristic groups.	Explore the possibilities of collecting this data as part of the equalities reporting.	To ensure further detailed assessment against each protected characteristic and identification of potential negative impact.	TBC	April 2020	N/A
All	Poor collection of equalities data	Explore the possibility of service users or staff making updates/ changes to equalities data on KCC's client system.	Improved equalities data.	Rachael Letchford	In line with Mosaic Phase 2.	TBC
Age	Anecdotal evidence suggests that some the adult social care workforce could need support with their confidence in using technology.	Ensure training for staff is provided as part of implementation.	Ensure all staff, regardless of their age are confident in using the system.	Rachael Letchford	By April 2020	TBC (covered as part of the solution cost)

Have the actions been included in your business/ service plan?
No – The project is governed by the Being Digital Board for adult social care and health; the project will report regularly into this board and any issues regarding skills or accessibility will be raised and dealt with here.

The strategy and implementation plan will be reviewed at regular intervals throughout the delivery of the strategy. The actions above will be included in the review.

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Appendix A

Kent Population Data

The data showing Kent population data has been taken from KCC's Facts and Figures of Kent[5].

Age
Kent has an older age profile than the national average with greater proportions of people aged 45+ years than England. Data presented in the Facts and Figures reports for Kent show that 20% of the population are aged 65+ and approximately 60% are aged between 18-64.

Disability
As recorded in KCC's Facts and Figures report 2017, the proportion of total resident population who have limitations to day-to-day activities in Kent is very similar to that seen nationally and within the South East. In Kent 257,038 (17.6%) people stated that that they have a health problem or disability which limits their day-to-day activities. A physical disability or health condition is the most common reason reported; this accounted for 69.1% of all claims in Kent.

Gender
In Kent, 51% of the population are female and 49% are male.

Sexual Orientation
Across Kent, 93.7% of residents identify as heterosexual, with a further 2% identifying as part of the LGBT groups.

Marriage and Civil Partnerships
Data presented in Kent's Facts and Figures 2017 report shows that 49% of Kent residents are married or in a civil partnership, and 51% of residents are single or separated/divorced or widowed. This is representative when compared with the population of England.

Adult Social Care and Health Staff Data

The data below has been taken from an Oracle report provided by Kent County Council's People and Communications Business Performance Team on 24th April 2019.

Total
Adult Social Care and Health employ a total of 3274 people.

Age

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[5] http://www.kent.gov.uk/about-the-council/information-and-data/Facts-and-figures-about-Kent/equality-and-diversity-data#tab-5

Age Band	No.	%
15-19	<10	0%
20-24	121	3.7%
25-29	274	8.4%
30-34	296	9.0%
35-39	321	9.8%
40-44	344	10.5%
45-49	379	11.6%
50-54	538	16.4%
55-59	482	14.7%
60-64	365	11.1%
65-69	115	3.5%
70-74	25	0.8%
75-79	<10	0%
80-84	<10	0%
85-89	0	0%

Gender

Gender	No.	%
Female	2831	86.5%
Male	443	13.5%

Disability

Considered Disabled	No.	%
No	2961	90.4%
Undeclared/Unknown	178	5.4%
Yes	135	4.1%

Ethnicity

Ethnicity	No.	%
Ethnic Minorities	347	10.6%
White	2811	85.9%
Undeclared/Unknown	116	3.5%

Religious Belief

Religious Belief	No.	%
Buddhist	30	0.9%
Christian	1494	45.6%
Hindu	10	0.3%

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Jewish	<10	0%
Muslim	13	0.4%
None	1028	31.4%
Other	77	2.4%
Sikh	70	2.1%
Undeclared/Unknown	550	16.8%

Sexual Orientation

Sexual Orientation	No.	%
Bisexual	29	0.9%
Gay	38	1.2%
Gay/Lesbian	<10	
Heterosexual	2566	78.4%
Lesbian	31	0.9%
Undeclared/Unknown	608	18.6%

Marital Status

Marital Status	No.	%
Civil Partner	<10	0%
Divorced	107	3.3%
Domestic Partner	<10	0%
Legally Separated	19	0.6%
Living Together	35	1.1%
Married	795	24.3%
Single	145	4.4%
Undeclared/Unknown	2141	65.4%
Widowed	20	0.6%
Widowed with Surviving Pension	0	0%

Pregnancy and Maternity

Pregnancy and maternity	No.	%
Maternity/Adoption Leave	48	1.5%

Transgender

Transgender	No.	%
Yes	27	0.8%
No	855	26.1%
Prefer not say	82	2.5%
Unknown	2291	70.0%

Updated 22/05/2019   19

Adult Social Care and Health Service User Data

The majority of the data below has been taken from an Adult Social Care ad-hoc performance report provided by the Adult Performance Team in November 2018. The data shows a snapshot in time of the service users open to adult social services.

Some information has also been taken from the Your Life, Your Wellbeing Strategy Equality Impact Assessment[6].

Age

Age	Total	Percentage
0-17	13	0.0%
18-64	13170	42.4%
65+	17712	57.1%
Not Recorded	134	0.4%

Disability

Primary Support Reason	Total	Percentage
Mental Health Support	3329	11%
Learning Disability support	4574	15%
Physical Support	18604	60%
Sensory Support	368	1%
Support with Memory & Cognition	1961	6%
Autism - High Functioning	53	0%
Social Support	1572	5%
Substance Misuse	15	0%
No Support Reason	532	2%
Other	21	0%

Gender

Gender	Total	Percentage
Female	17825	57%
Male	13184	43%
Gender Neutral	8	0%
Not Recorded	12	0%

Sexual Orientation

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[6] 'Your life, your well-being: a vision and strategy for adult social care 2016 to 2021', available at: http://www.kent.gov.uk/__data/assets/pdf_file/0006/66579/Equality-Impact-Assessment-Your-Life-Your-Wellbeing.pdf

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Sexual Orientation	Total	Percentage
Not Recorded	11164	36%
Heterosexual	8992	29%
Prefer Not to Say	10008	32%
Other	729	2%
Lacks Capacity	66	0%
Gay Man	34	0%
Gay Woman/Lesbian	28	0%
Bisexual	8	0%

Marriage and Civil Partnerships

There is currently no data collected to show the marriage status of adult social care service users.

Religion and Belief

Religion	Total	Percentage
Not Known/ Not Recorded	11605	37%
No Religion	9795	32%
Christian	7727	25%
Other Religion	1128	4%
Sikh	147	0%
Muslim	509	2%
Hindu	55	0%
Buddhist	44	0%
Jewish	16	0%
Declined to Disclose	3	0%

Race and Ethnicity

Race/ Ethnicity	Total	Percentage
White	25888	83%
Mixed / Multiple	241	1%
Asian / Asian British	1029	3%
Black / African / Caribbean / Black British	273	1%
Other ethnic group	170	1%
Refused	19	0%
Undeclared / Not Known	3409	11%

Carers

From the 2011 Census we know that carers are most likely to fall between the 35-49 age bracket, however there are signifcant numbers of carers who are significantly older. Carers are also more likely to be women.

Updated 22/05/2019

Because of the limits of internal data, we have not included information on gender identity, pregnancy and maternity, marriage and carers within this section of the EqIA screening.

This strategy will take into account and be responsive to the needs and issues which may exist in these population groups.

Other Data Gathered

The Office for National Statistics conducted a study on internet use in the UK by age, sex, disability and geographical location[7] and a study on internet access[8]. The key findings, as detailed below, will be considered in the development and implementation of the digital strategy.

Age

In 2018, among all adults, 78% used mobile phones or smartphones to access the internet. These were the most popular devices across most age groups, apart from those aged 65 years and over, who reported a tablet computer as the most popular device used to access the internet, at 42%.

In 2018, among all adults, 77% had used the internet "on the go" using a mobile phone, smartphone, laptop, tablet or handheld device. Only 39% of those aged 65 and over reported having internet access on the go.

In 2018, of all households in Great Britain, 90% had access to the internet. Households with one adult aged 65 years and over had the lowest proportion of internet access, at 59% in 2018. However, these households had the largest growth in internet access, up 23 percentage points since 2012, compared with growth of 10 percentage points in all households.

In 2018, 8.4% of adults had never used the internet, down from 9.2% in 2017. Virtually all adults aged 16 to 34 years were recent internet users (99%) in 2018, compared with 44% of adults aged 75 years and over. Of the 4.5 million adults who had never used the internet in 2018, more than half (2.6 million) were aged 75 years and over.

Since 2011, the percentage of adults aged 65 years and over who had never used the internet has declined by 27 percentage points. This compares with a decline of 5.6 percentage points in adults aged 16 to 64 years.

Lapsed internet use (used more than 3 months ago) by adults aged 75 years has fallen from 7.3% in 2017 to 5.7% in 2018. While there has been an increase in recent internet use in adults aged 75 years and over, they remain the age group with the highest proportion of lapsed internet users.

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[7] Office for National Statistics; Internet Users: 2018, https://www.ons.gov.uk/businessindustryandtrade/itandinternetindustry/bulletins/internetusers/2018
[8] Office for National Statistics: Internet Access: 2018, https://www.ons.gov.uk/peoplepopulationandcommunity/householdcharacteristics/homeinternetandsocialmediausage/bulletins/internetaccesshouseholdsandindividuals/2018

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Disability

Since 2014, the number of disabled adults who had used the internet recently increased by 11.7 percentage points to just over 9.5 million in 2018. Data now shows that 20% of disabled adults had never used the internet in 2018, down from 22% in 2017.

There was a large difference in recent internet use for adults aged 75 and over; 39% of disabled adults in this age group were recent internet users, compared with 49% of non-disabled adults.

Gender

The proportion of men who had recently used the internet in 2018 was higher than women, at 91% and 89% respectively.

The difference in recent internet use between men and women was larger in the oldest age groups. Of those adults aged 65 to 74 years, 82% of men and 79% of women were recent internet users. Furthermore, 51% of men aged 75 years and over were recent internet users, compared with 38% of women in this age group.