

Equality Impact Assessment (EIA)

This document demonstrates how the council is meeting its duties under the Equality Act 2010, by giving due regard to the requirement to: eliminate discrimination; advance equality of opportunity; and promote good relations.

1. Background

Directorate	Adults
Service area	Adult Social Care
Title of the activity being assessed i.e. the strategy, plan, policy or service	Adult Social Care Transformation – Technology Strategy 2021 -2024
Brief outline of the proposal(s)	<p>This Strategy sets out the vision and ambitions for the role of technology in transforming care.</p> <p>We want technology to be a part of everyday life for vulnerable people in Gloucestershire, and part of everyday practice for adult social care professionals.</p> <p>Our aim is to continue to improve the experiences of people who use services, and of staff, through the exploration, development and implementation of technology which promotes and enhances independence, and creates working efficiencies through the lifetime of the strategy.</p>
Who is affected by the proposals?	<p>Service users <input checked="" type="checkbox"/> Workforce <input checked="" type="checkbox"/></p> <p>Other, please specify: <input style="width: 200px; height: 20px;" type="text"/></p>
Decision to be taken and decision maker	<p>Adoption of the ASC Technology Strategy</p> <p>Cllr Carole Allaway-Martin</p>
Person(s) responsible for completing this assessment	<p>Louise Holder Strategic Lead for Adult Social Care Transformation</p>
Date of this assessment	June 2021

2. Information Gathering

Briefly outline your approach to consultation and engagement, together with details of any other information and data sources you have utilised:

Research, Consultation and Engagement	
Service users	<p>The Adult Single Programme team identified a need to engage with the public and with people who use social care services and created the Technology Enabled Care Community of Practice to address this need.</p> <p>The Community of Practice has established a direct link between those identifying, prescribing and receiving technologies to inform the future direction of travel use of technology in adult social care and create a shared understanding around the different perceptions about the use of technology. It includes service users from across Gloucestershire and who have a diverse range of needs and experiences of care.</p>
Workforce	<p>Senior Management teams across Adults (Operations and Commissioning) have been consulted, as have key individuals such as the Executive Director for Corporate Resources, the Director of People and the Head of Digital and Business Relationships.</p> <p>The Technology Cluster of the Adult Single Programme, which includes project leads from ICT, Operations and Commissioning have also been actively engaged in the development of the Strategy.</p> <p>The Adult Single Programme team also identified a need to quickly and easily engage with our Operations teams, to ensure the needs of frontline workers and of the people they support were easily considered. A Tech Champions Group has been established which includes representation from every locality, and meets regularly to discuss the use of technology in practice.</p>
Partners	<p>The draft Technology Strategy has also been shared for consultation with the members of the Digital Delivery Group of the Integrated Care System.</p>
Other	<p>This Strategy aligns with the GCC Digital Strategy and the direction of travel promoted by NHSX and the LGA.</p>

3. Equality Assessment

Briefly explain your assessment of the impact of the proposed activity on the protected characteristics below. This section evidences how the council is giving due

regard to the three aims of the general equality duty, which are to: eliminate discrimination; advance equality of opportunity; and promote good relations.

Protected Characteristic	Service Users	Workforce
Age	<p>This strategy will have a positive impact on older people.</p> <p>As people age, they typically become more likely to need care, support and social care intervention. Traditionally, older people have been seen as less likely to benefit from technology than younger age groups.</p> <p>This strategy aims to ensure that older people are better able to engage with technologies which enable them to remain independent for longer; to use technology to remain connected to their communities; and to improve quality of life in doing so.</p> <p>We are aware that older people are, however, one of the least likely groups to engage with digital technology. To redress this, we will invest in community training, education and awareness programmes which aim to support people to learn new skills and overcome barriers to inclusion in their local areas. We will also ensure that any technology in which we invest is as accessible and user-friendly as possible.</p>	<p>Generally, our staff should experience a positive impact from the introduction of the Strategy.</p> <p>Neutral</p> <p>We have considered this characteristic, and can find no particular disproportionate impact based on age.</p>
Disability	<p>This strategy will have a positive impact on people with disabilities.</p> <p>This strategy aims to ensure</p>	<p>Neutral</p> <p>We have considered this characteristic, and can find no particular disproportionate</p>

	<p>that people with disabilities are able to engage with technologies which enable them to remain independent for longer; to use technology to connect to their communities; to equip people with timely information, advice and guidance, and to improve quality of life in doing so.</p> <p>Evidence shows us that digital inclusion among people with disabilities is lower than for the general population. As with Age (above), our investment in accessible, non-judgemental community training aims to support people to overcome the barriers to inclusion which they are currently experiencing. We are also linking our work closely with that of the ICS Digital Inclusion Group to ensure that the need of people with disabilities are at the heart of the design, procurement and development of digital systems across health and social care.</p> <p>Our Community of Practice will also provide us with the ability to co-produce plans for change with people with lived experience of disabilities.</p> <p>This strategy also aims to improve the efficiency of social care practice which is a positive benefit across all protected characteristics.</p>	<p>impact based on disability.</p>
<p>Sex</p>	<p>Neutral</p> <p>We have considered this characteristic, and can find no particular disproportionate impact based on sex.</p>	<p>Neutral</p> <p>We have considered this characteristic, and can find no particular disproportionate impact based on sex.</p>

Race	Neutral We have considered this characteristic, and can find no particular disproportionate impact based on race.	Neutral We have considered this characteristic, and can find no particular disproportionate impact based on race.
Gender reassignment	Neutral We have considered this characteristic, and can find no particular disproportionate impact based on gender reassignment.	Neutral We have considered this characteristic, and can find no particular disproportionate impact based on gender reassignment.
Marriage & civil partnership	Neutral We have considered this characteristic, and can find no particular disproportionate impact based on marital status.	Neutral We have considered this characteristic, and can find no particular disproportionate impact based on marital status.
Pregnancy & maternity	Neutral We have considered this characteristic, and can find no particular disproportionate impact based on pregnancy or maternity.	Neutral We have considered this characteristic, and can find no particular disproportionate impact based on pregnancy or maternity.
Religion and/or belief	Neutral We have considered this characteristic, and can find no particular disproportionate impact based on religion or belief.	Neutral We have considered this characteristic, and can find no particular disproportionate impact based on religion or belief.
Sexual orientation	Neutral We have considered this characteristic, and can find no particular disproportionate impact based on sexual orientation.	Neutral We have considered this characteristic, and can find no particular disproportionate impact based on sexual orientation.

<p>Digital Inclusion</p>	<p>This strategy will have a positive impact on people in the longer term.</p> <p>We know that currently a range of people across the county are more at risk of digital exclusion:</p> <ul style="list-style-type: none"> • Older people • People with disabilities • Those in rural areas • Those on lower incomes <p>These groups may find technology less affordable or access to broadband more challenging.</p> <p>This Technology Strategy for Adult Social Care includes proposals which address the risks for these groups. These measures include: the provision of targeted funding; engagement with organisations who support digital inclusion in the community; collaborative working with the Fastershire programme; and procuring technologies which are affordable, accessible and able to reliably function in challenging environments.</p>	<p>This strategy will have a positive impact on the workforce.</p> <p>The actions described in the Strategy will enable our staff and those employed in the independent and voluntary sectors to work more efficiently and effectively.</p> <p>Further, a training programme is proposed which will support people to improve their skills and knowledge.</p>
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4. Completed Actions

Set out how the proposed activity has already been amended following the equality assessment, to maximise the positive impact or minimise the negative impact:

Change	Reason for Change
Creation of (and ongoing engagement with) the TEC Community of Practice	To ensure regular and genuine engagement with people who receive services (and those who live more independently) is ongoing

5. Planned Actions

Set out improvements that will be undertaken, following the equality assessment, to further maximise the positive impact or minimise the negative impact:


Potential impact (positive or negative)	Action	By when	Owner
Positive	Plan to work with Gloucestershire Integrated Brokerage to create stronger links with the care and support provider market in due course (once pressures on the market created by Covid-19 have subsided)	Ongoing	Louise Holder

6. Monitoring and review


The following processes/actions will be put in place to keep this 'activity' under review:
The Technology Strategy and this accompanying Equality Impact Assessment will be subject to ongoing and regular scrutiny and updating through the established Adult Single Programme Governance processes.

7. Officer / Decision-maker Sign off

Officer: By signing this statement off as complete you are confirming that 'you' have examined sufficient information across all the protected characteristics and used that information to show due regard to the three aims of the general duty. This has informed the development of the activity

Signature of Senior Officer	
Name of Senior Officer	Sarah Scott (Executive Director of Adult Social Care and Public Health)
Date	08.03.2022

Decision maker: I am in agreement that sufficient information and analysis has been used to inform the development of this 'activity' and that any proposed improvement actions are appropriate and I confirm that I, as the decision maker, have been able to show due regard to the needs set out in section 149 of the Equality Act 2010.

Signature of decision maker	
Name of decision maker	Cllr Carole Allaway-Martin (Adult Social Care Commissioning)
Date	08.03.2022

8. Publication

If this document accompanies a Cabinet report or an Individual Cabinet Member (ICM) decision report it will be published, as part of the report publication process, on the GCC website. If this statement is not to be submitted with a Cabinet report or an Individual Cabinet Member (ICM) decision report, please maintain a copy for your own records that can be retrieved for internal review and also in case of future challenge.

Appendix 1 – Service User Data

Details of service users affected by the proposed activity

Protected Characteristic	Service User Data and Information																								
<p>Age <i>percentage/profile of service user ages</i></p>	<p>Gloucestershire has a larger proportion of older people (+65) than nationally (21.3% vs 23.2%), and this is forecast to rise from 135,000 to 205,900 by 2043.</p> <p>ONS research suggests older people’s use of the internet has been consistently lower than for younger age groups, but that the proportion using the internet is growing. However, use of the internet remains low among the over-75s who have a disability (at 41%). While we do not have data on this topic at a local level, recent national research by Age UK has highlighted that the older population are still less likely to be digitally included; among those aged 75+, more than 40% do not use the internet at all.</p> <p>Loneliness compounds the need for social care in older people because of the established link between persistent isolation and increased health risk. A local survey revealed that 5% of social care users aged 65+ had little social contact and felt isolated, and a further 15% did not have enough social contact.</p> <p>The likelihood of developing dementia increases significantly with age. Estimates suggest that as of 2020, Gloucestershire has 9,900 people over 65 with dementia. This is expected to rise to approximately 13,400 by 2030.</p> <table border="1" data-bbox="518 1444 949 1948"> <thead> <tr> <th>Age</th> <th>% of Service Users</th> </tr> </thead> <tbody> <tr> <td>10-19</td> <td>0.7%</td> </tr> <tr> <td>20-29</td> <td>5.5%</td> </tr> <tr> <td>30-39</td> <td>5.7%</td> </tr> <tr> <td>40-49</td> <td>5.8%</td> </tr> <tr> <td>50-59</td> <td>10.2%</td> </tr> <tr> <td>60-69</td> <td>11.2%</td> </tr> <tr> <td>70-79</td> <td>17.6%</td> </tr> <tr> <td>80-89</td> <td>27.4%</td> </tr> <tr> <td>90-99</td> <td>15.3%</td> </tr> <tr> <td>100+</td> <td>0.6%</td> </tr> <tr> <td>TOTAL</td> <td>100.0%</td> </tr> </tbody> </table>	Age	% of Service Users	10-19	0.7%	20-29	5.5%	30-39	5.7%	40-49	5.8%	50-59	10.2%	60-69	11.2%	70-79	17.6%	80-89	27.4%	90-99	15.3%	100+	0.6%	TOTAL	100.0%
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Disability	It is estimated that around 15,600 people aged 18-64 in																								

<p><i>percentage/profile of service users who have a disability</i></p>	<p>Gloucestershire will have a moderate personal care need due to a physical disability or health condition. A further estimated 3,400 adults will have severe personal care needs due to a physical disability or health condition.</p> <p>Office for National Statistics (ONS) data shows that 14.9% people with a disability have never used the internet, compared to 6.3% of the UK population.</p> <p>The number of people aged 65+ with long term health conditions is also projected to rise significantly: for example, the percentage increase of people with hearing loss in this group is projected to rise by 42% (up to 4,700 people).</p> <p>As of March 2020, there were 662 adults under the age of 65 receiving long-term care packages for a physical disability. Of these, 83.5% were being supported to live in the community.</p> <p>Estimates also suggest that around 12,000 people in Gloucestershire have a learning disability. As life expectancy improves, this number is forecast to rise steeply.</p> <p>People with severe or moderate learning disabilities are more likely to receive social care: in Gloucestershire this is approximately 2,400 people.</p> <p>People with dementia are also more likely to have visual impairment and to develop dementia.</p> <table border="0" data-bbox="523 1272 1189 1523"> <thead> <tr> <th>Primary Support Need</th> <th>% of Service Users</th> </tr> </thead> <tbody> <tr> <td>Learning Disability</td> <td>17.2%</td> </tr> <tr> <td>Mental Health</td> <td>3.2%</td> </tr> <tr> <td>Older People (over 65)</td> <td>63.6%</td> </tr> <tr> <td>Physical Disabilities</td> <td>16.0%</td> </tr> <tr> <td>TOTAL</td> <td>100.0%</td> </tr> </tbody> </table>	Primary Support Need	% of Service Users	Learning Disability	17.2%	Mental Health	3.2%	Older People (over 65)	63.6%	Physical Disabilities	16.0%	TOTAL	100.0%
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<p>Race <i>percentage/profile of service users who are from black and minority ethnic backgrounds</i></p>	<table border="1"> <thead> <tr> <th data-bbox="521 210 660 241">Ethnicity</th> <th data-bbox="916 210 1203 241">% of Service Users</th> </tr> </thead> <tbody> <tr> <td data-bbox="521 253 608 284">White</td> <td data-bbox="1015 253 1106 284">81.5%</td> </tr> <tr> <td data-bbox="521 295 683 327">Not Known</td> <td data-bbox="1015 295 1106 327">15.6%</td> </tr> <tr> <td data-bbox="521 338 826 369">Black or Black British</td> <td data-bbox="1023 338 1098 369">1.2%</td> </tr> <tr> <td data-bbox="521 380 799 412">Other Ethnic Group</td> <td data-bbox="1023 380 1098 412">0.7%</td> </tr> <tr> <td data-bbox="521 423 831 454">Asian or Asian British</td> <td data-bbox="1023 423 1098 454">0.7%</td> </tr> <tr> <td data-bbox="521 465 608 497">Mixed</td> <td data-bbox="1023 465 1098 497">0.2%</td> </tr> <tr> <td data-bbox="521 508 868 539">Chinese or Other Group</td> <td data-bbox="1023 508 1098 539">0.2%</td> </tr> <tr> <td data-bbox="521 551 632 582">TOTAL</td> <td data-bbox="1015 551 1106 582">100%</td> </tr> </tbody> </table>	Ethnicity	% of Service Users	White	81.5%	Not Known	15.6%	Black or Black British	1.2%	Other Ethnic Group	0.7%	Asian or Asian British	0.7%	Mixed	0.2%	Chinese or Other Group	0.2%	TOTAL	100%														
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	Quaker 0.11% Mormon 0.09% Seventh Day Adventist 0.08% Buddhist 0.07% Greek Orthodox 0.06% Jewish 0.06% Free Churches 0.05% Sikh 0.05% Christian Scientist 0.02% Plymouth Brethren 0.01% Rastafarian 0.01% Not Known 47.00% TOTAL 100.00%
Sexual orientation <i>percentage/profile of service users who are lesbian, gay, bisexual, heterosexual</i>	Not Recorded

Appendix 2 – GCC Workforce Data

Details of Gloucestershire County Council staff affected by the proposed activity

Protected Characteristic	Total number of GCC staff affected: 1136		
Age	Age	Number of Workforce	% of ASC workforce
	16 to 25	37	3.26%
	26 to 35	182	16.02%
	36 to 45	192	16.90%
	46 to 55	371	32.66%
	56 to 65	331	29.14%
	66 plus	23	2.02%
	Grand Total	1136	100.00%
Disability	Disability	Number of Workforce	% of ASC workforce
	Disabled	81	7.13%
	Not Disabled	887	78.08%
	Unstated	168	14.79%
	Grand Total	1136	100.00%
Sex	Gender	Number of Workforce	% of ASC workforce

	Female	907	79.84%
	Male	229	20.16%
	Grand Total	1136	100.00%
Race	Race	Number of Workforce	% of ASC workforce
	Asian	29	2.55%
	Black	31	2.73%
	Mixed	14	1.23%
	Other	10	0.88%
	Unstated	134	11.80%
	White British	880	77.46%
	White Other	38	3.35%
	Grand Total	1136	100.00%
Gender reassignment	<p>We have identifiable representation but as this is a low percentage we will not disclose the number in this report so as to avoid illegally identifying anyone. We consider disclosure a positive step and will be looking at the recent guidance on gender reassignment and recruitment.</p> <p>At present, it is not possible for employees to record transgender status on our SAP system, so the small amount of information we have has come from our e-recruit system. However, this is something we are attempting to rectify in order to increase the disclosure rates in future reports.</p> <p>Estimates of gender variant people (individuals who identify as a gender other than their natal gender) over the age of 16 in Gloucestershire is estimated at between 0.6% and 1%6.</p>		
Marriage & civil partnership	Marital Status	Number of Workforce	% of ASC workforce
	Divorced/Dissolved Civil Partnership	17	1.50%
	Married/Civil Partnership	207	18.22%
	Separated	12	1.06%
	Single/Never Married	139	12.24%
	Unstated	720	63.38%
	Widowed	2	0.18%
	Would rather not state	39	3.43%
	Grand Total	1136	100.00%
Pregnancy & maternity	Pregnancy & Maternity	Number of Workforce	% of ASC workforce
	no	1121	98.68%
	yes	15	1.32%
	Grand Total	1136	100.00%
Religion and/or belief	Religion	Number of Workforce	% of ASC workforce

	Buddhist	3	0.26%
	Christian	146	12.85%
	Hindu	3	0.26%
	Muslim	9	0.79%
	None	124	10.92%
	Other	13	1.14%
	Unstated	813	71.57%
	Would rather not state	25	2.20%
	Grand Total	1136	100.00%
Sexual orientation	Sexual orientation	Number of Workforce	% of ASC workforce
	Bi-sexual	7	0.62%
	Gay	13	1.14%
	Heterosexual	468	41.20%
	Lesbian	5	0.44%
	Would rather not state	45	3.96%
	Unstated	598	52.64%
	Grand Total	1136	100.00%