

From: Graham Gibbens, Cabinet Member for Specialist Children's Services

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To: Adults Social Care & Health Cabinet Committee

26 September 2014

Subject: Annual Equality and Diversity Report

Classification: Unrestricted

Electoral Division: All divisions

Summary: This report sets out a position statement for services within Social Care, Health & Wellbeing regarding equality and diversity work and progress on KCC Equality objectives for 2013/14.

Recommendation(s):

Note current performance

Continue to ensure that equality governance is observed in relation to decision making

Note the proposed changes to Equality Objectives and agree to receive revised objectives

Agree to receive this report annually in order to comply with the Public Sector Equality Duty (PSED).

1. Introduction

1.1 Publication of equality information is compulsory in England for all public authorities. Proactive publication of equality information ensures not only compliance with the legal requirements, but also greater understanding by the public of the difficult decisions an authority faces, and why it takes those decisions. Gathering equality information and using it to inform decision-making can also enable authorities to achieve greater value for money in the services they deliver through better targeting of services.

2. Financial Implications

2.1 There are no financial implications in producing an annual report.

3. Policy Framework

3.1 Advancing equality and reducing socio-economic inequalities in Kent contributes towards Council's Medium Term Plan, 'Bold Steps'. As such the objectives correspond with existing council priorities and the objectives

support the aims of, helping the Kent economy to grow, putting the citizen in control and tackling disadvantage.

- 3.2 The council published its equality objectives in 2011/12. Each service was asked to provide equality information and to demonstrate how they complied with equality legislation between 1 April 2013 – 31 March 2014, and what performance measures they have in place to achieve the KCC Equality Objectives.

4. Adult Social Care

- 4.1 Despite a continuing, difficult financial climate at the Council we remain committed to achieving fair and equitable outcomes for all our residents, no matter what their background and shaping services accordingly
- 4.2 Adult Social Care demonstrates its commitment by embedding equality throughout the organisation to ensure that the needs of all communities are considered in the delivery and commissioning of services.
- 4.3 KCC leads by example to influence our partners, contractors, local businesses and residents, and by embedding equality as an integral part of our policies and programmes.
- 4.4 In addition, we believe the following principles are important:
- Focus on outcomes rather than process
 - Focus on prevention and addressing underlying causes rather than symptoms
 - Focus on evidence based policy and practice
- 4.5 It is not surprising then, that a time when we are facing significant reductions in our resources and demands on our services are increasing, that we are focused on supporting the most vulnerable groups living in Kent: older people, people with learning disabilities or physical disabilities, people with mental health needs and other vulnerable adults.
- 4.6 The changing population, combined with the limits on finances, means that we need to be increasingly creative about how we respond to the needs of residents which will include promoting greater independence and resilience for local people.
- 4.7 A key challenge in Adult Social Care has been to gain a better understanding of the diversity of our service users. Whilst the service works on a personal basis with many clients and has an understanding of an individual's care needs, we recognise an ongoing need to better understand change in population and the broader patterns of experience to help us plan our resources for the future. This information will be used to reflect more fully the local communities we work with in future additions of our Local Account Annual Report.

5. Key Achievements

- 5.1 Achievements in adult social care are published in our Local Account Annual Report 2013-14. This report has been discussed today (Item D4, Appendix 1) and illustrates how, during that year, we worked hard to:
- Keep vulnerable adults safe
 - Monitor the quality of services
 - Enable people to regain their independence and remain at home
 - Reduce the number of permanent admissions to residential care
 - Support more people through a person-centred process and receive a personal budget
 - Use surveys and other feedback to look at what we are doing well and what needs further work
 - Work with health to plan and provide joint services.
- 5.2 Some examples of these achievements are highlighted below to show how adult social care work covers nine protected characteristics of age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, marriage and civil partnership sex and sexual orientation where relevant to the service provided.
- 5.3 The Ladder to the Moon programme is about engaging and increasing the wellbeing of residents with Dementia. It provides training that enables health and care organisations to develop active, creative, vibrant care services that incorporate creativity and the arts. The programme has recently commenced at Ashley Gardens Care Home in Maidstone and will run for a period of 12 months. Ashley Gardens will submit feedback to KCC on a monthly basis and reports so far, indicate that the programme has had a positive impact on residents at the home.
- 5.4 A carers information booklet has been developed, called the, 'Kent Wide Carers' Publication' which contains information on a wide range of topics and services that are available to carers. It can be found at local public access points such as GP surgeries, hospitals, gateways and via our website. KCC ran a big marketing campaign during Carer's Week 2013, to promote awareness of whom carers are and support them to identify themselves as carers so that they can be informed of the support services available. Carers' organisations have exceeded their target to identify new carers in 2013-14.

Making Safeguarding Personal

- 5.5 Over the last year we have reviewed our processes to make sure the person is fully involved. Kent was one of 46 councils that participated in a national pilot project last year. The project aimed to ensure individuals are at the centre of safeguarding activity and have the opportunity to discuss the outcomes they want to see, at the beginning of the process. Through follow up discussions, we can then see to what extent these have been met and provide reports to boards that are meaningful and include the experiences of the individual.
- 5.6 The main findings (also reflected by other councils) are better practice, through greater understanding between the individual and professionals. Clear direction was achieved by working towards the outcomes the individual wanted. We found that the language used was important because 'adult

abuse/protection' was more greatly understood by service users than the term 'safeguarding'. We discussed with people at the beginning of the process what outcomes they would like to see. As a result of this happening and outcomes being recorded, 100% of these were fully or partially achieved by the end of the process. Where outcomes had not been discussed achievement rates were lower at 60%.

- 5.7 About 28,000 adults in Kent have a learning disability and more than 4,000 are supported by KCC. The publication Adult Learning Disabilities in Kent - review 2013 captures the work we and our partners, including Kent Community Health Trust and Kent and Medway Partnership Trust, do for people. The service also works to make learning disability part of everyone's planning with services that are inclusive and personalised.
- 5.8 KCC recently invested in a project to review the Easy Read information provided by the council to make it more understandable and familiar. The Easy Read project is one of the ways the council is helping people who may need information presented in a way which is easier to understand. It spent six months working with service users, staff and partner organisations to produce targeted information for people with learning disabilities - not a 'one size fits all'.
- 5.9 KCC has new guidelines on how to write Easy Read, an image bank to help support the information, templates for staff to use and a cheat sheet of difficult words for them to use when producing letters, care plans and personal information for clients with learning disabilities. At the end of the project there will be a range of professionally produced information about council services they can access.
- 5.10 Following a period of review the Kent and Medway Partnership Trust (KMPT) have launched a new county wide service. An AMHP (Advanced Mental Health Professional) is either a mental health social worker or a Community Psychiatric Nurse (CPN) who has been trained to carry out assessments under the Mental Health Act and KMPT deliver this service on behalf of KCC. The new Kent AMHP Service is a 24 hour dedicated service supported by mixed role AMHPs who will be on the rota a week at a time to the service and whilst based in the Community Mental Health Teams (CMHT).
- 5.11 The service is based at St Martins Hospital, Canterbury and Priority House, Maidstone, working closely with colleagues in the Acute Service and Crisis Resolution and Home Treatment (CRHT). The new Kent AMHP service will deliver a more responsive and flexible service, managing the demand for mental health assessments across the county.
- 5.12 The role we play in improving health and wellbeing has become more prominent. The new Health and Wellbeing Board has brought together organisations to coordinate and oversee the development of integrated approaches to the commissioning of services. KCC has a lead responsibility for a range of local public health improvement and prevention work. Addressing health inequalities and ensuring access to public health information is now our responsibility. Healthwatch will be the consumer voice for health and social care. Through these arrangements, the voices of people at risk of discrimination and inequalities will be heard to be heard.

5.13 Equality and Diversity information relating to staff is already reported to Divisional Management Team meetings as part of routine HR reporting. Any specific issues are picked up through this route for management action. KCC Personnel Committee Report receive an annual report on staffing figures: <https://democracy.kent.gov.uk/documents/s46832/Item%205%20Annual%20Workforce%20Profile%20-%20report.pdf>

6. Key Challenges

- 6.1 In addition to the demographic and resource pressures covered in Section 4, adult social care is facing its biggest change in a generation with the introduction of the Care Act. This will mean that the council will be undertaking potentially an estimated 8,000 additional assessments of individuals.
- 6.2 Plans are underway to ensure that there is a proportionate response to manage the additional workload..

7. Governance

- 7.1 In 2012 governance arrangements were agreed to ensure compliance with the Public Sector Equality Duty (PSED) following an internal audit. Governance is based on decisions having an EqIA at both Departmental Management Team and Member levels. If decisions are taken without full equality analysis the authority is open to potential Judicial Review
- 7.2 KCC continues to use EqIAs to capture and evidence our analysis on the impact of our decisions and policies on the People of Kent. The Equality Act abolished the need for EqIAs but is clear on the need to undertake equality analysis in order to demonstrate that due regard has been paid to our Equality duties and KCC evidences this by way of an EqIA. EqIAs assess the impacts and or needs of policies, procedures and services on staff, Members and customers.
- 7.3 It has also been noted that there is no process in place regarding Officer decisions under delegated authority to ensure that Officers making decisions can evidence compliance with the Equality Act and the PSED. Arrangements are now being reviewed to ensure that all decisions have the outcomes of an equality analysis as part of the reports

8 Future reporting

- 8.1 It is proposed that KCC revises and consults on its equality objectives during 2014/2015. The objectives will be incorporated in to the new Strategic Commissioning Plan and the accompanying Outcomes Framework so that KCC can embed equality monitoring in to the core performance framework.
- 8.2 This will result in greater compliance in relation to the delivery of organisational priorities and core services. Critically outcomes will be monitored through core performance management frameworks which will result in greater efficiency and accountability in relation to the delivery and

outcomes of the objectives and services to customers. Performance monitoring is to be reported to the relevant Committees and this will meet the statutory duty under the Equality Act 2010.

- 8.3 Duplication will be reduced through ensuring KCC's equality duty is included in other published reports such as in the *Here for you, how did we do?* – the Local Account for Kent Adult Social Care and in the Adult Learning Disability in Kent Review.

9 Legal Implications and Risk Management.

- 9.1 The Public Sector Equality Duty (Section 149 of the Equality Act 2010) requires the Council to publish its Equality Annual Report each year.

10 Equality Impact Assessment

- 10.1 There is no requirement to undertake an Equality Impact Assessment because this paper reports performance monitoring on the previous year's work and internal governance arrangements.

11. Conclusion

The annual report has been able to identify progress on the relevant equality objectives. The Directorate can demonstrate that it provides accessible and usable services but it needs to continue to improve its governance arrangements and review how it communicates and provides information with service users.

12. Recommendation(s)

Recommendation(s): (select relevant wording from below)

The Adults Social Care & Health Cabinet Committee is asked to:

Note current performance.

Continue to ensure that equality governance is observed in relation to decision making.

Note the proposed changes to equality Objectives and agree to receive revised objectives.

Agree to receive this report annually in order to comply with the Public Sector Equality Duty.

13. Background Documents

- 13.1 Kent County Council Equality Objectives.

<http://www.kent.gov.uk/about-the-council/strategies-and-policies/corporate-policies/equality-and-diversity/equality-and-diversity-objectives>

13.2 2013-14 Local Account – Here for you, how did we do?

14. Contact details

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