



Page 175

Sheffield City Council Adults Care and Wellbeing Response to Unmet Need by Protected Characteristics

November 2024



Groups at risk of unmet needs or poor outcomes

Sheffield City Council has a duty to ensure that all people who have eligible needs can access services regardless of their circumstances or protected characteristics.

This is often described as people who may be identified as having unmet needs or poor outcomes because of their protected characteristics.

For example, members of groups who may be seldom heard due to their race (including Gypsy, Roma and Travellers), ethnicity, religion, LGBTQ+ identity.



Strategic Goals – Equality, Diversity and Inclusion

- Sheffield City Council Goals – ‘People live in caring, engaged communities that value diversity and support wellbeing’
- Sheffield City Council Equality Objectives – Leadership, Delivery of Services, Communities and Workforce, People and Culture
- Sheffield City Council Adult Social Care Strategy – ‘living the life you want to live’
- Sheffield City Council Adults Care and Wellbeing Equality Diversity Inclusion and Social Justice Delivery Plan



4 Key Acts

Anti-discriminatory practice is fundamental to the ethical basis of care provision and critical to the protection of people's dignity. There are four main acts relating to equality and diversity, which Adult Social Care have a legal responsibility to ensure is embedded in the practice and commissioning of care: -

The Equality Act 2010 sets out 9 protected characteristics:

- age.
- disability.
- gender reassignment.
- marriage and civil partnership.
- pregnancy and maternity.
- race.
- religion or belief.
- sex.
- sexual orientation.

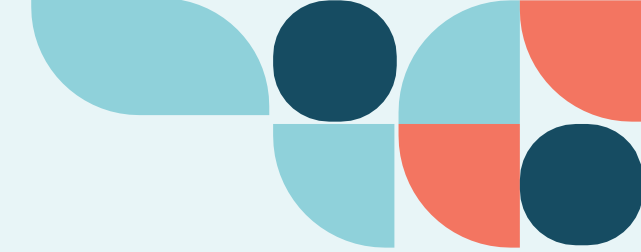
The Care Act 2014 – provides six key principles which should underpin all work with vulnerable adults. This includes ensuring that adults receive support that's personal to them, chosen by them and has their consent.

The Human Rights Act 1998 –

this legislation outlines the basic human rights and principles of equality.

The Mental Capacity Act 2005 –

the Deprivation of Liberty Safeguards (DoLS) aim to help people who lack the capacity to maintain their independence, dignity, and the right to freedom. The DoLS aid vulnerable individuals to maintain their right to dignity and equality.



Summary of Analysis – Race/Age and referrals for service

- The ethnicity of people referred to adult social care and those receiving adult social care services were compared with Sheffield's Census 2021 18+ demographic information.
- Often demographic information of those supported by adult social care is incorrectly compared to all age population census demographics of the area. Given that people receiving adult social care are often older and ethnicity is often more diverse at younger ages, this can create artificial headline disparities. Analysis was therefore carried out on ethnicity and age bands groupings to overcome this.
- Although the proportion of people supported by adult social care with a 'White British' ethnicity is significantly higher than the demographic make-up of Sheffield (86% compared to 78% overall), and therefore could imply that non-White British ethnicities are under-represented, this disparity only exists at certain age groups.
- The main age groups where this different exists for people receiving services are age groups 25-34 and 34-49. This is mainly due to the 'Asian or Asian British' ethnicity category and to a lesser extent the 'Other ethnic groups' being under-represented.
- However, the level of referrals to adult social care for the 'Asian or Asian British' and 'Other ethnic groups' ethnicities are nearer the census levels for these age groups.
- There is no significant difference by ethnicity for people in the older age groups (50-64 and 65+), apart from 'White British' being under-represented at ages 50-64 with 'Black, Black British, Caribbean or African' being over-represented.
- Although numbers of certain ethnicity sub-categories and age group combinations can become quite small, making it difficult to draw conclusions, there are a few ethnicity sub-categories worth investigating further.
- Any differences identified between census data and referral, or service proportions should be taken as a starting point for further investigation to allow us to understand why this exists. This information can be used as a starting point to engage staff and customer groups to determine if there are any barriers to referrals or services for any ethnicity groups under-represented



Alignment to strategic plans and actions – Race, Religion and Belief

Strategic Plans

- Speak Up Report published by SACHMA in 2021 focussed on experiences of African Caribbean individuals using home care
- Race Equality Commission Report

Actions

- **Race Equality Partnership Sheffield** – Partnership formed in February 2024 to support and drive recommendations as part of the Race Equality Commission Report.
- **Engagement with Communities** – Sheffield City Council has commissioned SACHMA to lead community engagement and develop a peer volunteer model for promoting and embedding culturally appropriate care in Sheffield. This will support the Black Elders Programme to address equality issues in service provision across Adult Care and Wellbeing.
- **Sheffield Advocacy Hub** - Sheffield Advocacy Hub is a partnership made up of 3 voluntary sector organisations, Citizens Advice Sheffield, Disability Sheffield & Cloverleaf Advocacy. As part of the re-tendering process SACHMA joined the partnership, with a particular focus of increasing advocacy numbers in underrepresented communities.
- **Sheffield Voices** – Seldom Heard Voices project will target communities at risk of unmet needs.
- **Information, Advice and Guidance** - The information advice and guidance offer for adult social care (the Sheffield Directory) is available in community languages as well as meeting public sector accessibility requirements for communities.

Next Steps

- Sheffield City Council will undertake further community engagement activities with community groups which are flagged as requiring further investigation by analysis activities. The aim is to determine if there are any barriers to referrals or services and the solutions which can be co-produced together.

Alignment to strategic plans and actions – Age/Disability

Strategic Plans and Delivery Groups

- Sheffield Dementia Strategy and Partnership Board
- Autism and Learning Disability Partnership Boards
- Mental Health Delivery Group

Actions

- Sheffield 2025 - 2030 Dementia Strategy to be launched in November 2024 following agreement at Adult Health and Social Care Policy Committee in October 2024.
- Sheffield City Council has partnered with online British Sign Language (BSL) interpreting service, SignLive to ensure all British Sign language users can contact the Council and that a BSL interpreter will be available to support conversations
- Training for care sector staff including Dementia Stars, Oliver McGowan, EDI Modules and access to a dedicated British Sign Language trainer

Next Steps

Dementia Strategy launch event and commitments including:

- Becoming a Dementia Friendly City
- Reducing the Risk of Developing Dementia
- Diagnosis
- Early Local Support
- Dementia-Specific Carers
- Care and Support Services
- Crisis Support
- Hospital Care
- End of Life Care
- Our Next Steps

Actions to support Disability Friendly accreditation for social care providers in Sheffield.



Alignment to strategic plans and actions – Sexual Orientation, Sex and Gender Reassignment.

Strategic Plans and Delivery Groups

House Proud and Stonewall Housing
Skills for Care LGBTQ+ learning framework
White Ribbon

Actions

Committee Report submitted to the Strategy and Resources Policy Committee in March 2023 regarding Conversion Practice involved wide consultation with communities and at a national level.

Next Steps

Sheffield City Council are reviewing affirmative action to support LGBTQ+ people in later life including training offer for care sector staff to support knowledge, skills and values.



Alignment to strategic plans and actions – Unpaid Carers

Strategic Plans and Delivery Groups

- Carers Delivery Plan 2022 – 2025
- Unpaid Carers Operational Network
- Young Carer, Parent and Adult Carer Strategy

Actions

Page 184

- Carers Delivery Plan - ongoing activity as part of the Carers Delivery Plan to continue to build practice and interventions to identify unpaid carers and include or consult carers about the person they care for
- Sheffield Carers Centre – Promoting adults carers assessments and referring people from adult social care to Sheffield Carers Centre
- Training and Development – training offer for staff to help understand and identify unpaid carers
- Continue to reach ‘hidden’ carers and ensure they are connected to support through promotional activities and public campaigns

Next Steps

- Continue to deliver against Carers Delivery Plan 2022 – 2025.

Key facts about how we help unpaid carers in Sheffield

11,500+

people in Sheffield are now in our community of unpaid carers
[Join the community for free >>>](#)

98%

of carers we help are very satisfied or satisfied with our services
[Read some of their feedback here >>>](#)

6,600+

have requested to receive our free monthly Carers Enews!
[See more information here >>>](#)





This page is intentionally left blank