

PART A - Initial Impact Assessment

Proposal Name: Personalisation and Direct Payments Strategy

EIA ID: 2412

EIA Author: Catherine Bunten

Proposal Outline:

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.

Proposal Type: Non-Budget

Year Of Proposal: 22/23

Lead Director for proposal: Alexis Chappell

Service Area: Commissioning and Partnerships

EIA Start Date: 20/10/2023

Lead Equality Objective: Understanding Communities

Equality Lead Officer: Ed Sexton

Decision Type

Committees: Policy Committees

- Adult Health & Social Care

Portfolio

Primary Portfolio: Adlt Care and Wellbeing

EIA is cross portfolio:

EIA is joint with another organisation: No

Overview of Impact

Overview Summary:

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.

Impacted characteristics:

- Age
- Health
- Disability
- Race
- Religion/Belief
- Sex
- Sexual Orientation
- Carers

Consultation and other engagement

Cumulative Impact

Does the proposal have a cumulative impact: No

Impact areas:

Initial Sign-Off

Full impact assessment required: Yes

Review Date: 11/03/2022

PART B - Full Impact Assessment

Health

Staff Impacted: Yes

Customers Impacted: Yes

Description 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 information, knowledge and confidence to support people to access personalised approaches including Direct Payments and ISFs.

Name of Lead Health Officer:

Comprehensive Assessment Being Completed: No

Public Health Lead signed off health impact(s):

Age

Staff Impacted: No

Customers Impacted:

Description 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.'

Carers

Staff Impacted:

No

Customers Impacted:

Yes

Description 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).

Care Experienced

Staff Impacted:

Customers Impacted:

Description of Impact:

Disability

Staff Impacted: Yes

Customers Impacted: Yes

Description 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. 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.

Race

Staff Impacted:

Yes
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Customers Impacted:

Yes

Description 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. 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 Impacted:

Yes

Customers Impacted:

No

Description 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.

Sexual Orientation

Staff Impacted: Yes

Customers Impacted: No

Description 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.

Action Plan & Supporting Evidence

Outline of action plan:

Action plan evidence:

Changes made as a result of action plan:

Mitigation

Significant risk after mitigation measures:

Outline of impact and risks:

Review Date

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