

Adult Social Care Delegation Portal

Did you use the EIA Screening Tool?

No

1. Explaining the matter being assessed

Is this a:

- A new service or function

Summarise the strategy, policy, service(s), or function(s) being assessed. Describe current status followed by any changes that stakeholders would experience.

Background

Adult Social Care is introducing a Delegation Portal, which allows a social care practitioner to request input on a specific service user, from another professional e.g. someone working in a Clinical Commissioning Group (CCG) who does not have access to the main Liquidlogic Adults System (LAS) system, or from an internal user of the system. A section of the LAS record is sent online to the other professional, who returns the completed form whereupon it is automatically added to the client record and an alert of the response is automatically returned to SCC.

The Delegation Portal offers a safer way to send confidential information as it reduces the risk of such information being sent using unsecured email.

The Delegation Portal is developed by Liquid Logic and is a separate application. There is no direct link to the SCC network as the data submitted by the professional is held securely on a professional portal server, with the LAS application periodically connecting outwards to pick up data from the professional portal server. This process provides an audit trail of contributions from other agencies. An additional security feature is the system operates a two way authentication process requiring the other professional to register first to use the system.

The Delegation Portal directly supports, and helps facilitate, key focus areas for transforming the council detailed in the SCC Organisation Strategy 2019-23. For example, the 'Digital Council' focus area states *"To keep up with the digital demands of society we need faster, quicker and better public services, available through multiple channels and devices, and available any time. We will exploit these digital advances to the benefit of residents and staff"*

A social care practitioner can request input from another professional by delegating completion of part of the LAS record: the LAS system automatically sends an email to the other professional, asking them to contribute to the assessment. The professional clicks on a hyperlink in the email which takes them directly to the professional portal via their browser.

The professional will be presented with the basic details about the adult receiving care and the forms they need to complete, or questions they need to answer, on a secure web page. The

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professional will then complete the relevant part of the form or respond to the specific questions and select the 'submit contribution' button. Once submitted, the form will then be sent back to the originating system.

These responses will then be transferred into the delegated section of the form, and that part of the form will then be finalised. The social care practitioner can then complete and finalise the form.

Who is affected by the proposals?

- Surrey residents with care and support needs and carers
- Social care staff
- Professionals who may be called upon to provide input to a particular case.

Engagement carried out

Initial trial use of the Delegation Portal will be by the Deprivation of Liberty Safeguards (DOLS) team, with external best interest assessors and section 12 doctors, starting on 29 April.

Data used

- LAS Manuals
- LAS Reporting
- Workforce Strategy
- SCC Organisation Strategy 2019-23

How does your service proposal support the outcomes in [the Community Vision for Surrey 2030](#)?

N/A

Are there any specific geographies in Surrey where this will make an impact?

- County-wide

Assessment team – A key principle for completing impact assessments is that they should not be done in isolation. Consultation with affected groups and stakeholders needs to be built in from the start, to enrich the assessment and develop relevant mitigation.

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2. Service Users / Residents

Who may be affected by this activity?

There are 9 protected characteristics (Equality Act 2010) to consider in your proposal. These are:

1. Age including younger and older people
2. Disability
3. Gender reassignment
4. Pregnancy and maternity
5. Race including ethnic or national origins, colour or nationality
6. Religion or belief including lack of belief
7. Sex
8. Sexual orientation
9. Marriage/civil partnerships

Though not included in the Equality Act 2010, Surrey County Council recognises that there are other vulnerable groups which significantly contribute to inequality across the county and therefore they should also be considered within EIAs. If relevant, you will need to include information on the following vulnerable groups (Please **refer to the EIA guidance** if you are unclear as to what this is).

- Members/Ex members of armed forces
- Adult and young carers*
- Those experiencing digital exclusion*
- Those experiencing domestic abuse*
- Those with education/training (literacy) needs
- Those experiencing homelessness*
- Looked after children/Care leavers*
- Those living in rural/urban areas
- Those experiencing socioeconomic disadvantage*
- Out of work young people)*
- Adults with learning disabilities and/or autism*
- People with drug or alcohol use issues*
- People on probation
- People in prison
- Migrants, refugees, asylum seekers
- Sex workers
- Children with Special educational needs and disabilities*
- Adults with long term health conditions, disabilities (including SMI) and/or sensory impairment(s)*
- Older People in care homes*
- Gypsy, Roma and Traveller communities*
- Other (describe below)

(*as identified in the Surrey COVID Community Impact Assessment and the Surrey Health and Well-being Strategy)

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Age

Describe here the considerations and concerns in relation to the programme/policy for the selected group.

The number of individuals supported by Adult Social Care is shown below, broken down by age range:

Age range	Open ASC case (August 2018)
18 to 54	6,417
55 to 64	3,083
65 to 74	3,139
75 to 84	4,408
85 to 99	5,687
100+	155
Total	22,889

Potential negative impacts:

- No negative impacts for residents and service users identified.

Potential positive impacts:

- Residents with protected characteristics will benefit from a faster and more efficient process for other professionals to provide input to their assessment (see “Action 1” in Action Plan table section of this EQIA for more details).
- Residents with protected characteristics will benefit from improved security when professionals send confidential information relating to their case (reduced possibility of inadvertently using an unsecure channel).

Describe here suggested mitigations to inform the actions needed to reduce inequalities.

N/A

What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decision makers need to be aware of?

N/A

Any negative impacts that cannot be mitigated?

N/A

Equality Impact Assessment

Disability

Describe here the considerations and concerns in relation to the programme/policy for the selected group.

Individuals supported by Adult Social Care by primary reason for support are listed below.

Primary reason for support	Open ASC cases (August 2018)
Learning Disability Support	3,945
Mental Health Support	1,708
Physical Support- Access and Mobility Only	1,499
Physical Support- Personal Care Support	8,898
Sensory Support- Support for Dual Impairment	47
Sensory Support- Support for Hearing Impairment	207
Sensory Support- Support for Visual Impairment	162
Social support- Asylum Seeker Support	1
Social Support- Substance Misuse Support	66
Social Support- Support for Social Isolation/Other	278
Social Support- Support to Carer	3,200
Support with Memory and Cognition	1,255
Total	21,266

Potential negative impacts:

- No negative impacts for residents and service users identified.

Potential positive impacts:

- Residents with protected characteristics will benefit from a faster and more efficient process for other professionals to provide input to their assessment (see "Action 1" in Action Plan table section of this EQIA for more details).
- Residents with protected characteristics will benefit from improved security when professionals send confidential information relating to their case (reduced possibility of inadvertently using an unsecure channel).

Describe here suggested mitigations to inform the actions needed to reduce inequalities.

N/A

What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decision makers need to be aware of?

N/A

Any negative impacts that cannot be mitigated?

N/A

Equality Impact Assessment

Carers (protected by association)

Describe here the considerations and concerns in relation to the programme/policy for the selected group.

Number of carers known to ASC as at August 2018: **3,865**

Based on the 2011 Census and population projections, the number of carers in Surrey is projected to increase to 124,176 by 2025. An increase is projected in all age groups but the biggest increase is projected for carers aged 65 and over. Of those, 11% are projected to be 85 or over.

Based on the 2011 Census and population projections, it is estimated that there are higher numbers of female carers in Surrey. The proportion is the highest in the 16-64 age group, where 60% of carers are female. This increases to 67% in that age group where they are caring for 50 or more hours per week. The 85+ age group is an exception to this, however, as the majority of carers (57%) are male. This increases to 58% for carers aged 85 and over who are caring for more than 20 hours per week.

Potential negative impacts:

- No negative impacts for residents and service users identified.

Potential positive impacts:

- Residents with protected characteristics will benefit from a faster and more efficient process for other professionals to provide input to their assessment (see "Action 1" in Action Plan table section of this EQIA for more details).
- Residents with protected characteristics will benefit from improved security when professionals send confidential information relating to their case (reduced possibility of inadvertently using an unsecure channel).

Describe here suggested mitigations to inform the actions needed to reduce inequalities.

N/A

What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decision makers need to be aware of?

N/A

Any negative impacts that cannot be mitigated?

N/A

3. Staff

Age

Describe here the considerations and concerns in relation to the programme/policy for the selected group.

From “Our People 2021: Workforce Strategy” the demographic make-up of our workforce:

- 4.9% of staff are under the age of 25 against a UK average of 14%
- 33% of staff have more than ten years’ service
- 40% of staff are likely to retire in the next ten years
- 1.7% of the workforce is undertaking apprenticeships, against a government target of 2.3%
- voluntary turnover is comparable with the UK average at 12.4%, but 25% of turnover takes place within the first year of employment
- 22% of our social workforce is agency

Potential negative impacts:

- No negative impacts for residents and service users identified.

Potential positive impacts:

- Staff will benefit from a faster and more efficient method for gaining input from professionals to complete a client’s assessment (see “Action 1” in Action Plan table section of this EQIA for more details).
- Professionals will benefit from a more convenient method to input to a client’s assessment.
- Staff and professionals will benefit from using a secure means of recording and transferring confidential information, which reduces the risk of inadvertent use of unsecure methods of data transfer, or paper records being lost or misplaced (see “Action 2” in Action Plan table section of this EQIA for more details).

Describe here suggested mitigations to inform the actions needed to reduce inequalities.

N/A

What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decision makers need to be aware of?

N/A

Any negative impacts that cannot be mitigated?

N/A

Equality Impact Assessment

Disability

Describe here the considerations and concerns in relation to the programme/policy for the selected group.

Potential negative impacts:

- Staff and other professionals with a visual impairment may need support to work on the delegated forms, i.e. use of a screen reading device (see “Action 3” in Action Plan table section of this EQIA for more details).

Potential positive impacts:

- Staff will benefit from a faster and more efficient method for gaining input from professionals to complete a client’s assessment (see “Action 1” in Action Plan table section of this EQIA for more details).
- Professionals will benefit from a more convenient method to input to a client’s assessment.
- Staff and professionals will benefit from using a secure means of recording and transferring confidential information, which reduces the risk of inadvertent use of unsecure methods of data transfer, or paper records being lost or misplaced (see “Action 2” in Action Plan table section of this EQIA for more details).

Describe here suggested mitigations to inform the actions needed to reduce inequalities.

N/A

What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decision makers need to be aware of?

N/A

Any negative impacts that cannot be mitigated?

N/A

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Pregnancy and maternity

Describe here the considerations and concerns in relation to the programme/policy for the selected group.

Potential negative impacts:

- Staff returning from maternity leave will require training to use Delegation Portal

Potential positive impacts:

- Staff will benefit from a faster and more efficient method for gaining input from professionals to complete a client's assessment (see "Action 1" in Action Plan table section of this EQIA for more details).
- Professionals will benefit from a more convenient method to input to a client's assessment.
- Staff and professionals will benefit from using a secure means of recording and transferring confidential information, which reduces the risk of inadvertent use of unsecure methods of data transfer, or paper records being lost or misplaced (see "Action 2" in Action Plan table section of this EQIA for more details).

Describe here suggested mitigations to inform the actions needed to reduce inequalities.

N/A

What other changes is the council planning/already in place that may affect the same groups of residents? Are there any dependencies decision makers need to be aware of?

N/A

Any negative impacts that cannot be mitigated?

N/A

4. Recommendation

Based your assessment, please indicate which course of action you are recommending to decision makers. You should explain your recommendation below.

- **Outcome One: No major change to the policy/service/function required.** This EIA has not identified any potential for discrimination or negative impact, and all opportunities to promote equality have been undertaken
- **Outcome Two: Adjust the policy/service/function** to remove barriers identified by the EIA or better advance equality. Are you satisfied that the proposed adjustments will remove the barriers you identified?
- **Outcome Three: Continue the policy/service/function** despite potential for negative impact or missed opportunities to advance equality identified. You will need to make sure the EIA clearly sets out the justifications for continuing with it. You need to consider whether there are:
 - Sufficient plans to stop or minimise the negative impact
 - Mitigating actions for any remaining negative impacts plans to monitor the actual impact.
- **Outcome Four: Stop and rethink the policy** when the EIA shows actual or potential unlawful discrimination. (For guidance on what is unlawful discrimination, refer to the [Equality and Human Rights Commission's guidance and Codes of Practice on the Equality Act](#) concerning employment, goods and services and equal pay).

Recommended outcome:

- **Outcome One: No major change to the policy/service/function required.** This EIA has not identified any potential for discrimination or negative impact, and all opportunities to promote equality have been undertaken

Explanation:

N/A

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5. Action plan and monitoring arrangements

Insert your action plan here, based on the mitigations recommended.

Involve you Assessment Team in monitoring progress against the actions above.

Item	Initiation Date	Action/Item	Person Actioning	Target Completion Date	Update/Notes	Open/ Closed
1	N/A	Faster, efficient process for professionals to provide their input- Raise awareness/promote use of Delegation portal and encourage use of manual as required.	Business Systems Team	Delegation Portal launch/roll out tba		N/A
2	N/A	Improved security and reduced risk of inadvertent use of unsecure channel- Raise awareness/promote use of Delegation portal and encourage use of manual as required.	Business Systems Team	Delegation Portal launch/roll out tba		N/A
3	N/A	Staff/professionals with a visual impairment may need support to work on the delegated forms- Use of a screen reading device.	Business Systems Team	Delegation Portal launch/roll out tba		N/A

6a. Version control

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Version Number	Purpose/Change	Author	Date
1	First EQIA	Trevor Colgrave (Project Officer)	20 June 2019
2	Transposed content into new accessible format (see note on page 1 about use of N/A)	Robert Gibson	26 November 2021

The above provides historical data about each update made to the Equality Impact Assessment.

Please include the name of the author, date and notes about changes made – so that you can refer to what changes have been made throughout this iterative process.

For further information, please see the EIA Guidance document on version control.

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6b. Approval

Secure approval from the appropriate level of management based on nature of issue and scale of change being assessed.

Approved by	Date approved
Toni Carney – Head of Resources, Health Wellbeing and Adult Social Care	20/06/2019
Directorate Equalities Group – Adult Social Care and Public Health	04/03/2019

Publish:

It is recommended that all EIAs are published on Surrey County Council's website.

EIA author: Trevor Colgrave (Project Officer)

6c. EIA Team

Name	Job Title	Organisation	Team Role
Dawn Usher	Business Systems Manager	Surrey County Council	Project Lead
Trevor Colgrave	Project Officer	Surrey County Council	EIA
Toni Carney	Head of Resources, Health Wellbeing and Adult Social Care	Surrey County Council	Project Sponsor

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