

## EQIA Submission – ID Number

### Section A

#### EQIA Title

Carers Support and Assessment

#### Responsible Officer

Ben Campbell - AH AIC

#### Approved by (Note: approval of this EqIA must be completed within the EqIA App)

Simon Mitchell - AH AIC

### Type of Activity

#### Service Change

No

#### Service Redesign

No

#### Project/Programme

No

#### Commissioning/Procurement

Commissioning/Procurement

#### Strategy/Policy

No

#### Details of other Service Activity

No

### Accountability and Responsibility

#### Directorate

Strategic and Corporate Services

#### Responsible Service

Commissioning

#### Responsible Head of Service

Simon Mitchell - AH AIC

#### Responsible Director

Helen Gillivan - AH CD

### Aims and Objectives

#### Background

The Care Act describes a carer as 'somebody who provides support or who looks after a family member, partner or friend who needs help because of their age, physical or mental illness, or disability. This would not include someone paid or employed to carry out that role, or someone who is a volunteer.'

A core purpose of KCC as an adult social care organisation is to carry out duties according to the law by supporting carers. This means helping them feel empowered to lead the lives they want to live in a place they call home - essentially, putting carers at the heart of everything we do.

This includes, planning and funding carers' support, promoting carers' wellbeing, preventing, reducing, and delaying the need for support.

The Kent Adult Carers Strategy 2022 to 2027 was developed in partnership with carers, people who draw on care and support, NHS partners, carers organisations, staff, and county councillors. The strategy describes how we will work with partners to make changes that improve the experiences of adult carers in Kent. The Kent Adult Carers Strategy is closely aligned with 'Making a difference every day: our strategy for

adult social care.

The Kent Adult Carers Strategy vision: 'Making a difference every day by supporting and empowering you to live a fulfilling life whilst being a carer, as long as you are willing and able'

### Commissioning a New Service

Existing services to support carers are offered via the Kent County Council Community Navigation Services contracts (Part B) and the Carers Short Breaks contract.

A range of pre-procurement activity and engagement has taken place. Carers Involvement meetings have taken place with carers to better understand how the offer can be improved. Co-production with carers will continue throughout the commissioning process.

We will shortly be going to market to procure a new Carers Support Service.

The information within this document relates to existing evidence and analysis. Gaps and areas for improvement will be covered within the new specification and service offer.

## Section B – Evidence

**Do you have data related to the protected groups of the people impacted by this activity?**

Yes

**It is possible to get the data in a timely and cost effective way?**

Yes

**Is there national evidence/data that you can use?**

Yes

**Have you consulted with stakeholders?**

Yes

**Who have you involved, consulted and engaged with?**

Unpaid Carers and those who use existing carers services

Service Providers

Public Health

ICB

**Has there been a previous Equality Analysis (EQIA) in the last 3 years?**

Yes

**Do you have evidence that can help you understand the potential impact of your activity?**

Yes

## Section C – Impact

**Who may be impacted by the activity?**

Service Users/clients

Service users/clients

Staff

Staff/Volunteers

Residents/Communities/Citizens

Residents/communities/citizens

**Are there any positive impacts for all or any of the protected groups as a result of the activity that you are doing?**

Yes

### **Details of Positive Impacts**

In Kent, an estimated (2021 census) 158,512 adults aged 16 or over provide hours of unpaid care each week.

- 94,640 provide 1-19 hours of care a week
- 18,131 provide 20-49 hours of care a week
- 35,570 provide 50 hours of care or more a week.

15,252 unpaid carers live in Canterbury and its surroundings, making it the place with the highest total number of carers in Kent. This makes up 12% of the people that live there. The area that has the highest proportion of carers compared to the number of people that live there, is Thanet. Around 14% of people (15,150) in Thanet are unpaid carers.

Kent Adult Carers Strategy sets out the vision: 'Making a difference every day by supporting and empowering you to live a fulfilling life whilst being a carer, as long as you are willing and able'.

This ambition will be achieved by focusing on the following areas:

- Supporting you to be you - to live a full life, carers have told us that they need the right support so they can make time to get everyday tasks done.
- Providing the best support possible - carers have been clear that they, and the people they look after, need to be treated with respect and supported through every stage of their journey - not just during a crisis.
- Positive outcomes - everything we do alongside providers and partner organisations should focus on what makes a real difference and leads to positive change in carers' experiences

Building on the Kent Adult Carers Strategy we intend to commission an improved offer for carers. We have been developing proposals for a future model with carers and through engaging with the market

Leading from what carers told us we will introduce a single point of access for carers support services that is well promoted and marketed. We will ensure a greater focus on the benefits of completing a carers assessment so we can better understand the needs of carers. We will introduce a more local community-based approach ensure the service has a wider reach into all parts of the community across Kent. This should result in better outcomes and positive impact for protected groups.

We will use a range of methods for ensuring the new service offer is reaching and supporting the diverse range of carers in Kent.

Through the procurement exercise we will require bidders to describe how they will engage with and reach out to the underrepresented and ethnically diverse groups of carers including those who do not identify as carers.

The evaluation will include questions designed by carers and evaluated by carers.

The service specification has been co-produced and will ensure the service is positively supporting those with protected characteristics.

When the contract is mobilised we will be collecting a broader range of data and KPIs on those accessing the service. This will help determine 'intersection' of different characteristics on people who may be impacted by more than two protected characteristics at the same time.

The service will require carers to be part of ongoing development and there will be regular surveys and feedback to understand who is accessing the service and how it is performing.

Through contract monitoring we will continue to regularly collect equalities data on those accessing the

service from protected groups.

## **Negative impacts and Mitigating Actions**

### **19. Negative Impacts and Mitigating actions for Age**

#### **Are there negative impacts for age?**

Yes

#### **Details of negative impacts for Age**

Changes to the service may have a negative impact for this protected characteristic

A large proportion of unpaid carers over 65. Census data shows us Kent has more older unpaid carers living in coastal deprived areas.

Between 2010-2020, people aged 46-65 were the largest age group to become unpaid carers. 41% of people who became unpaid carers were in this age group (Petrillo and Bennett, 2022)

The data from April 2023 to March 2024 and is attached as evidence in the supporting documents:

This shows us the largest number proportion of carers are in the age group 25-59 and 60-79. Therefore both working age adults and older adults will be impacted by changes to the service.

#### **Mitigating Actions for Age**

The new services will be required to provide support, or work with appropriate sub-contracted services to deliver the support required for all age groups, with a particular focus on the growing needs of working age adults and older carers. The service specification will require providers to operate in full compliance with the Equality Act 2010 and that providers will be regularly monitored. Performance data relating to the age of people using the services will be collected and analysed over the life of the contract to understand gaps or barriers to access and work with providers to respond appropriately.

Through the procurement bidders will be asked to explain how they will tailor the service to meet the needs of the people within the geographical area they are bidding for. This will include using different communication methods to reach different age groups and ensuring there is access to support at different times of day to fit with those who are working.

We will place a greater focus on equality data through contract monitoring and have as a standing item on agenda.

There will also be a requirement put in place for the provider to conduct an annual survey for those that use that service so that we can monitor protected characteristics and ensure that there is equity of service.

Carers will be involved in mobilising and monitoring the service to ensure it is meeting the diverse needs of carers.

#### **Responsible Officer for Mitigating Actions – Age**

Lisa Rogers

### **20. Negative impacts and Mitigating actions for Disability**

#### **Are there negative impacts for Disability?**

Yes

#### **Details of Negative Impacts for Disability**

Changes to the service may have a negative impact for this protected characteristic

Public Health data tells us 0.83% of carers had a learning disability, compared to 0.46% of the population aged 40+. 1.49% had a mental health issues compared to 1.23% of the population 40+.

The data from April 2023 to March 2024 is evidenced in the supporting documents.

This shows us the most common carer disability is long standing health condition and physical / mobility impairment.

### **Mitigating actions for Disability**

We will ensure that a clear service mobilisation plan will support transition for existing carers, including those with a disability.

A requirement to collect carer disability information will be included in the service specification in order to better monitor and therefore ensure that for disabled carers, their needs and requirements are considered and met. The aim is to deliver a more equitable service across the whole county. This will ensure that those carers with a disability are not missing out because of where they live.

In order to mitigate any potential impacts, as part of the procurement process, interested bidders will be asked how they will engage with and reach out to underrepresented protected characteristic groups- ensuring that we are able to evaluate providers based on how well they plan to address these issues.

There will also be a requirement put in place for the provider to conduct an annual survey for those that use that service so that we can monitor protected characteristics and ensure that there is equity of service.

We will place a greater focus on equality data through contract monitoring and have as a standing item on agenda.

Carers will be involved in mobilising and monitoring the service to ensure it is meeting the diverse needs of carers.

### **Responsible Officer for Disability**

Lisa Rogers

## **21. Negative Impacts and Mitigating actions for Sex**

### **Are there negative impacts for Sex**

Yes

### **Details of negative impacts for Sex**

Changes to the service may have a negative impact for this protected characteristic

The Census found that in England and Wales, women are more likely to provide care than men. 59% of unpaid carers are female.

The data from April 2023 to March 2024 is evidenced in supporting documents attached.

This shows us a larger proportion of carers receiving support are female between 67% and 68%

### **Mitigating actions for Sex**

Providers of the new service will be required to actively promote their services and find innovative ways to ensure services are targeted at both male and female carers.

Performance data relating to the gender of people using the services will be collected and analysed over the life of the contract to understand gaps or barriers to access and work with providers to respond appropriately.

In order to mitigate any potential impacts, as part of the procurement process, interested bidders will be asked how they will engage with and reach out to underrepresented protected characteristic groups- ensuring that we are able to evaluate providers based on how well they plan to address these issues.

There will also be a requirement put in place for the provider to conduct an annual survey for those that use that service so that we can monitor protected characteristics and ensure that there is equity of service

We will place a greater focus on equality data through contract monitoring and have as a standing item on agenda.

Carers will be involved in mobilising and monitoring the service to ensure it is meeting the diverse needs of carers.

#### **Responsible Officer for Sex**

Lisa Rogers

#### **22. Negative Impacts and Mitigating actions for Gender identity/transgender**

##### **Are there negative impacts for Gender identity/transgender**

Yes

##### **Negative impacts for Gender identity/transgender**

Through the current services we have in sufficient data for this protected characteristic.

The data from April 2023 to March 2024 is evidenced in supporting documents attached.

##### **Mitigating actions for Gender identity/transgender**

We require better data to understand the issues for this protected characteristic. When mobilising the new service this issue will be highlighted so plan can be developed to improve data in this area.

In order to mitigate any potential impacts, as part of the procurement process, interested bidders will be asked how they will engage with and reach out to underrepresented protected characteristic groups- ensuring that we are able to evaluate providers based on how well they plan to address these issues.

There will also be a requirement put in place for the provider to conduct an annual survey for those that use that service so that we can monitor protected characteristics and ensure that there is equity of service

We will place a greater focus on equality data through contract monitoring and have as a standing item on agenda.

#### **Responsible Officer for mitigating actions for Gender identity/transgender**

Lisa Rogers

#### **23. Negative impacts and Mitigating actions for Race**

##### **Are there negative impacts for Race**

Yes

##### **Negative impacts for Race**

Changes to the service may have a negative impact for this protected characteristic.

Analysis by University College London of Understanding Society data found that Pakistani and Bangladeshi carers were more likely to be living with the person they provided care for (70.1% and 74.8% respectively) in comparison with White carers (39.7%).

Carers UK research found that ethnic minority carers were more likely to be struggling financially, and more likely to have concerns around services not meeting their needs, in comparison with White British carers

The service data from April 2023 to March 2024 is evidenced in supporting documents attached. This data aligns with ONS analysis which found that the ethnicity of unpaid carers largely follows the ethnic-group distributions in the whole population.

In people who identified as unpaid carers and non-carers, the most common ethnic group identified with was "White: English, Welsh, Scottish, Northern Irish or British" in both England (78.3% and 73.8% in unpaid carers and non-carers, respectively) and Wales (92.9% and 90.2% in unpaid carers and non-carers, respectively)

#### **Mitigating actions for Race**

A requirement to collect carer ethnicity will be included in the service specification in order to better monitor and therefore ensure that services are reaching all communities and meeting their needs. The aim is to deliver a more equitable service across the whole county.

In order to mitigate any potential impacts, as part of the procurement process, interested bidders will be asked how they will engage with and reach out to underrepresented protected characteristic groups- ensuring that we are able to evaluate providers based on how well they plan to address these issues.

There will also be a requirement put in place for the provider to conduct an annual survey for those that use that service so that we can monitor protected characteristics and ensure that there is equity of service.

We will place a greater focus on equality data through contract monitoring and have as a standing item on agenda.

Carers will be involved in mobilising and monitoring the service to ensure it is meeting the diverse needs of different communities

#### **Responsible Officer for mitigating actions for Race**

Lisa Rogers

#### **24. Negative impacts and Mitigating actions for Religion and belief**

##### **Are there negative impacts for Religion and belief**

Yes

##### **Negative impacts for Religion and belief**

Changes to the service may have a negative impact for this protected characteristic.

In England and Wales, ONS analysis found that the most common religion carers identified with is Christian (48.7% of carers in England are Christian, and 45.5% of carers in Wales). In both countries, there has been an increase in the proportion of carers identifying with 'no religion' (35% in England, and 45.4% in Wales)

compared with 2011. This pattern has also been seen in the wider population.

Service data from April 2023 to March 2024 is evidenced in supporting documents attached. This shows similar pattern to the national data with less than 1% of carers from religions that are not Christian.

### **Mitigating actions for Religion and belief**

Providers of the new service will be required to actively promote their services and find innovative ways to ensure services are targeted at different religions

Performance data relating to the religion of people using the services will be collected and analysed over the life of the contract to understand gaps or barriers to access, and work with providers to respond appropriately.

In order to mitigate any potential impacts, as part of the procurement process, interested bidders will be asked how they will engage with and reach out to underrepresented protected characteristic groups- ensuring that we are able to evaluate providers based on how well they plan to address these issues.

There will also be a requirement put in place for the provider to conduct an annual survey for those that use that service so that we can monitor protected characteristics and ensure that there is equity of service

We will place a greater focus on equality data through contract monitoring and have as a standing item on agenda.

Carers will be involved in mobilising and monitoring the service to ensure it is meeting the diverse needs of different communities

### **Responsible Officer for mitigating actions for Religion and Belief**

Lisa Rogers

#### **25. Negative impacts and Mitigating actions for Sexual Orientation**

##### **Are there negative impacts for Sexual Orientation**

Yes

##### **Negative impacts for Sexual Orientation**

Changes to the service may have a negative impact for this protected characteristic.

ONS analysis of Census data in England and Wales found that a higher proportion of unpaid carers aged 16 and over are lesbian, gay, bisexual or other compared with non-carers. In England, 3.9% of unpaid carers are LGB+ compared with 3% of non-carers, and 4% of carers in Wales are LGB+ compared with 3% of non-carers

The service data from April 2023 to March 2024 is evidenced in supporting documents attached. This shows that less than 1% of those accessing services are lesbian, gay, bisexual or other sexual orientation. Therefore this group may be under accessing current services.

### **Mitigating actions for Sexual Orientation**

We require better data to understand the issues for this protected characteristic. When mobilising the new service this issue will be highlighted so a plan can be developed to improve data and take up in service for those who are lesbian, gay, bisexual or other sexual orientation.

In order to mitigate any potential impacts, as part of the procurement process, interested bidders will be

asked how they will engage with and reach out to underrepresented protected characteristic groups- ensuring that we are able to evaluate providers based on how well they plan to address these issues.

There will also be a requirement put in place for the provider to conduct an annual survey for those that use that service so that we can monitor protected characteristics and ensure that there is equity of service

We will place a greater focus on equality data through contract monitoring and have as a standing item on agenda

Carers will be involved in mobilising and monitoring the service to ensure it is meeting the diverse needs of the lesbian, gay and bisexual community.

#### **Responsible Officer for mitigating actions for Sexual Orientation**

Lisa Rogers

#### **26. Negative impacts and Mitigating actions for Pregnancy and Maternity**

##### **Are there negative impacts for Pregnancy and Maternity**

No

##### **Negative impacts for Pregnancy and Maternity**

Not Applicable

##### **Mitigating actions for Pregnancy and Maternity**

Not Applicable

#### **Responsible Officer for mitigating actions for Pregnancy and Maternity**

Not Applicable

#### **27. Negative impacts and Mitigating actions for Marriage and Civil Partnerships**

##### **Are there negative impacts for Marriage and Civil Partnerships**

No

##### **Negative impacts for Marriage and Civil Partnerships**

Not Applicable

##### **Mitigating actions for Marriage and Civil Partnerships**

Not Applicable

#### **Responsible Officer for Marriage and Civil Partnerships**

Not Applicable

#### **28. Negative impacts and Mitigating actions for Carer's responsibilities**

##### **Are there negative impacts for Carer's responsibilities**

Yes

##### **Negative impacts for Carer's responsibilities**

Feedback from carers suggests the current service is not known to some carers and is not accessible to all communities across the county.

The current service supports approximately 41,000 carers.

##### **Mitigating actions for Carer's responsibilities**

Following feedback and discussion with carers and carer service providers the new service will:

- introduce a single point of access for carers support services, that is well promoted and marketed.
- place a greater focus on the benefits of completing a carers assessment so we can better understand the needs of carers.
- develop a local community-based approach to ensure the service has a wider reach into all parts of the community across Kent.

This should result in better outcomes and positive impact for protected groups

We will use a range of methods for ensuring the new service offer is reaching and supporting the diverse range of carers in Kent.

Through the procurement exercise we will require bidders to describe how they will engage with and reach out to the underrepresented and ethnically diverse groups of carers including those who do not identify as carers.

The evaluation will include questions designed by carers and evaluated by carers.

The service specification has been co-produced and will ensure the service is positively supporting those with protected characteristics.

When the contract is mobilised we will be collecting a broader range of data and KPIs on those accessing the service. This will help determine 'intersection' of different characteristics on people who may be impacted by more than two protected characteristics at the same time.

The service will require carers to be part of ongoing development and there will be regular surveys and feedback to understand who is accessing the service and how it is performing.

Through contract monitoring we will continue to regularly collect equalities data on those accessing the service from protected groups.

<b>Responsible Officer for Carer's responsibilities</b>
Lisa Rogers