

**Kent County Council  
Equality Analysis/ Impact Assessment (EqIA)**

**Directorate/ Service: Adult Social Care**

**Name of decision, policy, procedure, project or service:** Telecare Contract

**Responsible Owner/ Senior Officer:** Paula Parker, Head of Business Delivery Unit, Adult Social Care

**Version:** v0.5

**Author:** Lee Inman – Project Officer

**Pathway of Equality Analysis:** EQIA created to support the decision on the Telecare contract which is due to end 30 November 2022.

**Summary and recommendations of equality analysis/impact assessment.**

**Context of the Project**

Technology Enabled Care is key within Making a difference every day approach and is aligned with the Councils priorities set out in “Framing Kent’s Future – Our Council Strategy 2022 – 2026: *Seize opportunities to embed technology and digitally-enabled care and support services in meeting people’s current and future care needs*”.

The Care Act 2014 places general responsibilities on local authorities relating to the care and support for adults and support for carers in its area. In exercising these statutory duties, Kent County Council (the authority) must provide or arrange for the provision of services, facilities and resources, or take other steps which it considers will promote an individual’s well-being, contribute towards preventing or delaying needs for care and support, promote integration of care and support with health services etc., provide information and advice, promote diversity and quality in provision of services, cooperate generally and cooperate in specific cases with relevant partners in the exercise of their respective functions relating to adults with needs for care and support and/or relating to carers.

The Telecare contract was originally awarded in 2015 and has since been adapted to meet the needs of individuals. The purpose of Telecare is to support people to maintain independence, facilitating them to remain in their own home for as long as possible. The scope of the service in the specification covers three main areas and supports 5,190 people:

1. Where the person has needs for care and support that meet the national eligibility criteria and these needs can be met either wholly or in part through the provision of Telecare (“Telecare Enhanced”). This must be detailed in the care and support plan.
2. Where the provision of Telecare would prevent or delay the development of need for care and support; no other ongoing care and support services are prescribed (“Telecare Only” or “Telecare Standard”).

Adult Social Care has a one-year Technology Enabled Care build and test with Nottingham Rehab Services (NRS) in East Kent. The aim of the build and test is to test different types of technologies with real life assessments and explore the potential in the data this provides. This will inform future requirements and the development of the specification that will be used to procure Technology Enabled Care Services from April 2023.

The Telecare contract under its current contractual arrangements, following the decision of 1 + 1 year extension taken in December 2020 is due to end November 2022. There were two options considered and with both of these options all the risks and benefits were considered:

- Option 1: to decommission/end the Telecare service at the end of its existing contract in November 2022.
- Option 2: is to modify the Telecare contract which will be an extension by 9 months up to August 2023.

The preferred options supported by Governance DMT (May '22) was to modify the contract by 9 months. This EQIA has been updated to reflect this decision.

### **Objectives of this EQIA**

- 1) Is to modify the Telecare contract which will be an extension by 9 months up to August 2023.**

The proposed modification is an extension of the Contract term by 9 months. The reason for the proposed modification will allow time to complete the current build and test, develop and procure a county wide Technology Enabled Care service from April 2023. The extension up to August 2023, will enable the county wide offer to be mobilised and to migrate people from the current Telecare service to the new service, ensuring there is not a gap or impact on provision. The future county wide offer also provides an opportunity to put in place a service that will allow existing Telecare provision that relies on analogue technology to be switched over to newer devices that can connect to broadband networks.

- 2) To follow up with everyone with Telecare in advance of county wide contract**

To work with Careium (the Telecare provider) to make contact with people with Telecare to ensure that it is still helpful and if required, where Telecare is no longer required this will be returned. During the contact to check if the person feels comfortable with the

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Telecare and if any further support is required. This will help inform what is needed from the county wide service in April 2023. Contact with people with Telecare will start 13 June and up to November '23. Contact with people will be approached in two ways, for people that have Telecare only this will be a telephone call and it is Telecare enhanced (as part of a wider care and support package) the Telecare discussion will be part of the review process.

**Adverse Equality Impact Rating Low**

**Attestation**

I have read and paid due regard to the Equality Analysis/Impact Assessment concerning Telecare and I agree with the risk rating stated and the actions to mitigate any adverse impact(s) that has /have been identified.

**Head of Service**

Signed: \_\_\_\_\_ Name: \_\_\_\_\_

Job Title: \_\_\_\_\_ Date: \_\_\_\_\_

**DMT Member**

Signed: \_\_\_\_\_ Name: \_\_\_\_\_

Job Title: \_\_\_\_\_ Date: \_\_\_\_\_

**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				<p>The vast majority of people with Telecare are 70+ and is the main reason Telecare has been prescribed, to give the person and family reassurance. Therefore, by extending the contract will ensure there is no gap in provision until the county wide contract (from April 2023) is in place and people will migrate from the existing contract to the new service between April-August '23.</p> <p>By contacting people this will ensure that Telecare is still helpful and an opportunity to give advice and support on how to use the Telecare.</p>

<p><b>Disability</b></p>				<p>Disability is another main reason why Telecare is prescribed to support someone to live independently. Therefore, by extending the contract will ensure there is no gap in provision until the county wide contract (from April 2023) is in place and people will migrate from the existing contract to the new service between April-August '23.</p> <p>By contacting people this will ensure that Telecare is still helpful and an opportunity to give advice and support on how to use the Telecare.</p>
<p><b>Sex</b></p>				<p>There is no evidence to suggest that people would be adversely impacted as a result of this protected characteristic.</p> <p>By extending the contract</p>

				<p>will ensure there is no gap in provision until the county wide contract (from April 2023) is in place and people will migrate from the existing contract to the new service between April-August '23.</p> <p>This project provides an opportunity to contact people to check if they still require the Telecare and give advice and support on how to use the Telecare.</p>
<b>Gender identity/ Transgender</b>				<p>There is no evidence to suggest that people would be adversely impacted as a result of this protected characteristic.</p> <p>By extending the contract will ensure there is no gap in provision until the county wide contract (from April 2023) is in place and people will migrate from the existing contract to the</p>

				<p>new service between April-August '23.</p> <p>This project provides an opportunity to contact people to check if they still require the Telecare and give advice and support on how to use the Telecare.</p>
<b>Race</b>			<p>3% of people with Telecare are non-white and 10.4% are unknown. Therefore, consideration when contacting people that English may not be the first language.</p>	<p>By extending the contract will ensure there is no gap in provision until the county wide contract (from April 2023) is in place and people will migrate from the existing contract to the new service between April-August '23.</p> <p>This project provides an opportunity to contact people to check if they still require the Telecare and give advice and support on how to use the Telecare.</p>
<b>Religion and Belief</b>				<p>There is no evidence to suggest that people would</p>



				<p>be adversely impacted as a result of this protected characteristic.</p> <p>By extending the contract will ensure there is no gap in provision until the county wide contract (from April 2023) is in place and people will migrate from the existing contract to the new service between April-August '23.</p> <p>This project provides an opportunity to contact people to check if they still require the Telecare and give advice and support on how to use the Telecare.</p>
<b>Sexual Orientation</b>				<p>There is no evidence to suggest that people would be adversely impacted as a result of this protected characteristic.</p> <p>By extending the contract will ensure there is no gap</p>

				<p>in provision until the county wide contract (from April 2023) is in place and people will migrate from the existing contract to the new service between April-August '23.</p> <p>This project provides an opportunity to contact people to check if they still require the Telecare and give advice and support on how to use the Telecare and consider any other options if they are not sure they are using the Telecare correctly or nervous about Telecare.</p>
<b>Pregnancy and Maternity</b>				<p>There is no evidence to suggest that people would be adversely impacted as a result of this protected characteristic.</p> <p>By extending the contract will ensure there is no gap in provision until the county wide contract (from</p>

				<p>April 2023) is in place and people will migrate from the existing contract to the new service between April-August '23.</p> <p>This project provides an opportunity to contact people to check if they still require the Telecare and give advice and support on how to use the Telecare.</p>
<b>Marriage and Civil Partnerships</b>				<p>There is no evidence to suggest that people would be adversely impacted as a result of this protected characteristic.</p> <p>By extending the contract will ensure there is no gap in provision until the county wide contract (from April 2023) is in place and people will migrate from the existing contract to the new service between April-August '23.</p>

				<p>This project provides an opportunity to contact people to check if they still require the Telecare and give advice and support on how to use the Telecare.</p>
<p><b>Carer's Responsibilities</b></p>				<p>14.1% of people with Telecare have a carer listed. Telecare gives carers reassurance and supports the carer in their caring role. Therefore, by extending the contract will ensure there is no gap in provision until the county wide contract (from April 2023) is in place and people will migrate from the existing contract to the new service between April-August '23.</p> <p>This project provides an opportunity to contact people to check if they still require the Telecare and give advice and support on how to use the</p>

				Telecare.
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## **Part 2**

### **Equality Analysis /Impact Assessment**

#### **Information and Data used to carry out your assessment.**

MOSAIC Data has been used for this assessment.

Of the information available:

- 66.5% are female
  - 0.4% are aged under 26
  - 12.1% are aged between 26 and 54
  - 15.9% are aged between 55 and 69
  - 72.6% are aged 70 and over
- 33.5% are male
  - 0.6% are aged under 26
  - 13.5% are aged between 26 and 54
  - 20.4% are aged between 55 and 69
  - 65.5% are aged 70 and over
  
- 84.8% are White
- 3% are Non-White
- 10.4% have a not stated ethnic origin
  
- 14.1% have a carer listed on Mosaic
  
- 52.4% have a Health Condition listed on Mosaic
  - 45.2% are listed on Mosaic with an 'Other' Health Condition
  - 9.9% have Dementia
  - 4.9% have input due to a Stroke
  - 3.5% have Chronic Obstructive Pulmonary Disease
  - 2.5% have Learning Disabilities
- 47.6% do not have a Health Condition listed on Mosaic

Data provided by KCC ASC Performance Team in May 2022.

#### **Who have you involved consulted and engaged?**

Adult Social Care Operational SMT (24 May 2022)

## **Analysis**

The evidence gathered as part of the assessment shows that there could be a potential negative impact on age, disability and carers responsibilities if the contract was not extended and alternative options would need to be considered. Age, disability and carers responsibilities, are three key reasons why Telecare is prescribed, all with an aim to help keep people independent and safe. Therefore, an extension of the Telecare contract will have a positive impact, to ensure that there is continued service provision until a new county wide Technology Enabled Care contract is in place from April '23 and to migrate people from the existing contract to the new service between April and August '23.

**Age:** The vast majority of people with Telecare are 70+ and is one of the main reasons Telecare has been prescribed, to give the person and family reassurance. Therefore, by extending the contract will ensure there is no gap in provision until the county wide contract (from April 2023) is in place.

**Disability:** This is another reason why people will have Telecare, to enable them to lead independent and safe lives. Therefore, by extending the contract will ensure there is no gap in provision until the county wide contract (from April 2023) is in place.

**Race:** 3% of people with Telecare are non-white and 10.4% are unknown. Therefore, consideration when contacting people that English may not be the first language.

**Carers:** 14.1% of people with Telecare have a carer listed. Telecare gives carers reassurance and supports the carer in their caring role. By extending the contract will ensure there is no gap in provision until the county wide contract (from April 2023) is in place.

## **Positive Impact:**

Telecare is prescribed for a number of reasons but all with an aim to help keep people independent and safe. The extension of the contract will have a positive impact as ensure that there is continued service provision until a new county wide Technology Enabled Care contract is in place which will incorporate Telecare.

## **JUDGEMENT**

- **Adjust and continue** - adjust to remove barriers or better promote equality

**Internal Action Required            YES**

There is potential for adverse impact on particular groups and we have found scope to improve the proposal...

*(Complete the Action Plan- please include dates for monitoring and review)*



### Equality Impact Analysis/Assessment Action Plan

Protected Characteristic	Issues identified	Action to be taken	Expected outcomes	Owner	Timescale	Cost implications
<b>Age</b>	<p>Some people may not feel comfortable with the Telecare and under pressure to return the Telecare.</p> <p>Whilst there are older digital confident people According to the <a href="#">2018 UK Consumer Digital Index</a>, 8% of UK population could perform zero out of five given digital tasks, with over 65s making up more than three quarters of those (76%).</p>	Staff involved in contacting people to be aware of Telecare activity (when it was last used) and have a conversation with the person how Telecare is working for them.	To reassure people and provide people with the support	Gina Walton	Starting 13 June and up to November '23	No costs
<b>Disability</b>	Some people may not feel	Staff involved in contacting people	To reassure people and	Gina Walton	Starting 13 June and up to	No costs

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	comfortable with the Telecare and feel under pressure to return Telecare.	to be aware of Telecare activity (when it was last used) and have a conversation with the person how Telecare is working for them	provide people with the support		November '23	
<b>Race</b>	If English is not the first language may not be able to engage in the conversation about the Telecare	Consider language requirements and support available	To ensure guidance/ instructions have options for different languages	Gina Walton	Starting 13 June and up to November '23	If required: Translator will result in a cost.
<b>Carers Responsibilities</b>	Some people may not feel comfortable with the Telecare and under pressure to return Telecare.	Staff involved in contacting people to be aware of Telecare activity (when it was last used) and have a conversation with the person how Telecare is working for them.	To reassure people and provide people with the support	Gina Walton	Starting 13 June and up to November '23	No costs

**Have the actions been included in your business/ service plan? (If no please state how the actions will be monitored)**

Yes, included in the plan

Please forward a final signed electronic copy and Word version to the Equality Team by emailing [diversityinfo@kent.gov.uk](mailto:diversityinfo@kent.gov.uk)

If the activity will be subject to a Cabinet decision, the EqIA must be submitted to committee services along with the relevant Cabinet report. Your EqIA should also be published .

The original signed hard copy and electronic copy should be kept with your team for audit purposes.