

**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
1	Rachael Letchford	November 2018	First Draft
1.1	Akua Agyepong	December 2018	Comments on First Draft
2	Rachael Letchford	December 2018	Second Draft

Summary and recommendations of equality analysis/impact assessment.

Context

Adult Social Care's Being Digital Strategy will set the strategic direction for, and help to enable the delivery of, digital innovation and technology for the social care sector including the workforce and service users.

The pressures from a reduction of funding and a significant increase in demand for services has forced the pace of change and the range of digital innovations being introduced across the health and care system. As well as this, the expectation of people who use services, and those who work in the health and care sector is shifting dramatically to being more digital.

There is a view that taking advantage of digital technology can help address some of the challenges the health and care system faces. The Being Digital strategy describes the changes which will be put in place over the next few years.

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

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:

Updated 14/01/2019

- 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 central government digital inclusion agenda will help KCC to ensure that all protected characteristics are considered when designing and implementing digital solutions. A digital inclusion maturity matrix has been developed and progress against this will be assessed on a frequent basis.

Adverse Equality Impact Rating **Low**

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:

A handwritten signature in black ink, appearing to read 'Anne Tidmarsh', written over a light grey horizontal line.

Name: Anne Tidmarsh

Job Title: Director ASCH Partnerships

Date: January 2019

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>Evidence from the national audit office's study on internet use and access showed 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.</p> <p>This statistic should be considered when implementing the strategy to focus on how older people can be supported to make use of digital technology.</p> <p>As part of the central government's digital inclusion agenda, KCC will be required to evidence how digital solutions are accessible for all cohorts. A maturity matrix will be developed for the strategy to measure KCC's</p>	<p>Medium - The strategy will focus all service users utilising or eligible to utilise adult social care services, including the lifespan pathway. 57% of service users utilising adult social care services are aged 65+; this protected characteristic is over represented when compared to Kent's 65+ population (20%).</p> <p>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.</p> <p>The strategy ensures that KCC can meet the changing, and varied expectations for the different age groups in the adult social care service user population.</p>

			progress and consideration against inclusion.	
Disability		<p>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, down from 22% in 2017.</p> <p>KCC support people with a breadth of disabilities and the digital solutions implemented as part of the strategy will need to be accessible for all cohorts of people KCC support.</p> <p>If digital inclusion is not achieved, there could be adverse impacts for these protected characteristics.</p> <p>However, as part of the central government's digital inclusion agenda, KCC will be required to evidence how digital solutions are accessible for all cohorts. A maturity matrix will be developed for the strategy to measure KCC's progress and</p>		<p>Medium – 98% adult social care service users have recorded having a disability with the largest proportions reporting a physical disability or learning disability related. This is compared to 17.6% of Kent residents reporting to have a disability.</p> <p>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.</p> <p>The strategy will ensure increased access to equipment and technology, and the workforce will be more efficient and effective.</p>

		consideration against inclusion.		
Sex			<p>Evidence from the national audit office's study on internet use and access showed that fewer woman use the internet than men. In 2018, 51% of men aged 75 years and over were recent internet users, compared with 38% of women in this age group.</p> <p>As part of the central government's digital inclusion agenda, KCC will be required to evidence how digital solutions are accessible for all cohorts. A maturity matrix will be developed for the strategy to measure KCC's progress and consideration against inclusion.</p>	<p>Medium – There are more female service users accessing adult social care services than male service users; Female: 57%, Male: 47%.</p> <p>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.</p> <p>The strategy will ensure increased access to equipment and technology, and the workforce will be more efficient and effective.</p>
Gender identity				<p>Unknown - Currently no data on gender identity is collected.</p> <p>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.</p>

				<p>The strategy will ensure increased access to equipment and technology, and the workforce will be more efficient and effective.</p> <p>This group will benefit from only having to tell their story once. The strategy will also explore whether service users can update their own records and therefore make changes/ add to their equality information.</p> <p>Through the proposed changes, support will continue to be delivered with the person's needs at the centre, regardless of their gender identity.</p> <p>Within the action plan, it is proposed that Kent County Council starts to collect this information as part of their equalities reporting.</p>
Race			<p>Low – When implementing digital solutions, KCC should be mindful of the needs of this protected characteristic group. For example: a service user using a new self-assessment tool when English is not their first language.</p>	<p>Medium – the majority of service users utilising adult social care services are within the 'White' ethnic group (83%) and a smaller percentage from Mixed, Asian or Black ethnic groups (6%).</p> <p>The strategy states that digital solutions will not be a replacement for care, instead people will have more</p>

			As part of the central government's digital inclusion agenda, KCC will be required to evidence how digital solutions are accessible for all cohorts. A maturity matrix will be developed for the strategy to measure KCC's progress and consideration against inclusion.	<p>choice about how they access services and information.</p> <p>The strategy will ensure increased access to equipment and technology, and the workforce will be more efficient and effective.</p>
Religion and Belief				<p>Medium – Although data for this characteristic has been collected, the majority (65%) of service users either did not record their religion or identified as having no religion.</p> <p>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.</p> <p>The strategy will ensure increased access to equipment and technology, and the workforce will be more efficient and effective.</p>
Sexual Orientation				<p>Medium – Although data for this characteristic has been collected, the majority of service users either refuse to state their sexual orientation, or it was not collected.</p>

				<p>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.</p> <p>The strategy will ensure increased access to equipment and technology, and the workforce will be more efficient and effective.</p> <p>Similarly to gender identity, this group will benefit from only having to tell their story once. The strategy will also explore whether service users can update their own records and therefore make changes/ add to their equality information.</p>
Pregnancy and Maternity				<p>Unknown - Currently no data on pregnancy and maternity is collected.</p> <p>However, through the changes proposed in this strategy, staff with this protected characteristic will benefit from more flexible working and increased access to information. The strategy will provide people with more choice around how they work.</p>
Marriage and Civil				<p>Unknown - Currently no data on marriage and civil partnerships is</p>

Partnerships			<p>collected. However, the 2011 Census showed that 49% of Kent residents were married or in a civil partnership.</p> <p>However, through the changes proposed in this strategy, staff with this protected characteristic will benefit from more flexible working and increased access to information. The strategy will provide people with more choice around how they work.</p>
Carer's Responsibilities			<p>Unknown - Currently no data on carer's responsibilities is collected for these service users.</p> <p>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.</p> <p>The strategy will ensure increased access to equipment and technology, and the workforce will be more efficient and effective.</p> <p>Within the action plan, it is proposed that Kent County Council starts to collect this information as part of their equalities reporting.</p>

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 has been provided by Kent County Council's Adults Performance Team in November 2018 for:

- Age
- Gender
- Disability
- Race
- Religion
- Sexual Orientation

Further protected characteristic data has been taken from Kent County Council's Facts and Figures reports and Kent County Council's Your Life, Your Wellbeing Strategy Equality Impact Assessment.

This assessment also utilised information gathered by the National Audit Office on internet use and access 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.

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).

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. A maturity matrix has been developed to support this, and Adult Social Care and Health Directorate will monitor their progress against this matrix at 6-monthly intervals.

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.

JUDGEMENT

Based on the above screening and assessment, it has been determined that the proposed changes as outlined in this document have no 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 utilisation of the digital inclusion maturity matrix.

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:

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. Development of a digital inclusion maturity matrix to measure ASCH's progress against inclusion.	Ensure digital inclusion for all protected groups. This will be reviewed regularly through the maturity matrix assessment.	Rachael Letchford	Ongoing – to be completed by 2020	TBC
Race	Provision of accessible information to clients when English may not be their first language	As above.	Ensure digital inclusion for all protected groups. This will be reviewed regularly through the maturity matrix assessment.	Rachael Letchford	Ongoing – to be completed by 2020	TBC
Marriage and Civil Partnerships, Carer's Responsibilities, Pregnancy and	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	TBC	April 2019	N/A

Maternity and Gender Identity			potential negative impact.			
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

Have the actions been included in your business/ service plan?

No – The digital inclusion maturity matrix will be taken through the appropriate governance forums for approval and a process for updating will be agreed and implemented. The digital inclusion maturity matrix will be considered through the business planning process and reference will be made in the Adult Social Care and Health Business Plan.

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.

Appendix A

Kent and Adult Social Care Level 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 Assessment¹ and data from KCC's Facts and Figures of Kent².

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.

Out of the adult social care service users, there are higher proportions of 65+ year olds utilising services than those in the 0-17 and 18-64 age brackets.

The proportion of 65+ service users utilising adult social care services is over represented when compared to the wider Kent population (57% compared to 20%).

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

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 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.

Percentage information given in the equalities report (November 2018) shows that 60% of adult social care service users' primary support reason was

¹ '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

² <http://www.kent.gov.uk/about-the-council/information-and-data/Facts-and-figures-about-Kent/equality-and-diversity-data#tab-5>

physical, and 15% of peoples primary support need was learning disability related.

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

In relation to those who use Adult Social Care services there are more women (57%) than men (43%).

When compared with wider Kent population data, women are slightly over represented (51% in Kent) and men are slightly under represented (49% in Kent).

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

Sexual Orientation

Across Kent, 93.7% of residents identify as heterosexual, with a further 2% identifying as part of the LGBT groups. As the data below shows information on sexual orientation has not been obtained for 36% of adult social care service users in Kent, with a further 32% opting not to record their sexual orientation.

29% of service users indicated that they were heterosexual.

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

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.

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

Religion and Belief

Across Kent, 62.5% of residents identify as Christian and 3.4% identifying as either Buddhist, Hindu, Jewish or Muslim.

As the data below shows a large proportion of service users in Kent did not give their religious profile or have no religious preference; this equates to 69% of the service users.

Following this, the next highest proportion of service users are Christian (25%).

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

Data presented in KCC's Facts and Figures 2017 report shows that Kent has a slightly higher proportion of people from the white ethnic group (93.7%) when compared to England (85.4%).

The majority of adult social care service users are from the 'white' ethnic group (83%). This is a lower proportion than the total Kent population which equates to 93.7%, but is relatively comparable to England's population.

Race/ Ethnicity	Total	Percentage
White	25888	83%
Mixed / Multiple	241	1%
Asian / Asian British	1029	3%
Black / African / Caribbean / Black	273	1%

British		
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 significant numbers of carers who are significantly older. Carers are also more likely to be women.

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 location³ and a study on internet access⁴. 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.

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>

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.

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.