Kent County Council Equality Analysis/ Impact Assessment (EqIA)

Directorate/ Service: Adult Social Care

Name of decision, policy, procedure, project or service: Technology Enabled Care

Services (TECS) countywide offer

Responsible Owner/ Senior Officer: Helen Gillivan

Version: v0.4

Author: Lee Inman – Project Officer Elizabeth Blockley – Project Manager

Pathway of Equality Analysis: Kent County Council (the authority) is currently trialling the way of working that is proposed for the authority's long-term Technology Enabled Care Service. This way of working is being tested in 4 areas of Kent: Thanet, Dover, Folkestone & Hythe. The build and test is being delivered in partnership with NRS Healthcare and learning from these areas will shape the long-term countywide offer. A separate EQIA was completed for the build and test contract and this document will focus on the impact of the countywide TECS offer. This document will be maintained as a live document and will continue to incorporate the evidence from the TECS build and test project, which will run until March 2023.

Summary and recommendations of equality analysis/impact assessment.

Context

Technology Enabled Care is key element within Kent County Council's Making a difference every day approach and is aligned with the Council's 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 purpose of Technology Enabled Care is to support people to remain as independent for as long as possible in the environment they choose to be in and empower them to have better choice and control over their care and support.

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, 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 current Telecare contract was awarded in 2015 and has been adapted at times to better meet the needs of the people we support. In addition to the Telecare offer, in response to the COVID-19 pandemic the authority also entered a contract with Alcove to provide Kent residents with KARA videophones. This enabled people we support to continue to maintain contact with their family, friends and loved ones whilst also engaging in community activities throughout COVID-19 lockdown restrictions. The existing KARA and Telecare contracts will end in April 2023 and August 2023 respectively, and the new Technology Enabled Care Services contract will incorporate an equivalent technology offer and transition existing users to the new contract. The Technology Enabled Care Services contract will be implemented from April 2023 and in the first phase of the contract will focus on mobilising existing Telecare and KARA users into the new service.

Aims and Objectives

To design and procure an innovative digital assistive technology offer that supports a person to maintain or improve their independence, safety and wellbeing and for the authority, its partners and contracted providers to maintain a person-centred approach by being responsive to people's needs.

In the event the authority enters in to a contract with a new provider, consideration will be given to existing Telecare and KARA users to ensure they receive an equitable or improved service and that there is no break in service if there is a change in provider. The authority has a responsibility to ensure that people currently using Telecare and KARA services can still have their needs met and that the new offer is fit for purpose in supporting their independence.

People receiving only a Technology Enabled Care service (TEC-Only)

- 1) People will have the option to self-fund Technology Enabled Care regardless of protected characteristics. The technology market is well established and extremely competitive with many varieties of most equipment and usually different options of specialist technology enabling people to have a choice which supports their independence. There are no groups with particular protected characteristics who are expected to be in a better financial position to afford this than others.
- 2) It is currently anticipated that a Technology Enabled Care-only service will not be chargeable, as keeping the service free will support in encouraging take-up and meeting the authority's strategic objectives. The decision to treat the service as non-chargeable will be applied across all Kent residents and therefore ensure that all protected characteristic groups have equal access to the service. People will be assessed for eligible needs in line with the authority's statutory duties under the Care Act and will also receive a financial assessment. Where people receive Technology Enabled Care Services alongside another service such as Care and Support in the Home or Supported Living, they may pay a contribution towards the overall cost of their care and support. However, where people receive only a Technology Enabled Care Service this will be non-chargeable.

New and Existing provision

The provision of a service to new and existing people will continue as before and will be prescribed by Practitioners employed by the authority following a Care Needs Assessment and eligibility determination, Adult Social Care Practitioners will have access to specialist expertise and advice from a provider, Technology Enabled Care Facilitator or Technology Officer which will ensure the prescription of appropriate technology to meet people's individual outcomes.

It is anticipated that the service will initially support approximately 5,000 people who will be comprised of existing users of Telecare, KARA videophones and Technology Enabled Care Services transferring from the build and test in East Kent. Over the life of the contact, the ambition will be to grow the service so that a greater number of people are supported by Technology Enabled Care; this could grow to up to as many as 50% of people receiving support from Adult Social Care by 2027.

Adverse Equality Impact Rating Low

Attestation

I have read and paid due regard to the Equality Analysis/Impact Assessment concerning Technology Enabled Care Services (TECS). 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: Head of Business Delivery Unit Date: 01/11/2022

Paula Parker

DMT Member

Signed: Name: Helen Gillivan

Job Title: Senior Responsible Officer for

Making a Difference Everyday Date: 01/11/2022

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	Medium negative	Low negative impact	High/Medium/Low
	EqIA	impact	Evidence	Positive Impact
		Screen		Evidence
Age		There is a recognition	The recent COVID-19	New people who draw
		that many Technology	pandemic has	on care and support
		Enabled Care devices	accelerated the use of	People will be assessed
		are dependent on	technology by all age	for eligible needs in line
		people having wifi in	groups due many	with the authority's
		their homes and that	people developing	statutory duties under the
		many people still do	their technological	Care Act and will also
		not have wifi readily	skills and capabilities	receive a financial
		available in their	to work and keep in	assessment. Where
		homes. According to	touch with friends and	people receive
		the Office for National	family during lockdown	Technology Enabled Care
		Statistics, in 2018 only	restrictions.	Services alongside
		44% of people aged		another service such as
		75 and over were	Kent has an aging	Care and Support in the
		internet users. There is	population. Forecasts	Home or Supported
		therefore a risk that	show that the number	Living, they may pay a
		people aged 75 and	of 65+ year olds is	contribution towards the
		over will have more	forecast to increase by	overall cost of their care
		limited access to	44.9% between 2019	and support. However,
		Technology Enabled	and 2039, yet the	where people receive only
		Care devices due to a	proportion of	a Technology Enabled
		lack of internet in their	population aged under	Care Service this will be
		home environment.	65 is only forecast to	non-chargeable.
			increase by 12.2%.	Existing people who

However, this impact could be mitigated by schemes such as Digital Kent which are working to improve digital inclusion and have schemes such as the Community Wifi scheme which will introduce public wifi to particular areas of Kent with high levels of digital exclusion.

The Technology
Enabled Care Service
team will continue to
engage with the Digital
Kent team to identify
joint working
opportunities and risk
mitigations.

All people we support in receipt of a service provided by the authority will receive training and support at the time of installation with opportunities for carer(s)/ family member(s) to also receive training on new devices where appropriate.

Access to a wide range of devices will ensure that people's confidence and comfort with technology is taken into account at the point of assessing for technology, and that people are only given devices that are determined to meet their particular outcomes and align with their comfort in

draw on care and support

Everyone currently in receipt of a KARA or Telecare service will be reviewed to understand whether they are still using their existing devices and would continue to benefit from a Technology Enabled Care Service. People already receiving KARA or Telecare provisions will be prioritised in the mobilisation of the new **Technology Enabled Care** Service, and this will form a key element of the contract specification.

Positive

The implementation of a Technology Enabled Care Service will deliver a wider range of Technology Enabled Care options to meet people's eligible needs and support the

		using technology. Additionally, people who do not have access to wifi may be referred to the Digital Kent scheme for additional support which would enable access to a wider range of technologies. People of all ages will have access to a range of devices that are specifically tailored to their requirements, which may include non-connectivity devices if they do not have Wifi access.	preventative agenda. People will have more choice and control about the technology they want to access and how it is used to support the outcomes that are important to them.
Disability		Technology Enabled Care is not a replacement for care; it will enhance and give people more choice. 81.6% of Kent	People will be assessed for eligible needs in line with the authority's statutory duties under the Care Act and will also receive a financial assessment. Practitioners exploring options for

residents describe their health as being very good or good and 17.6% of Kent's population have an illness or condition which limits their day to day activities in some way. The number of Kent residents who are claiming disability benefits is 128,186 (8.1%) this is equal to the national figure but higher than the South East region (6.8%).

Access to a wide range of devices will ensure that people's confidence and comfort with technology is taken into account at the point of assessing for technology, and that

meeting people's outcomes via the Technology Enabled Care Service will establish their needs and match technology solutions with the person's ability to engage with and utilise different devices.

Positive

The implementation of a Technology Enabled Care Service will deliver a wider range of Technology Enabled Care options to meet people's eligible needs and support the preventative agenda. People will have more choice and control about the technology they want to access and how it is used to support the outcomes that are important to them.

A range of devices and apps have been identified

		people are only given devices that are determined to meet their particular outcomes and align with their ability to use technology. Linking to the Digital Kent programme and referring people into Digital Kent schemes could also support people in building their confidence to use technology and accessing a wider range of technologies.	as being particularly beneficial in supporting people with learning disabilities, and have the potential to realise benefits for individuals by improving their independence and empowering them with more choice and control.
Sex	Of the existing Telecare-Only & Telecare-Enhanced users, 65% are female and 35% are male. Therefore, when existing users are transitioned to the new Technology Enabled Care Service there will be a slightly higher	The future Technology Enabled Care Service will be available across all cohorts of people and in areas. Across the county, 52% of the population is female and 48% of the population is male. There is no evidence to suggest that people	Positive The implementation of a Technology Enabled Care Service will deliver a wider range of Technology Enabled Care options to meet people's eligible needs and support the preventative agenda. People will have more

	impact on females than on males. However, this will be mitigated by a robust mobilisation plan for the new contract which prioritises moving existing users onto the new service in the first phase of the contract.	would be adversely impacted as a result of this protected characteristic.	choice and control about the technology they want to access and how it is used to support the outcomes that are important to them.
Gender identity/ Transgender		Data is not currently collected on gender identity/ transgender protected characteristics to understand the number of people who have this protected characteristic currently using the Telecare and KARA services or the potential impact of the new service. However, there is no evidence to suggest that people who fall under this protected characteristic would be adversely impacted.	The implementation of a Technology Enabled Care Service will deliver a wider range of Technology Enabled Care options to meet people's eligible needs and support the preventative agenda. People will have more choice and control about the technology they want to access and how it is used to support the outcomes that are important to them.

offer and will be of benefit

to groups and

Race The largest ethnic The introduction of a **Positive** group in Kent is White. Technology Enabled 93.7% of all residents Care Service should The implementation of a are of white ethnic not adversely affect Technology Enabled Care origin, and 6.6% are of groups based on their Service will deliver a wider Black, Asian and race and will be range of Technology available to all Kent Minority Ethnic origin. **Enabled Care options to** The largest single residents. However. meet people's eligible BME group in Kent is targeted work may needs and support the Indian representing need to be undertaken preventative agenda. 1.2% of the total with some ethnic People will have more population. groups and specific choice and control about communities to ensure the technology they want Across Kent some they have equitable to access and how it is districts have a higher opportunities to access used to support the Black, Asian and the service and benefit outcomes that are from the outcomes that Minority Ethnic important to them. can be delivered via population which needs to be technology. Learning from the considered in terms of **Technology Enabled Care** communicating any build and test project has potential changes already identified the regarding service importance of access to change or re-design as devices which do not English may not be a require Wifi connectivity. first language in these These devices will be communities. For included in the countywide

instance, previous

service consultations

T		1,1 1
	in the Gravesend area	communities who may not
	have worked with	have a fixed address or
	translators to ensure	regular access to Wifi.
	access to information	The Digital Kent
	for Punjabi speaking	programme's
	residents and engaged	development of a
	with the Gurdwara to	Community Wifi scheme
	promote the	may also be beneficial.
	consultation and	•
	ensure the local	
	residents have good	
	opportunities to give	
	their feedback.	
	Further work needs to	
	take place to	
	understand more	
	about Gypsy Roma	
	and Traveller	
	community use of a	
	Technology Enabled	
	Care Service; many of	
	the resources in the	
	service will depend on	
	-	
	people having a fixed address and access to	
	Wifi which may be	
	barriers for this group.	

	Whilst Technology Enabled Care will be a countywide service and will be accessible to all residents and protected characteristics, targeted work may need to be undertaken with some ethnic groups and specific communities to ensure they have equitable opportunities to access the service and benefit from the outcomes that can be delivered via technology.		
Religion and Belief		In the 2011 Census, 62.5% of Kent residents described themselves as Christian, whilst the largest non - Christian religious group is Muslim (1%). This is not a significant	Positive The implementation of a Technology Enabled Care Service will deliver a wider range of Technology Enabled Care options to meet people's eligible needs and support the preventative agenda. People will have more

	consideration for the analysis as the Technology Enabled Care Service will be available to all people regardless of their religion.	choice and control about the technology they want to access and how it is used to support the outcomes that are important to them.
	There may be some religious groups for whom the use of technology is restricted or limited due to their faith. However, statistics are not available on these specific groups and it is thought that in Kent this would be a very small proportion of the population. Practitioners will need to understand the	
	individual needs of all people they are supporting, including	

		those with religious beliefs which may impact on their ability to use technology, and consider how best to meet their individual outcomes. Access to a wide range of technological devices and alternative services will enable practitioners to support people using a personcentred approach.	
Sexual Orientation		Whilst specific data about sexual orientation is not available for Kent residents, this is not a significant consideration for the analysis as the Technology Enabled Care Service will be	Positive The implementation of a Technology Enabled Care Service will deliver a wider range of Technology Enabled Care options to meet people's eligible needs and support the preventative agenda. People will have more

		responsive to all individual needs and desired outcomes. Practitioners will need to understand the individual needs of all people they are supporting and consider how best to meet their individual outcomes. Access to a wide range of technological devices and alternative services will enable practitioners to support people using a personcentred approach.	choice and control about the technology they want to access and how it is used to support the outcomes that are important to them.
Pregnancy and Maternity		Whilst specific data about pregnancy and maternity is not currently available, population forecasts for Kent show that there is going to be a significant growth in	Positive The implementation of a Technology Enabled Care Service will deliver a wider range of Technology Enabled Care options to meet people's eligible needs and support the

	population (19% by 2019). This is likely to be due to a combination of migration and births, and means that there may be a higher proportion of pregnation people accessing the Technology Enabled Care Service in the future.	choice and control about the technology they want to access and how it is used to support the outcomes that are important to them.
	This is not a signification for the	
	analysis as the servi will be responsive to	ce
	needs related to	
	Pregnancy and	
	maternity. Practitions will need to	ers
	understand the	
	individual needs of a	II
	people they are supporting and	
	consider how best to	
	meet their individual	

		outcomes. Access to a wide range of technological devices and alternative services will enable practitioners to support people using a personcentred approach.	
Marriage and Civil Partnerships		This is not a significant consideration for the analysis as the Technology Enabled Care Service will be accessible to all Kent residents, regardless of marriage or civil partnership status.	Positive The implementation of a Technology Enabled Care Service will deliver a wider range of Technology Enabled Care options to meet people's eligible needs and support the preventative agenda. People will have more choice and control about the technology they want to access and how it is used to support the outcomes that are important to them.
Carer's Responsibilities	According to the 2011 Census, in 2011 151,777 people, or		Technology Enabled Care will have a Medium impact on carers responsibilities

10.4% of Kent's total population, provided unpaid care. This proportion is higher than the regional average of 8.9% and the national average of 10.2%. 23.6% of all unpaid carers in Kent provide care for 50 or more hours a week.

There is an opportunity for Technology
Enabled Care to make a significant positive difference to carers' lives by giving them peace of mind through the provision of technology and monitoring for the person they support.

However, consideration should be given towards carers 'fighting for their person' by ensuring as carer gain peace of mind and will take some time to trust equipment.

Positive

The implementation of a Technology Enabled Care Service will deliver a wider range of Technology Enabled Care options to meet people's eligible needs and support the preventative agenda. People will have more choice and control about the technology they want to access and how it is used to support the outcomes that are important to them.

For carers, Technology Enabled Care has the potential to improve outcomes by providing reassurance about the safety and wellbeing of the person they support.

the person they	Toohnology could improve
the person they	Technology could improve
support receives all	their quality of life by
that they are entitled	reducing the need for
to. It is expected that	them to deliver
carers may not initially	interventions and by
have complete	reducing stress and worry.
confidence in	
Technology Enabled	
Care and will need	
evidence of its	
success before	
trusting the provision.	
They may also require	
targeted support in	
terms of supporting the	
person they care for to	
access and use	
technology.	
teormology.	
Additionally, there is a	
risk that if some	
technologies are	
monitored by a friend	
or family member	
instead of a formal	
monitoring agency,	
this could place	
increased pressure on	
the carer. Practitioners	

	will need to	
	understand the	
	individual needs of all	
	people they are	
	supporting and	
	consider how best to	
	meet their individual	
	outcomes. This should	
	include giving	
	consideration to the	
	friends, family and	
	carers around a	
	person and the	
	wellbeing of the people	
	providing informal	
	caring support. Access	
	to a wide range of	
	technological devices	
	and alternative	
	services will enable	
	practitioners to support	
	people using a person-	
	centred approach, and	
	this should include	
	considering the needs	
	and wellbeing of	
	carers networks.	

Part 2

Equality Analysis /Impact Assessment

Information and Data used to carry out your assessment.

MOSAIC Data, the 2021 Census and statistics about Kent's population published on kent.gov.uk have been used for this assessment.

Of the information available:

Existing Telecare-Only & Telecare-Enhanced People

- 65% are female
 - 15.4% are aged under 26
 - o 16.3% are aged between 26 and 54
 - o 17.7% are aged between 55 and 69
 - o 50.6% are aged 70 and over
- 35% are male
 - 12.8% are aged under 26
 - o 16.8% are aged between 26 and 54
 - o 23.4% are aged between 55 and 69
 - o 46.9% are aged 70 and over
- 90% are White
- 3.6 are Non-White
- 6.3% have a not stated ethnic origin

As limited information was available through MOSAIC, the 2021 Census (published in July 2022) has also been used which identified the overall population of Kent:

- 52% are female
 - o 6.6% are aged under 26
 - o 49.4% are aged between 26 and 54
 - o 23.2% are aged between 55 and 69
 - o 20.9% are aged 70 and over
- 48% are male
 - o 7.3% are aged under 26
 - 50.3% are aged between 26 and 54
 - o 24% are aged between 55 and 69
 - 18.4% are aged 70 and over

Who have you involved consulted and engaged?

ASC Directorate
CYPE Directorate
Strategic Commissioning
Finance

Updated 18/10/2022

22

This document is available in other formats, please contact Lee.inman@kent.gov.uk or telephone on 03000 412082.

Occupational Therapy Sensory Services NHS

Analysis

The analysis carried out has incorporated information and statistics from a number of different sources to ensure that the potential impact on all protected characteristics has been given due consideration.

The analysis has evidenced that overall there is significant opportunity to achieve benefits for all groups through the implementation of a Technology Enabled Care Service. The risk of a negative impact is low for the majority of groups and mitigating actions have been identified to ensure that people from all protected characteristic groups have equitable access to the service and opportunity to access technology that can meet their individual needs.

The main potential negative impact identified is on the 'age' protected characteristic, because of the high proportion of Telecare users aged 70 and over. Further analysis on the impact for this group and mitigating actions is outlined below.

Age: The vast majority of people in receipt of as the existing Telecare service are 70+ and Telecare has been prescribed to give the person and their family about their safety in their home. There is a risk that this group could be adversely impacted by the transition from the existing Telecare contract into the new Technology Enabled Care Service. However, the existing Telecare contract has been extended to August 2023 and the new Technology Enabled Care Service contract will begin in April 2023. From April 2023 to August 2023, the focus will be on safely and smoothly transitioning existing Telecare users to the new service offer and ensuring there is no gap in provision.

Disability: A number of the people we support rely on the existing Telecare service to enable them to lead independent and safe lives. As outlined in the 'Age' section above, the focus on a safe and smooth transition from the existing Telecare offer to the new Technology Enabled Care Service will mitigate the impact on people who fall under the Disability protected characteristic.

Race: As outlined in the Part 1 'Screening' section of this document, consideration will be given to the need for additional engagement with some ethnic minority groups to ensure they have equitable access to services and

the benefits of accessing services. This may include engaging with specific community groups and translating service information and materials.

Carers: The existing Telecare service provides reassurance to carers and can support the carer in their caring role. By extending the existing contract and focusing on the mobilisation from the Telecare service into the new Technology Enabled Care Service, the authority will ensure there is no gap in provision and mitigate any potential adverse impact on carers.

Positive Impact:

Technology Enabled Care will be prescribed to achieve a number of outcomes for people which will contribute to improving or maintaining their wellbeing, independence and choice and control. Access to a wider range of devices will ensure that Kent residents are able to benefit from the technologies now available in the market and that practitioners are empowered to access the technologies that can best meet the needs of people they support.

The implementation of a Technology Enabled Care Service will contribute to the strategic direction of the authority and ensure that services are designed to be futureproof for the long-term needs of a changing population. Evidence from a range of other local authorities shows that an effective Technology Enabled Care Service will deliver benefits for the authority, the wider health and social care system and Kent residents.

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.

Equality Impact Analysis/Assessment Action Plan

Protected	Issues identified	Action to be	Expected	Owner	Timescale	Cost
Characteristic		taken	outcomes			implications
Carers Responsibilities	Impact on Carers	Evidence base to be created showing benefits of Technology Enabled Care. Stock of training material/ advice to be prepared to support carers grow confidence in Technology Enabled Care. Co-Production group with user and carer attendance to be	Carers to grow confidence in Technology Enabled Care. Co-Production group created to enable People we support and their carers to shape the offer The authority will proceed with.	ASC, CYPE, Commissioning	August 2023	TBC
	5	formed.	- · · · · ·	100	A '' 0000	TDO
Race	Potential limitations on engaging in the service in communities where English is	Across Kent some districts have a higher BAME population which needs to be considered in	Equitable access to information about Technology Enabled Care across all groups	ASC	April 2023	TBC

not the first	terms of	and benefits from		
language	communicating	access to		
	any potential	technology are		
	changes	available to all		
	regarding service	groups.		
	change or re-			
	design as English			
	may not be a first			
	language in these			
	communities.			
	As the			
	Technology			
	Enabled Care			
	Service is rolled			
	out county-wide,			
	areas that could			
	be impacted by			
	this should be			
	proactively			
	identified and			
	work undertaken			
	with the			
	Consultation and			
	Engagement			
	team to explore			
	appropriate ways			
	to mitigate the			
	impact.			

Have the actions been included in your business/ service plan? (If no please state how the actions will be monitored)
No – the proposed course of action is subject to decision

Appendix

Links to relevant datasets located in the body of the document.



Please forward a final signed electronic copy and Word version to the Equality Team by emailing 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.