Equality Impact Assessment

Adult Social Care Liquidlogic Adult Systems Mobile App and Mobile Device

N.B- This EQIA has been transposed from an older template into a new accessible format. Where "N/A" is used within this document it signifies that this information was not available. [Delete if not applicable]

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
There are two elements to the new function being introduced for use in Adult Social Care: the Liquidlogic Adult Systems (LAS) Mobile App, and the dedicated hybrid device which the app runs on.

1) The LAS Mobile App introduces a new level of functionality as it allows practitioners to e device, to complete the assessment or other task at any location; and then to download the completed form back to LAS. The LAS Mobile App allows practitioners to download caseloads, view an individual record and to complete forms.

The LAS Mobile App is currently only available to use on a dedicated mobile device, and not on SCC standard laptops and i-devices.

The LAS mobile app has been developed by Liquid Logic to use alongside the existing LAS database which staff use to record their interactions with residents. Although various versions of the app are available (ie IOS, Windows, Android), SCC is using the Windows 10 version.

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new devices are being tested alongside the mobile app and have modern functionality such as Windows 10 installed. All of the devices tested have 4G sim cards, to allow practitioners to connect remotely. The evaluation of this has been completed by IT&D and is available separately. Whichever device or devices successfully passes the evaluation, there will need to be a procurement process to roll this out to teams across the council.

The LAS Mobile App and device directly supports, and helps facilitate, some of the focus areas for transforming the council detailed in the SCC Organisation Strategy 2019-23. For example,

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The project team have spoken to a number of other Local Authorities who are also using the mobile app, including Oxfordshire, Stafford and Norfolk to learn lessons from their roll out of the app and mobile devices.

Data used

> LAS Manuals
> IMT Evaluation of D

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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:

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Any negative impacts that cannot be mitigated?

N/A

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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 may benefit from a simpler, streamlined and potentially more accurate process afforded by the LAS Mobile App and device (see

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Any negative impacts that cannot be mitigated?

N/A

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Any negative impacts that cannot be mitigated?

N/A

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3. Staff

Age

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

> 4.86% of the Surrey County Council workforce is aged 16 to 24 years, compared to 3.37% in Adult Social Care & Public Health, and 12 % of the economically active population in Surrey.
> Adult Social Care & Public Health has a higher profile of mature workers than the Surrey wide population, with 31.48% 45-54-years (compared to 15%). This is 28.97% for Surrey County Council as a whole.
> 42.01% of employees in Adult Social Care & Public Health are part time compared with 53.1% in SCC. 38.64% of the Adult Social Care & Public Health workforce are women working part-time.
> 13.36% of the Adult Social Care & Public Health workforce is 60 years and older, compared to 12.62% in Surrey County Council. This compares to 11% of the economically active population in Surrey.

Potential negative impacts:

> Some staff with protected characteristics may feel that their established practice is being compromised.

Potential positive impacts:

> The proposals could help attract younger staff, as it may help the perception among younger staff and potential recruits that SCC is a modern organisation, and who are potentially more comfortable using the LAS Mobile App and device.

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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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 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

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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	Streamlined, simpler and more accurate process- Training to support the introduction of the new technology.	Business Systems Team	Launch and roll-out of LAS Mobile App tba		N/A
2	N/A	Faster process with enhanced functionality (e.g. ability to sign directly onto screen)- Training to support the introduction of the new technology.	Business Systems Team	Launch and roll-out of LAS Mobile App tba		N/A
3	N/A	Rapid online signposting to other services- Training to support the introduction of the new technology.	Business Systems Team	Launch and roll-out of LAS Mobile App tba		N/A
4	N/A	Details of carers unknown to SCC can be captured directly- Training to support the introduction of the new technology.	Business Systems Team	Launch and roll-out of LAS Mobile App tba		N/A
5	N/A	Screen could act as a physical barrier- Training to support the introduction of the new technology.	Business Systems Team	Launch and roll-out of LAS Mobile App tba		N/A

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Item	Initiation Date	Action/Item	

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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:

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

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