

# EQUALITY IMPACT ASSESSMENT

Refresh of the Adult Social Care Vision and Strategy

Reference: EIA000383

Date: 01/03/2024

Submitted by: [rebecca.bowley@birmingham.gov.uk](mailto:rebecca.bowley@birmingham.gov.uk)



### EIA Form – About your EIA

Reference number	EIA000383
Date Submitted	01/03/2024
Subject of the EIA	Refresh of the Adult Social Care Vision and Strategy
Brief description of the policy, service or function covered by the EIA	The Adult Social Care Vision and Strategy sets out the principles underpinning the delivery of adult social care services.
Equality Assessment is in support of...	["Amended/refreshed strategy "]
How frequently will you review impact and mitigation measures identified in this EIA?	Annually
Due date of the first review	2025-04-30

### Directorate, Division & Service Area

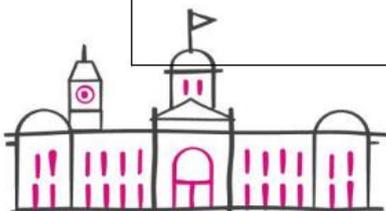
Which directorate(s) are responsible for this EIA?	["Adults Social Care"]
Division	Quality and Improvement
Service area	Quality and Improvement
Budget Saving	No

### Officers

What is the responsible officer's email address?	rebecca.bowley@birmingham.gov.uk
What is the accountable officer's email address?	Maria.B.Gavin@birmingham.gov.uk

### Data Sources

Data sources	["Existing strategy, KPIS, engagement with staff, citizens partners etc"]
Data source details	<p>Data sources for the delivery of adult social care come from a wide range of sources. This includes KPI data which is reported quarterly to Cabinet and directorate performance data. We also use feedback from citizens to shape our service design.</p> <p>We offer a range of ways for people to get involved and share feedback. An overview can be found on the Councils website: <a href="#">Get involved in improving council services   Birmingham City Council</a>.</p> <p>A revised file audit process has been implemented to include feedback from citizens on their experience. Information is recorded on Adult Social Care Assessment</p>



Conversation Visit Quality Telephone Survey Questionnaire.

As part of the ADASS Practice Review Programme we have sought experience from people with lived experience.

We offer various ways to contact us to make a complaint, make a compliment or share a comment: Comments, compliments and complaints | Birmingham City Council.

A national service user survey is completed every year and the carers survey every 2 years. The findings from the survey form part of the Adult Social Care Outcome Framework and are reviewed by the Adult Social Care Management Team to inform our improvement journey.

The People for Public Services forum brings together citizens of Birmingham with officers from Birmingham City Council Adult Social Care to discuss current and future services: People for Public Services Forum | People for Public Services Forum | Birmingham City Council.

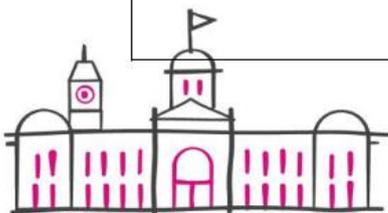
The Lilac Group is a group of citizens who work with officers to share feedback and help shape services. For example the group has worked with us to redesign the feedback audit which citizens can use to feedback their experience following a visit from a social worker.

YES! is made up of a diverse group of young people with lived experiences of care, living with autism, physical disabilities and mental disabilities. YES! started co-producing work with us and are a key sounding board for us when we are considering new initiatives.

The Carers Operational Group oversees the development and delivery of services and support delivered to Carers in Birmingham. The Carers Operational Group oversees the development and delivery of services and support delivered to Carers in Birmingham.

An independent co-production partner was commissioned, RedQuadrant, to train a group of co-production volunteers . 14 volunteers were recruited and trained who were a mix of people who use day services, carers and others with lived experience.

The Quality Challenge Team has been developed to supportively challenge the quality of health and social care

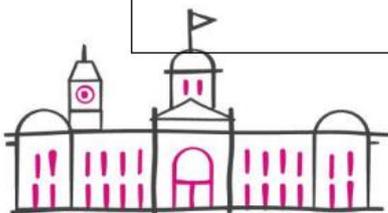


	<p>commissioned services and universal provision for children, young people, adults and their families and carers through the lens of people who or are autistic and/or have a learning disability and their family carers to inform improvements, tackle inequalities and build on examples of good practice in line with Birmingham and Solihull Integrated Care System (ICS) commissioning priorities. The Quality Challenge Team brings together active citizens who have had experience of using services or caring for someone who have accessed services and/or support from health and social care in Birmingham. Experts by Experience, known in this context as Quality Challengers, work alongside ICS Commissioners to improve the quality of local services and to tackle inequalities.</p>
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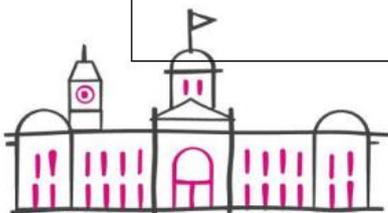
### Protected Characteristics

#### Protected Characteristic – Age

Does this proposal impact people due to their age as per the Equality Act 2010?	Yes
What age groups are impacted by your proposal?	["10-19 years", "20-29 years", "30-39 years", "40-49 years", "50-59 years", "60-69 years", "70-79 years", "80-89 years", "90 years or over"]
Please describe the impact to the age characteristic	<p>The Adult Social Care Strategy and Vision is based on the provision of personalised services and we have not identified a negative impact to this characteristic as a result of the revised vision and strategy being adopted. However, we recognise the importance of regularly reviewing the delivery of services in line with the vision to ensure they are accessible and do not result in an unintended impact for citizens.</p> <p>Over the last decade, the population of the City has increased by 6.7%, which is higher than the overall increase for England (6.6%). Whilst Birmingham is considered one of the youngest Cities in Europe; the older population is growing rapidly too. There has been an increase of 8.9% in people aged 65 years and over, an increase of 7.1% in people aged 15 to 64 years. This increase in population size and demographic change will substantially increase demand for social care which is estimated to rise in both older and younger adults. As people live to older ages, more are living</p>



	<p>with illness and disability, often with complex comorbidities and more challenges in daily living.</p> <p>While not unexpected, the rising number of citizens who require support has continued to grow in volume and complexity. Our response has been to invest in upstream prevention and early intervention work, investment in community assets and adopting a strengths-based approach to all that we do. However, despite these measures and the success to date, we are still faced with increased demographic pressures. There are more older people with more complex needs for care some of which is attributable to the impact of Covid. While there are impacts such as Long Covid, services have seen reduced numbers attending e.g. day centres, as citizens lost confidence in leaving their homes and consequently greater dependence on other services such as mental health services and homecare. On the positive side, some citizens have welcomed the greater use of technology and virtual meetings.</p> <p>As anticipated, there are growing numbers of young adults with disabilities and again there is a growing cohort with more complex needs. Also, as a greater understanding of conditions such as autism develops, there is a greater requirement for appropriate services. The demand on mental health services continues to grow at least partly in response to other pressures such as Covid and the cost of living crisis.</p>
<p>How will you mitigate against any negative impact to the age characteristic?</p>	<p>The Adult Social Care Vision and strategy recognises the importance of prevention and early intervention. A comprehensive ongoing approach to prevention needs to be developed and implemented. This has commenced with the implementation of the Early Intervention Community Team, which is a multidisciplinary team that supports discharges home and hospital admission avoidance. The creation of the Integrated Care System in 2022 is an enabler for developing multi-organisation, preventative approaches further. In particular, the developing Community Care Provider Collaborative, offers an opportunity for the system to come together to take a strategic proactive approach to population health management. Initial priorities for the Collaborative include rolling-out Integrated Neighbourhood Teams across the city. Similarly, the ICS Fairer Futures Fund is a deliberate attempt to invest in community-led projects to improve health and well-being outcomes through preventative action. We recognise the preventative success we have already achieved through investing in</p>



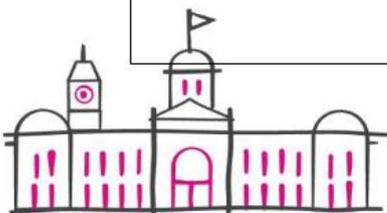
	Neighbourhood Network Schemes (NNS) and supporting carers. Now the opportunity is to link up activity across partners in the ICS to maximise our impact.
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### Protected Characteristic – Disability

Does this proposal impact those people with a disability as per the Equality Act 2010?	Yes
Please describe the impact to the disability characteristic	<p>The Adult Social Care Strategy and Vision is based on the provision of personalised services and we have not identified a negative impact to this characteristic as a result of the revised vision and strategy being adopted. However, we recognise the importance of regularly reviewing the delivery of services in line with the vision to ensure they are accessible and do not result in an unintended impact for citizens.</p> <p>For people with a visual impairment it could be difficult to access the vision and strategy as it is a written document. For people with a learning disability it could be difficult to understand the vision and strategy in the current format.</p>
How will you mitigate against any negative impact to the disability characteristic?	If approved the refreshed vision and strategy will be available on the Councils website and will meet the Web Accessibility Standards. People with a visual impairment will be able to use a screen reader to access the information. Consideration should be given to creating an easy read version of the document which could be made available on the website.

### Protected Characteristic – Sex

Does this proposal impact citizens based on their sex as per the Equality Act 2010?	Yes
What sexes will be impacted by this proposal?	["Male", "Female", "Non-binary"]
Please describe the impact to the sex characteristic	<p>The Adult Social Care Strategy and Vision is based on the provision of personalised services and we have not identified a negative impact to this characteristic as a result of the revised vision and strategy being adopted. However, we recognise the importance of regularly reviewing the delivery of services in line with the vision to ensure they are accessible and do not result in an unintended impact for citizens.</p> <p>There are slightly more females (584,496; 51.1%) than</p>



	<p>males (560,423; 48.9%) in Birmingham – and this observation can be seen at the national level (England and Wales), as females account for 30.4 million (51.0%) of the population, whilst males make up 29.2 million (49.0%).</p>
<p>How will you mitigate against any negative impact to the sex characteristic?</p>	<p>We will continue to monitor and review the proportion of males and females accessing services to help ensure there is not a negative impact on access.</p>

### Protected Characteristic - Gender Reassignment

<p>Does this proposal impact people who are proposing to undergo, undergoing or have undergone a process to reassign one's sex as per the Equality Act 2010?</p>	<p>Yes</p>
<p>Please describe the impact to the gender reassignment characteristic</p>	<p>The Adult Social Care Strategy and Vision is based on the provision of personalised services and we have not identified a negative impact to this characteristic as a result of the revised vision and strategy being adopted. However, we recognise the importance of regularly reviewing the delivery of services in line with the vision to ensure they are accessible and do not result in an unintended impact for citizens.</p>
<p>How will you mitigate against any negative impact to the gender reassignment characteristic?</p>	<p>The Council's Integrated Quality Assurance Framework for regulated care providers includes obtaining assurance that providers are delivering services that take into account individual protected characteristics. The provider must have up to date policies and procedures that ensure that the rights of service users are protected. The service must demonstrate a positive approach to diversity by identifying protected characteristics and supporting people accordingly. Assessments, care plans and risk management plans must explore diversity in depth (age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity); needs must be identified and incorporated into care delivery and any associated risks managed effectively.</p>

### Protected Characteristic - Marriage and Civil Partnership

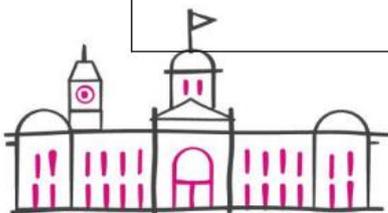
<p>Does this proposal impact people who are married or in a civil partnership as per the Equality Act 2010?</p>	<p>Yes</p>
<p>What legal marital or registered civil partnership</p>	<p>["Single", "Never married and never registered a civil partnership", "Married: Same sex", "Married: Opposite</p>



<p>status will be impacted by this proposal?</p>	<p>sex", "In a registered civil partnership: Opposite sex", "In a registered civil partnership: Same sex", "Separated, but still married", "Separated, but still in a registered civil partnership", "Divorced", "Formerly in a civil partnership now legally dissolved", "Widowed", "Surviving partner from civil partnership"]</p>
<p>Please describe the impact to the marriage and civil partnership characteristic</p>	<p>The Adult Social Care Strategy and Vision is based on the provision of personalised services and we have not identified a negative impact to this characteristic as a result of the revised vision and strategy being adopted. However, we recognise the importance of regularly reviewing the delivery of services in line with the vision to ensure they are accessible and do not result in an unintended impact for citizens. Access to care and support must not be restricted by marital or civil partnership status.</p>
<p>How will you mitigate against any negative impact to the marriage and civil partnership characteristic?</p>	<p>The Council's Integrated Quality Assurance Framework for regulated care providers includes obtaining assurance that providers are delivering services that take into account individual protected characteristics. The provider must have up to date policies and procedures that ensure that the rights of service users are protected. The service must demonstrate a positive approach to diversity by identifying protected characteristics and supporting people accordingly. Assessments, care plans and risk management plans must explore diversity in depth (age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity); needs must be identified and incorporated into care delivery and any associated risks managed effectively.</p>

### Protected Characteristic - Pregnancy and Maternity

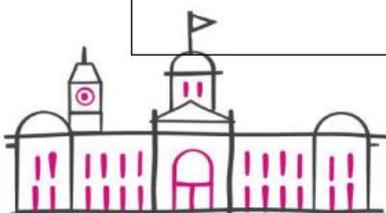
<p>Does this proposal impact people covered by the Equality Act 2010 under the protected characteristic of pregnancy and maternity?</p>	<p>Yes</p>
<p>Please describe the impact to the pregnancy and maternity characteristic</p>	<p>The Adult Social Care Strategy and Vision is based on the provision of personalised services and we have not identified a negative impact to this characteristic as a result of the revised vision and strategy being adopted. However, we recognise the importance of regularly reviewing the delivery of services in line with the vision to ensure they are accessible and do not result in an unintended impact for citizens. Access to care and support must not be restricted by pregnancy.</p>



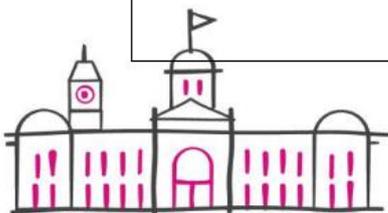
<p>How will you mitigate against any negative impact to the pregnancy and maternity characteristic?</p>	<p>The Council's Integrated Quality Assurance Framework for regulated care providers includes obtaining assurance that providers are delivering services that take into account individual protected characteristics. The provider must have up to date policies and procedures that ensure that the rights of service users are protected. The service must demonstrate a positive approach to diversity by identifying protected characteristics and supporting people accordingly. Assessments, care plans and risk management plans must explore diversity in depth (age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity); needs must be identified and incorporated into care delivery and any associated risks managed effectively.</p>
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**Protected Characteristic - Ethnicity and Race**

<p>Does this proposal impact people due to their race as per the Equality Act 2010?</p>	<p>Yes</p>
<p>What ethnic groups would be impacted by this proposal?</p>	<p>["White British", "Other White", "Bangladeshi", "Chinese", "Indian", "Pakistani", "Other Asian", "African", "Caribbean", "Other Black", "Black British", "Arab", "Latin American", "Irish", "Gypsy or Irish Traveller", "Roma", "Central and Eastern Europe", "Western and Southern Europe"]</p>
<p>Please describe the impact to the ethnicity and race characteristic</p>	<p>The Adult Social Care Strategy and Vision is based on the provision of personalised services and we have not identified a negative impact to this characteristic as a result of the revised vision and strategy being adopted. However, we recognise the importance of regularly reviewing the delivery of services in line with the vision to ensure they are accessible and do not result in an unintended impact for citizens.</p> <p>Birmingham City Council is the largest Local Authority in the country by population with over 1.1 million citizens living in the City. It is an ethnically diverse city with 51.4% of its population identifying as ethnic minorities making Birmingham one of the first 'super-diverse' cities in the UK. This ethnic and cultural diversity brings with it a wealth of creativity, talent, entrepreneurship, and energy.</p> <p>The learning from Covid and the Black Lives Matters movement had a profound effect on the City, particularly given the diversity of Birmingham and the inequity which</p>



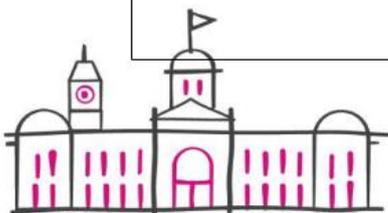
	<p>both crises brought into sharp focus. The pandemic and calls for racial justice reminded us that Birmingham remains a deeply unequal city, with stark inequalities in key outcomes such as incomes, employment rates, health and education, access to opportunities, and access to decent homes. People should expect to be treated equally and fairly and services should not discriminate on any grounds against citizens. Our services should seek to improve social justice by tackling the reasons for discrimination and creating opportunities for all citizens.</p>
<p>How will you mitigate against any negative impact to the ethnicity and race characteristic?</p>	<p>In 2021 the Adult Social Care vision was updated to reflect the importance of Social Justice as a delivery priority. The focus of the principle has been on increasing understanding and confidence within Adult Social Care staff to tackle inequalities, including racial discrimination. Addressing these challenges is a long term endeavour for the Council, the Directorate and our partners. Two roles have been established to help drive forward our priorities: Assistant Director Community Services and Equality, Diversity and Inclusion and Equality, Inclusion and Diversity Manager.</p> <p>Our Everyone’s Battle Everyone’s Business Equality Action Plan 2022-23 brings together a specific set of actions focused on the protected equalities characteristics, with particular attention to the City Council’s role as a major employer and leader of wider City Partnerships. The ASC senior management team have played a proactive role in demonstrating inclusive leadership and have put in place an extensive programme of staff development to embed equalities and diversity with the Directorate. The Directorate has also led and supported the development of the equalities, diversity and inclusion (EDI) agenda at a regional level and worked through the West Midlands ADASS network to share and promote the approach.</p> <p>Our focus on staff has been key, as by tackling and improving social justice, the lives, wellbeing and practices of the workforce will be enhanced. This in turn will improve individual practice, service delivery and the lives of the diverse population that we serve. The golden thread throughout our ASC People Plan 23-25, is our focus on social justice and it sets out how we will celebrate diversity and how our workforce will represent the community it serves. The Social Care Workforce Race Equality Standard (SC-WRES) is a tool to measure improvements in the workforce with respect to the experiences of black and</p>



	<p>minority ethnic staff. The ASC Directorate and Birmingham Children’s Trust have piloted the SC-WRES, working closely with the Department of Health and Social Care and 17 other pilot sites. Each organisation has developed a bespoke action plan based on an assessment of the metrics.</p> <p>Our model of care is based on recognising and responding to individuals’ unique needs. This includes not only the citizens who are in contact with Social Care, but also in making the City a welcome place for new arrivals. Birmingham is a ‘City of Sanctuary’ which aims to create a network of areas which are proud to be places of safety, and which include people seeking sanctuary fully in the life of their communities. ASC leads the support offered to Asylum seekers and refugees on behalf of the City and supports them to feel welcome and integrated, which is key to maintaining their wellbeing and helping them develop a meaningful good life.</p>
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**Protected Characteristic - Religion or Beliefs**

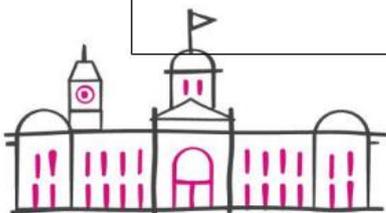
Does this proposal impact people’s religion or beliefs as per the Equality Act 2010?	Yes
What religions could be impacted by this proposal?	["Christian","Buddhist","Hindu","Jewish","Muslim","Sikh"]
Please describe the impact to the religion or beliefs characteristic	The Adult Social Care Strategy and Vision is based on the provision of personalised services and we have not identified a negative impact to this characteristic as a result of the revised vision and strategy being adopted. However, we recognise the importance of regularly reviewing the delivery of services in line with the vision to ensure they are accessible and do not result in an unintended impact for citizens. Access to care and support must be accessible to everyone and respect peoples personal beliefs.
How will you mitigate against any negative impact to the religion or beliefs characteristic?	There are a number of examples of culturally sensitive provision for citizens we support including: a) A care home that meets the religious and cultural needs of the Jewish faith through its observance of Sabbath, festivals and provision of Kosher food b) Homes that strongly support members of the Asian community with their faith, language and dietary needs c) Homes that specifically support the Chinese community



	<p>d) An extra care scheme that specifically support the Asian community – with separate facilities for vegetarian and halal food preparation and English classes for non-English speaking residents.</p> <p>e) A care home that specifically caters for males from the Asian community</p> <p>The Council’s Integrated Quality Assurance Framework for regulated care providers includes obtaining assurance that providers are delivering services that take into account individual protected characteristics. The provider must have up to date policies and procedures that ensure that the rights of service users are protected. The service must demonstrate a positive approach to diversity by identifying protected characteristics and supporting people accordingly. Assessments, care plans and risk management plans must explore diversity in depth (age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity); needs must be identified and incorporated into care delivery and any associated risks managed effectively.</p>
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**Protected Characteristic - Sexual Orientation**

Does this proposal impact people’s sexual orientation as per the Equality Act 2010?	Yes
What sexual orientations may be impacted by this proposal?	["Straight or heterosexual", "Gay or lesbian", "Bisexual", "Pansexual", "Asexual", "Queer", "All other sexual orientations"]
Please describe the impact to the sexual orientation characteristic	The Adult Social Care Strategy and Vision is based on the provision of personalised services and we have not identified a negative impact to this characteristic as a result of the revised vision and strategy being adopted. However, we recognise the importance of regularly reviewing the delivery of services in line with the vision to ensure they are accessible and do not result in an unintended impact for citizens.
How will you mitigate against any negative impact to the sexual orientation characteristic?	The Council’s Integrated Quality Assurance Framework for regulated care providers includes obtaining assurance that providers are delivering services that take into account individual protected characteristics. The provider must have up to date policies and procedures that ensure that the rights of service users are protected. The service must



	<p>demonstrate a positive approach to diversity by identifying protected characteristics and supporting people accordingly. Assessments, care plans and risk management plans must explore diversity in depth (age, disability, gender reassignment, race, religion or belief, sex, sexual orientation, marriage and civil partnership, and pregnancy and maternity); needs must be identified and incorporated into care delivery and any associated risks managed effectively.</p>
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**Monitoring**

<p>How will you ensure any adverse impact and mitigation measures are monitored?</p>	<p>We will continue to regularly review data relating to our services to identify any barriers or blockages. We will continue to co produce services with citizens and use feedback and learning from complaints to make improvements. We will continue to utilise the Social Care Workforce Race Equality Standard to measure improvements in the workforce with respect to the experiences of black and minority ethnic staff.</p>
<p>Please enter the email address for the officer responsible for monitoring impact and mitigation</p>	<p>Maria.B.Gavin@birmingham.gov.uk</p>

