

Equality Impact Assessment

Introductory Information

Budget/Project name

Personalisation and Direct Payments Strategy

Proposal type

- Budget
- Project

Reference number

1130

Decision Type

- Cooperative Executive
- Leader
- Adult Health and Social Care Policy Committee
- Executive Director/Director
- Officer Decision (Non-Key)
- Council (e.g. Budget and Housing Revenue Account)
- Regulatory Committee (e.g. Licensing Committee)
- Local Area Committee

Lead Cooperative Executive Member

George Lindars-Hammond

Entered on Q Tier

- Yes
- No

Year(s)

- | | | | | | | | |
|-----------------------------|-----------------------------|-----------------------------|-----------------------------|--|-----------------------------|-----------------------------|-----------------------------|
| <input type="radio"/> 18/19 | <input type="radio"/> 19/20 | <input type="radio"/> 20/21 | <input type="radio"/> 21/22 | <input checked="" type="radio"/> 22/23 | <input type="radio"/> 23/24 | <input type="radio"/> 24/25 | <input type="radio"/> 25/26 |
|-----------------------------|-----------------------------|-----------------------------|-----------------------------|--|-----------------------------|-----------------------------|-----------------------------|

EIA date

06/01/2022

EIA Lead

- | | |
|--|--|
| <input type="radio"/> Adele Robinson | <input checked="" type="radio"/> Ed Sexton |
| <input type="radio"/> Annemarie Johnston | <input type="radio"/> Louise Nunn |
| <input type="radio"/> Bashir Khan | <input type="radio"/> Richard Bartlett |
| <input type="radio"/> Bev Law | <input type="radio"/> Rosie May |

Person filling in this EIA form

Mary Gardner/Andy Buxton

Lead officer

Alexis Chappell

Lead Corporate Plan priority

- | | | | | |
|--|--------------------------------------|---|--|---|
| <input type="radio"/> An In-Touch Organisation | <input type="radio"/> Strong Economy | <input type="radio"/> Thriving Neighbourhoods and Communities | <input checked="" type="radio"/> Better Health and Wellbeing | <input type="radio"/> Tackling Inequalities |
|--|--------------------------------------|---|--|---|

Portfolio, Service and Team

Cross-Portfolio

Yes No

Portfolio

People

Is the EIA joint with another organisation (eg NHS)?

Yes No

Brief aim(s) of the proposal and the outcome(s) you want to achieve

This Equality Impact Assessment was originally completed in 2020 for the Direct Payments Improvement Programme. It was updated December 2021 in consideration of the decision to commission an external Direct Payment Support Service. This latest version of the EIA has now been reviewed and updated to reflect the development of the Personalisation and Direct Payments Strategy, taking account of these additional elements as well as continuing to reflect the impact of the improvement programme and the delivery and review of the support service.

The Personalisation and Direct Payments Strategy aims to ensure that we put people first so that the citizens of Sheffield are empowered to take control and self-direct their own care and support; as a result, citizens will achieve the outcomes that they choose and live the life they want to live.

It describes how we will continue to work collaboratively with people with lived experience, their families and carers, our partners and stakeholders to shape, design and produce new and improved ways of working.

The strategy outlines Sheffield's commitments to increase and further develop approaches and practice around personalisation over the next 5 years (2023-2028).

We have worked with people to agree 5 priorities for the strategy that will address the key issues and ideas for change identified by local people that will enable us to grow and develop approaches and practices around personalisation:

1. Improve how personalisation is approached, and delivered, in Sheffield for people who use social care, and for the social care staff and workforce that supports them.
2. Work collaboratively with people who access social care, their representatives, staff, and partners to deliver our strategy for personalisation together.
3. Develop vibrant and diverse support options including a community of providers and a Personal Assistants workforce which offers personalised and responsive solutions for the people of Sheffield.
4. Build a strong, sustainable infrastructure for people to access or buy the right support for them and develop other approaches that offer people the level of choice and control that suits them.
5. Develop practice that promotes personalisation, which underpins the values and duties within the Care Act (2014) and provide ongoing support, advice and learning to champion and deliver personalisation.

Impact

Under the [Public Sector Equality Duty](#) we have to pay due regard to the need to:

- eliminate discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations

More information is available on the [Council website](#) including the [Community Knowledge Profiles](#).

Note the EIA should describe impact before any action/mitigation. If there are both negatives and positives, please outline these – positives will be part of any mitigation. The action plan should detail any mitigation.

Overview

Briefly describe how the proposal helps to meet the Public Sector Duty outlined above

Direct Payments, Individual Service Funds (ISFs) and personalised approaches are intended to help people to exercise choice and control in the way Adult Health & Social Care provides support, and they therefore support the aim of advancing equality of opportunity and the other elements of the Duty. However, the proposal covered by this EIA recognises that the principle of Direct Payments is not always achieved in full and aims to enhance the experience and use of Direct Payments. The proposal also seeks to develop ISFs as a new approach of deploying personal budgets in Sheffield and to develop new personalised approaches and practice.

Impacts

Proposal has an impact on

<input checked="" type="radio"/> Health	<input type="radio"/> Transgender
<input checked="" type="radio"/> Age	<input checked="" type="radio"/> Carers
<input checked="" type="radio"/> Disability	<input type="radio"/> Voluntary/Community & Faith Sectors
<input type="radio"/> Pregnancy/Maternity	<input type="radio"/> Cohesion
<input checked="" type="radio"/> Race	<input type="radio"/> Partners
<input checked="" type="radio"/> Religion/Belief	<input type="radio"/> Poverty & Financial Inclusion
<input checked="" type="radio"/> Sex	<input type="radio"/> Armed Forces
<input checked="" type="radio"/> Sexual Orientation	<input type="radio"/> Other

Give details in sections below.

Health

Does the Proposal have a significant impact on health and well-being (including effects on the wider determinants of health)?

Yes No *if Yes, complete section below*

Staff

Yes No

Impact

Positive Neutral Negative

Level

None Low Medium High

Details of impact

The proposal is likely to reduce pressure on social care staff to support customers with employer-related enquiries/problems. This is currently a cause of stress. It will enable staff to focus on supporting people / casework. The proposal will also help provide social care staff with the Page 141 knowledge and confidence to

support people to access personalised approaches including Direct Payments and ISFs.

Customers

Yes No

Impact

Positive Neutral Negative

Level

None Low Medium High

Details of impact

The proposal for improving personalised approaches in Sheffield will enable people to have choice and control about the care and support they receive and the way they receive this in order to meet their eligible needs and personal outcomes, which will mostly likely have a positive impact on their health and wellbeing.

The proposal also aims to offer support to people to help alleviate any anxiety or pressure that may be associated with managing Direct Payments, including employer responsibilities.

It also potentially better enables people to use Direct Payments in creative and innovative ways that more directly contribute to health and wellbeing.

Comprehensive Health Impact Assessment being completed

Yes No

Please attach health impact assessment as a supporting document below.

Public Health Leads has signed off the health impact(s) of this EIA

Yes No

Health Lead

Age

Staff

Yes No

Impact

Positive Neutral Negative

Level

None Low Medium High

Details of impact

Customers

Yes No

Impact

Positive Neutral Negative

Level

None Low Medium High

Details of impact

Direct Payments are currently under-used by older people and the proposal will aim to address this. Currently (January 2022), people aged 65 and over make up around 58% of all AHSC customers but only 23% of Direct Payment recipients.

In very general terms, AHSC support for older people (in contrast to working age and younger adults) can often focus on health and care needs, with less focus on community activities, reasonable preferences or wellbeing outcomes. This unintended disparity may also show itself financially in the top-up payments that may need to be paid.

The proposal includes the development of guidance for reasonable preferences with the aim to ensure that older people also benefit from this wider consideration and take-up of 'support.'

Disability

Staff

Yes No

Impact

Positive Neutral Negative

Level

None Low Medium High

Details of impact

As reflected below under 'Partners', this EIA considers the impact on workers not only within the Council but also external/independent - primarily Personal Assistants (PAs). The proposal will include specialist employer advice to enable Direct Payment recipients who employ PAs to understand their responsibilities as employers and to ensure employment rights are adhered to.

Customers

Yes No

Impact

Positive Neutral Negative

Level

None Low Medium High

Details of impact

By the nature of AHSC, a very large majority of people accessing support have a condition or impairment that would be defined as a 'disability.' To that extent, any changes to Direct Payment support has a significant impact. As an illustration of current use of Direct Payments amongst people with different disabilities, data shows that:

- 44% of Direct Payment recipients have a primary support need of learning disability support
- 34% of Direct Payment recipients have a primary support need of physical support
- 14% of Direct Payment recipients have a primary support need of mental health support

Recognising the higher prevalence of people with learning disabilities using Direct Payments, the proposal will include a focus on supporting people with who may

lack intellectual capacity to understand and make full use of Direct Payments.
 The development of ISFs in Sheffield will enable people who are unable to (or do not want) the responsibility that comes with managing a Direct Payment to still have a high level of choice and control over their care/support by working closely with their chosen ISF holding provider.
 Developing new and other personalised approaches and ways of working in Sheffield will create more opportunities for people to meet their eligible needs and work towards and achieve their personal outcomes in the way that best suits them.

Pregnancy/Maternity

Staff

Yes No

Impact

Positive Neutral Negative

Level

None Low Medium High

Details of impact

As reflected below under 'Partners', this EIA considers the impact on workers not only within the Council but also external/independent - primarily Personal Assistants (PAs). The proposal will include specialist employer advice to enable Direct Payment recipients who employ PAs to understand their responsibilities as employers and to ensure employment rights are adhered to.

Customers

Yes No

Impact

Positive Neutral Negative

Level

None Low Medium High

Details of impact

No direct or disproportionate impacts are identified. However, the strategy would be expected to enable people to identify options for support that is more personalised to individual lives, priorities, values, goals and support needs.

Race

Staff

Yes No

Impact

Positive Neutral Negative

Level

None Low Medium High

Details of impact

As reflected below under 'Partners', this EIA considers the impact on workers not only within the Council but also external/independent - primarily Personal Assistants (PAs). The proposal will include specialist employer advice to enable Direct Payment recipients who employ PAs to understand their responsibilities as employers and to ensure employment rights are adhered to.

Customers

Yes No

Impact

Positive Neutral Negative

Level

None Low Medium High

Details of impact

27% of Direct Payment recipients are from BAME communities (where ethnicity is known and recorded). This compares with a rate of 13% of all AHSC customers. This higher percentage may be based on positive choices to choose direct payments but it also may illustrate wide issues about the suitability of Council-arranged support for all customer groups.

The proposal aims to provide culturally appropriate support (e.g. that listens to the preferences of BAME customers). Through its market shaping remit, the programme aims to explore and encourage new and innovative types of support within communities; and to promote PA careers, diversity accessibility. Direct Payment recipients from BAME communities may benefit particularly from these initiatives.

In October 2021, SACHMA produced a report entitled, 'A Review of Home Care – The African Caribbean Perspective'. The report made a number of recommendations to the Council based on the findings in the report and participant suggestions of what good care looks like.

Recommendation 14 – Choice and Control – Direct Payments offer a good route to get care that is right for an individual, but it is not appropriate for everyone. SCC to develop use of other mechanisms offering choice such as Individual Service Funds, which place less responsibility on the individual accessing them.

The Council has produced an action plan in response to the recommendations from the report which confirms that the development of ISFs is now being taken forward as part of this strategy.

Religion/Belief

Staff

Yes No

Impact

Positive Neutral Negative

Level

None Low Medium High

Details of impact

As reflected below under 'Partners', this EIA considers the impact on workers not only within the Council but also external/independent - primarily Personal Assistants (PAs). The proposal will include specialist employer advice to enable Direct Payment recipients who employ PAs to understand their responsibilities as employers and to ensure employment rights are adhered to.

Customers

Yes No

Impact

Positive Neutral Negative

Level
 None Low Medium High

Details of impact

No direct or disproportionate impacts are identified. However, the strategy would be expected to enable people to identify options for support that is more personalised to individual lives, priorities, values, goals and support needs.

Sex

Staff
 Yes No

Impact
 Positive Neutral Negative

Level
 None Low Medium High

Details of impact

Women make up the large majority of the PA workforce and, therefore, indirectly will be more affected. The proposal will consider ways to encourage more male PAs, in-line with the higher percentage of males compared to females who choose to receive a Direct Payment (see below).

Through its market shaping priorities, the strategy aims to explore ways to target and encourage more male workers.

Customers
 Yes No

Impact
 Positive Neutral Negative

Level
 None Low Medium High

Details of impact

A small majority (53%) of Direct Payment recipients are male. This is not a very significant difference, however the trend reverses overall prevalence of males accessing AHSC (44%).

Sexual Orientation

Staff
 Yes No

Impact
 Positive Neutral Negative

Level
 None Low Medium High

Details of impact

As reflected below under 'Partners', this EIA considers the impact on workers not only within the Council but also external/independent - primarily Personal Assistants (PAs). The proposal will include specialist employer advice to enable Direct Payment recipients who employ PAs to understand their responsibilities as employers and to ensure employment rights are adhered to.

Customers
 Yes No

Impact
 Positive Neutral Negative

Level
 None Low Medium High

Details of impact

No direct or disproportionate impacts are identified. However, the strategy would be expected to enable people to identify options for support that is more personalised to individual lives, priorities, values, goals and support needs.

Transgender

Staff
 Yes No

Impact
 Positive Neutral Negative

Level
 None Low Medium High

Details of impact

As reflected below under 'Partners', this EIA considers the impact on workers not only within the Council but also external/independent - primarily Personal Assistants (PAs). The proposal will include specialist employer advice to enable Direct Payment recipients who employ PAs to understand their responsibilities as employers and to ensure employment rights are adhered to.

Customers
 Yes No

Impact
 Positive Neutral Negative

Level
 None Low Medium High

Details of impact

No direct or disproportionate impacts are identified. However, the strategy would be expected to enable people to identify options for support that is more personalised to individual lives, priorities, values, goals and support needs.

Carers

Staff
 Yes No

Impact
 Positive Neutral Negative

Level
 None Low Medium High

Details of impact

Customers
 Yes No

Impact
 Positive Neutral Negative

Level
 None Low Medium High

Details of impact

The strategy would be expected to enable people to identify options for support that is more personalised to individual lives, priorities, values, goals and support needs.

Carers should benefit from this approach, either indirectly (by improvements to the experience and outcomes of cared-for people); or directly (in terms of alleviating burdens carers may feel in providing support with Direct Payments use and administration).

The proposal will also include plans to consider how more carers might be able to access Direct Payments or personalised approaches in their own right; numbers are currently low and carers may be choosing alternative options for support instead, (e.g. Sheffield Carer Centre grants).

Voluntary/Community & Faith Sectors

Staff
 Yes No

Impact
 Positive Neutral Negative

Level
 None Low Medium High

Details of impact

The programme will continue to seek to involve staff from different organisations (or self-employed) to offer insights into the market shaping work, which will potentially have an indirect benefit to organisations and their employees.

Customers
 Yes No

Impact
 Positive Neutral Negative

Level
 None Low Medium High

Details of impact

The COVID-19 pandemic helped to illustrate the potential and benefits for new types of community-based support and initiatives. The strategy will look to encourage this through its market shaping focus.

The strategy is likely to affect take-up of voluntary sector support by Direct Payment and ISF recipients – however overall impacts are as yet unknown.

Cohesion

Staff
 Yes No

Impact
 Positive Neutral Negative

Level
 None Low Medium High

Details of impact

Customers

Yes No

Impact

Positive Neutral Negative

Level

None Low Medium High

Details of impact

Partners

Staff

Yes No

Impact

Positive Neutral Negative

Level

None Low Medium High

Details of impact

Customers

Yes No

Impact

Positive Neutral Negative

Level

None Low Medium High

Details of impact

The proposal is likely to affect take-up of social care and other support by Direct Payment and ISF recipients – however overall impacts at as yet unknown.

Through the strategy’s All Age approach, there is close/ongoing work that affects key partners in the realms of:

- Children’s services
- Housing
- Health – including mental health provision through NHS Sheffield Health & Social Care Trust
- Private providers – including money management companies

A fundamental partner is the PA workforce, an often overlooked element of the AHSC workforce, and something which the strategy is looking directly to address; (e.g. the programme helped to ensure parity of supply of COVID-19 vaccinations and PPE to PAs during earlier stages of the pandemic).

Poverty & Financial Inclusion

Staff

Yes No

Impact

Positive Neutral Negative

Level

None Low Medium High

Details of impact

Customers

Yes No

Impact

Positive Neutral Negative

Level

None Low Medium High

Details of impact

The support offered through the strategy is intended to provide greater financial inclusion, for example in its aims to:

- Give individuals choice and control to use their budgets flexibly,
- Help to set up budgets, to purchase care in the right way and to respond to issues early,
- Increase the availability of creative low-cost care,
- Offer specialist employer advice to support Direct Payment recipients to understand employment responsibilities (and costs).

Armed Forces

Staff

Yes No

Impact

Positive Neutral Negative

Level

None Low Medium High

Details of impact

No direct or disproportionate impacts are identified. However, the strategy would be expected to enable people to identify options for support that is more personalised to individual lives, priorities, values, goals and support needs.

Customers

Yes No

Impact

Positive Neutral Negative

Level

None Low Medium High

Details of impact

No direct or disproportionate impacts are identified. However, the strategy would be expected to enable people to identify options for support that is more personalised to individual lives, priorities, values, goals and support needs.

Other

Staff

- Yes
- No

Please specify

Regional and national partnerships

Impact

- Positive
- Neutral
- Negative

Level

- None
- Low
- Medium
- High

Details of impact

Indirectly, there are reciprocal benefits to work continuing regionally through the improvement programme (e.g. in relation to PA rates, ISF Development Forums) and on the national Government DHSC workforce advisory group.

Customers

- Yes
- No

Please specify

Impact

- Positive
- Neutral
- Negative

Level

- None
- Low
- Medium
- High

Details of impact

Cumulative Impact

Proposal has a cumulative impact

- Yes No

<input checked="" type="radio"/> Year on Year	<input type="radio"/> Across a Community of Identity/Interest
<input type="radio"/> Geographical Area	<input type="radio"/> Other

If yes, details of impact

The strategy follows years of sustained pressure on personal budgets and overall AHSC budgets. Many people have experienced significant financial hardship, exacerbated by the experience of the COVID-19 pandemic.

In this context, the Personalisation and Direct Payments Strategy needs to ensure service offers and approaches operate sensitively, supporting and enabling people to take up new support options if they choose to do so.

Proposal has geographical impact across Sheffield

- Yes No

If Yes, details of geographical impact across Sheffield

Local Partnership Area(s) impacted

- All Specific

If Specific, name of Local Partnership Area(s) impacted

Action Plan and Supporting Evidence

Action Plan

Supporting Evidence (Please detail all your evidence used to support the EIA)

Consultation

Consultation required

- Yes No

If consultation is not required please state why

The Strategy has been developed in collaboration with people with lived experience, staff, families/carers and key stakeholders which included gathering feedback, opinions and views about the existing picture and their wishes for the future.

Building on the co-production of the Direct Payment Improvement Programme and the development of this strategy, we will continue to work with and involve people with lived experience, their families and carers, our partners, and stakeholders to agree and develop specific and more detailed project plans. We will continue to keep people updated about the progress being made and work together to report on the difference that the strategy makes to people's lives. Progress and delivery of the strategy will be governed through the Direct Payment Steering Group, which includes people with lived experience within its membership.

Are Staff who may be affected by these proposals aware of them

- Yes No

Are Customers who may be affected by these proposals aware of them

- Yes No

If you have said no to either please say why

Communication will also continue to take place with customers and staff as and when required. There are also regular staff updates and ongoing links to communication with Disability Sheffield (e.g. website information).

Summary of overall impact

Summary of overall impact

Summary of evidence

Changes made as a result of the EIA

Escalation plan

Is there a high impact in any area?

- Yes No

Overall risk rating after any mitigations have been put in place

- High Medium Low None

EIAs must be agreed and signed off by an Equality lead Officer. Has this been signed off?

Yes No

Date agreed Name of EIA lead officer

Review Date