

# Equalities Monitoring – Services

## A - Adult Social Care

### Annual Report - 2019-20



Published: January 2021

## Contents

<b>1. Introduction</b>	<b>3</b>
1.1. Access to the services	3
1.2. Key Issues	3
<b>2. Equality Data</b>	<b>5</b>
2.1. Referrals by Sex and Age	5
2.2. Referrals by Race and Age	6
<b>3. Outcomes</b>	<b>6</b>
3.1. Services by Sex and Age	7
3.2. Services by Race and Age	8
<b>4. Satisfaction with Social Care Services and Support</b>	<b>8</b>
4.1. Satisfaction with care and support	8
4.1.1. Satisfaction by Age	9
4.1.2. Satisfaction by Sex	9
4.1.3. Satisfaction by Race	9
<b>5. Equality Duty</b>	<b>10</b>
<b>6. Summary</b>	<b>11</b>

## 1. Introduction

The purpose of equalities monitoring is to ensure the Council is providing a fair and equitable service to all residents. This report provides information in relation to equalities monitoring in Adult Social Care, which sits within the People Directorate within the Council.

Adult Social Care has a statutory responsibility for assessing and providing care and support for adults (aged 18 or over) living in the Bracknell Forest area needing help to stay independent, safe and well. The Care Act 2014 puts people fully in control of the support they receive and places the wellbeing of each individual at the centre of decisions. This report aims to show that the council is providing a fair and equitable service to all residents who are eligible for support. Monitoring is undertaken across the care management process, as well as annual surveys.

Further information on the work of Adult Social Care can be accessed at: [Health and social care | Bracknell Forest Council \(bracknell-forest.gov.uk\)](https://www.bracknell-forest.gov.uk/health-and-social-care)

There are 17 racial groups. In order to monitor race, we have compared those people of a white background against people of a Black and Minority Ethnic (BME) background.

### 1.1. Access to the services

Access to adult social care can be via several communication methods such as calling reception, calling individual teams, email and via online forms.

Documents and publications can also be provided in alternative formats for people who have difficulty with accessing text information including people with learning difficulties, partially sighted people and blind people.

### 1.2. Key Issues

#### **Lack of paid employment and voluntary opportunities for adults with a learning disability.**

The Office for National Statistics (2019) states that in 2019 the employment rate for disabled people with a specific or severe learning difficulties were the lowest rate of any impairment in 2019 at 17.6%

To support the employment needs of individuals with a learning disability and autism Bracknell Forest Council have a supported employment service called Breakthrough. Breakthrough provide Advice and support to people in all aspects of looking for and sustaining meaningful employment opportunities.

Help and support includes:

- Job seeking

- CV's and covering letters
- source work experience / volunteering opportunities
- source training opportunities
- job centre appointments
- Interview preparation and support
- travel training
- on the job support (job coaching)

### **Lack of specialist accommodation for individuals with a learning disability and challenging behaviour**

The Learning disability team have a good relationship with the housing team within Bracknell Forest Council and work closely with them to look at possible housing options for the individuals they support. This includes support with emergency placements and the sourcing of long term adapted accommodation.

Adult Social Care continue to work with external housing providers and have formed positive relationships with them over the past couple of years. Adult Social Care work with external providers when the council do not have suitable properties available. This secures accommodation for individuals with complex needs and reduces the need to place individuals out of borough.

Individuals with complex needs have been placed into adapted accommodation in the last year within the local authority

### **Social isolation and loneliness in older people**

Social isolation and loneliness has been highlighted as an issue within the Covid 19 residents survey. This has been picked up by the Overview and Scrutiny Committee for Care and work will proceed in January 2021 to identify actions for the Local Authority and key partners.

### **Integrated Health and Social Care**

Within Adult Social care we pride ourselves on having integrated health and social care teams which improve outcomes for individuals placing them at the centre of their support. With this in mind our integrated teams also work in line with the following Equality and Diversity Strategies

[Reports, policies and procedures | Berkshire Healthcare NHS Foundation Trust](#)

Please note that the above is not an exhaustive list and does not represent all key equality and diversity issues within Adult Social Care. Work is being completed in 2020-2021 to look at how we best gather this information to ensure these reports fully encompass the equality and diversity issues faced in practice. This will include work to improve the audit process within Adult Social Care in which BAME audits will be completed as a priority to inform best practice.

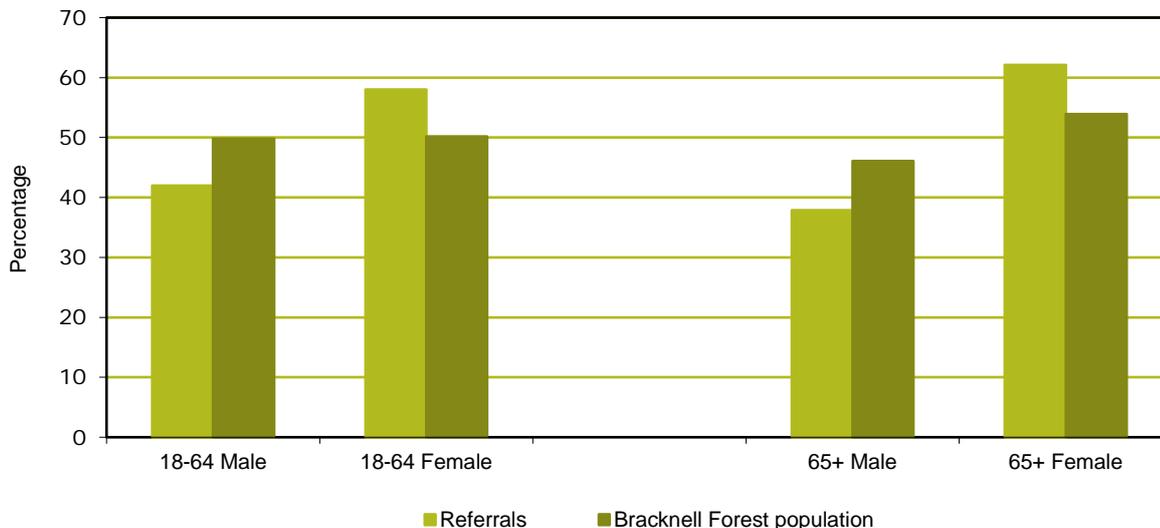
## 2. Equality Data

There were 2,243 requests for support from new people (not known to Adult Social Care at the time of the referral) between April 1, 2019 and March 31, 2020. This compares to 2,137 requests for support received in 2018-19, representing a 5.0% increase in the number of requests for support in 2019-20.

### 2.1. Referrals by Sex and Age

Sex	Referrals in 2019-2020 Bracknell Forest		2019 Population of Bracknell Forest	
	Male	Female	Male	Female
Age Band				
18-64	42.0%	58.0%	49.8%	50.2%
65+	37.9%	62.1%	46.1%	53.9%
All 18+	38.5%	61.5%	49.1%	50.9%

Source: SALT STS001, tables 1a and 1b 2019-20, and Office of National Statistics (ONS) 2019 Mid-Year Population Estimates for Bracknell Forest

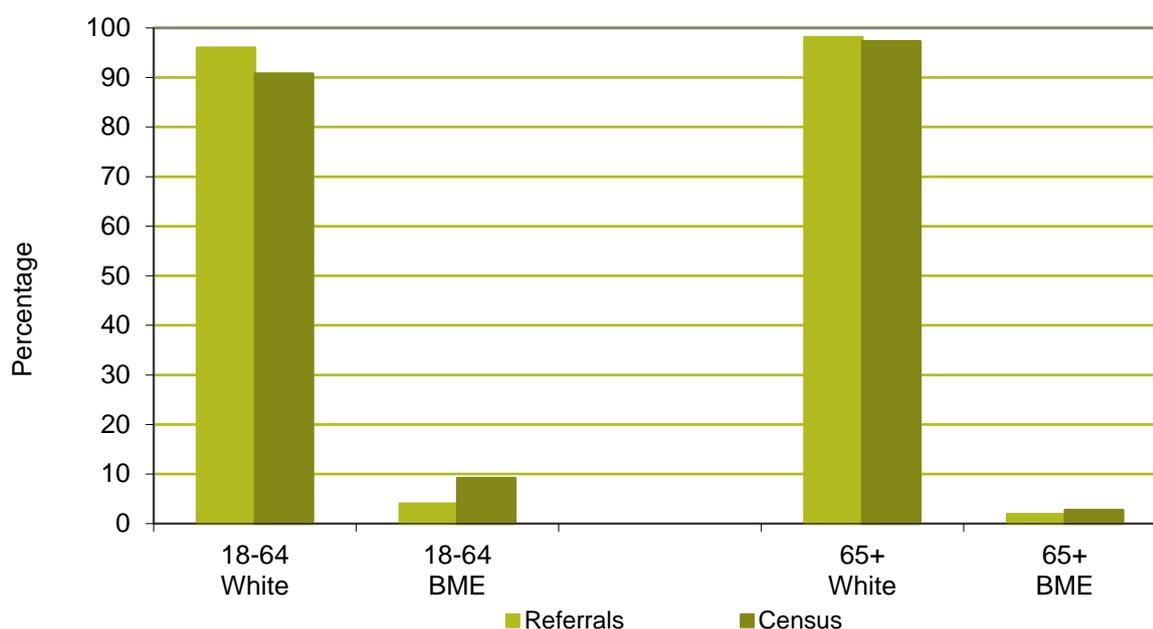


There has been a decrease during 2019-20 in the number of referrals for males for both age groups, with a decrease of 13.9% in the 18-64 age group and a 6.4% reduction for males aged 65 or over. Both rates are below the proportions in the wider Bracknell Forest population. In 2018-19 males in the 18-64 age group were in line with the wider population rates and older males were under represented, therefore it is a concern that numbers have reduced.

## 2.2. Referrals by Race and Age

Race	Referrals in 2019-2020 Bracknell Forest		Bracknell Forest Council Census 2011	
	White	BME	White	BME
Age Band				
18-64	96.0%	4.0%	90.8%	9.2%
65+	98.1%	1.9%	97.3%	2.7%
All Ages	97.8%	2.2%	91.8%	8.2%

Source: SALT STS001, tables 1a and 1b 2019-20, and ONS 2011 Census for Bracknell Forest



Nine point two percent of Bracknell Forest's 18-64 population are from a BME background and yet they only make up 4.0% of the number of referrals received. For the number of referrals to be comparable, there would need to be an additional 16 referrals from people from a BME background. For the 65 or over population from a BME background, referrals are below the wider population, a worsening of the position compared to 2018-19. An extra 15 referrals from people from a BME background would bring the number of referrals into comparison to the wider population. It should be noted that these are relatively small numbers where small differences can make a large impact.

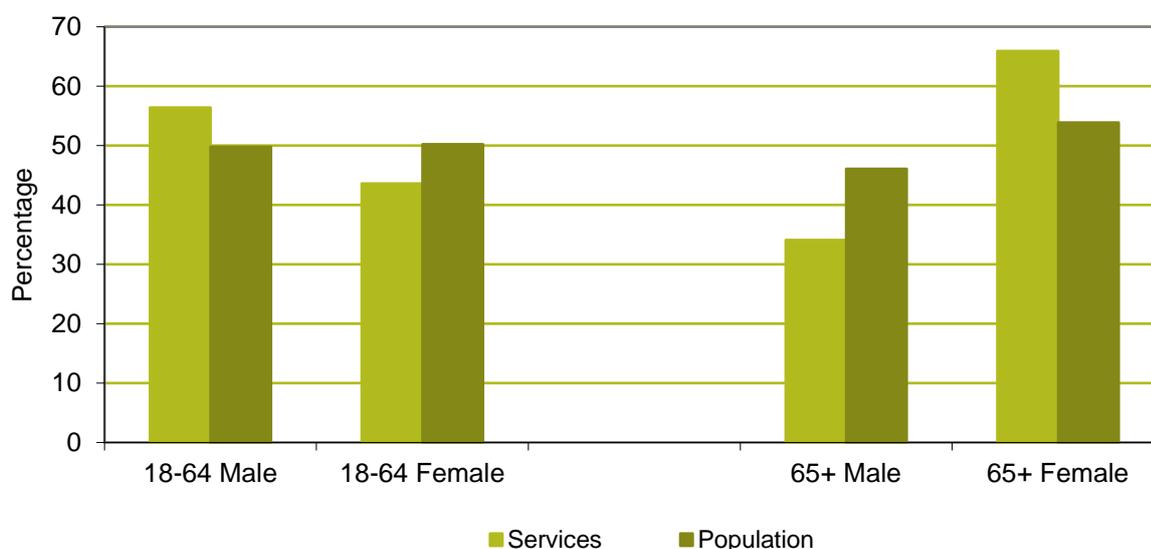
## 3. Outcomes

Bracknell Forest's Adult Social Care provides or commissions a range of services for people who are eligible for our support. There were 1009 people who received long-term services from Adult Social Care on March 31, 2020.

### 3.1. Services by Sex and Age

Sex	Services in 2019-2020 Bracknell Forest		2019 Population of Bracknell Forest	
	Male	Female	Male	Female
18-64	56.4%	43.6%	49.8%	50.2%
65+	34.1%	65.9%	46.1%	53.9%
All Ages	43.6%	56.4%	49.1%	50.9%

Source: SALT LTS001b 2019-20, Table 1a and 1b, and ONS 2019 Mid-Year Population Estimates for Bracknell Forest



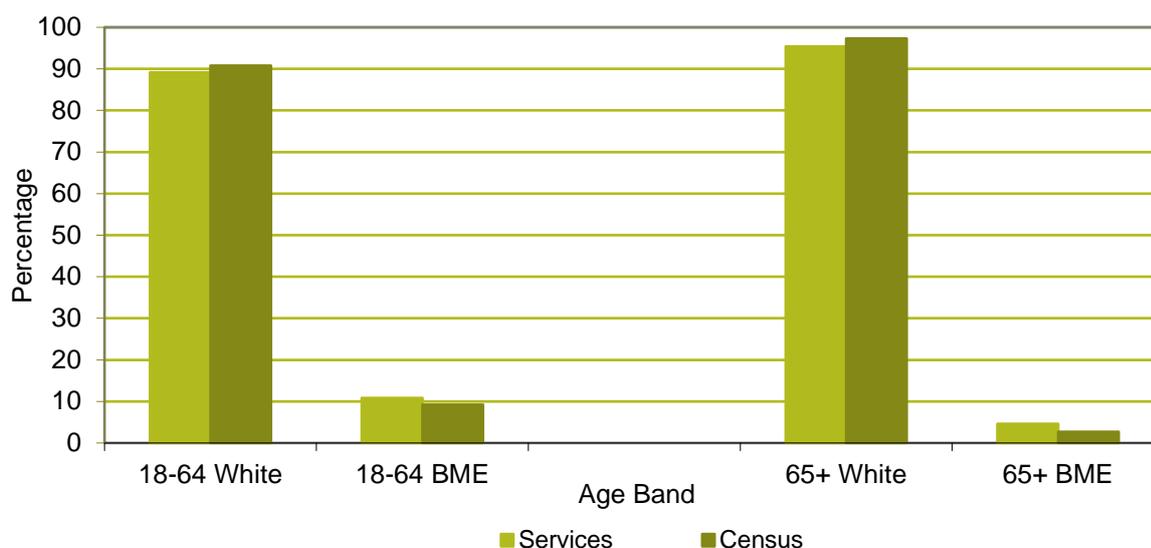
For the 18-64 age group, there are slightly more males than females receiving long term support when compared to the local population (54.6% compared with 49.8%). This is probably due to the majority of this cohort being people with a learning disability, where a diagnosis is more prevalent in males than females.

As with previous years, the older people cohort shows more women than men in receipt of long term support when compared against the Bracknell Forest older population. These figures are in a similar ratio to the number of people making referrals. Again, this may be because older aged men have a lower propensity to contact social care than women of the same age. However, when analysing the rate of the percentage of people making a referral who are then in receipt of services on March 31, this shows 1.13 for men and 0.92 for women, that is, men are slightly more likely to go on to receive services than women, and is broadly in line with data from 2018-19 with 1.02 and 0.98 for men and women respectively.

### 3.2. Services by Race and Age

Race	2019-2020 Bracknell Forest		Bracknell Forest Council Census 2011	
	White	BME	White	BME
Age Band				
18-64	89.2%	10.8%	90.8%	9.2%
65+	95.4%	4.6%	97.3%	2.7%
Total	92.8%	7.2%	91.8%	8.2%

Source: SALT LTS001b 2019-20 Tables 4a and 4b and ONS 2011 Census for Bracknell Forest



The proportion of people supported based on the person's race is in line with the population of Bracknell Forest.

## 4. Satisfaction with Social Care Services and Support

In order to measure the satisfaction of care and support a person receives Adult Social Care contacts a sample of people in receipt of long term support directly through a questionnaire. This survey is agreed at a national level and is conducted by every adult social care department in the country. The survey identifies how people feel about the care and support they receive. It should be noted that Adult Social Care's services are needs driven and therefore whilst the service is as inclusive as possible, it responds to the local need which exists.

### 4.1. Satisfaction with care and support

One question drawn from the survey is used to measure the experience of care and support. Analysis of surveys suggests that reported satisfaction with services is a good predictor of people's overall experience of services. The question is "Overall, how satisfied or dissatisfied are you with the care and support services you receive?". Due to low numbers of responses for some stratum

no comparison will be made between the data sets and the data is presented for information purposes only.

#### 4.1.1. Satisfaction by Age

Response	18-64	65+
Extremely/Very Satisfied	77.9%	66.7%
Quite Satisfied	15.9%	25.1%
Neither	2.7%	5.8%
Quite Dissatisfied	0.9%	1.8%
Very/Extremely Dissatisfied	2.7%	0.6%

Source: Adult Social Care Survey 2020

#### 4.1.2. Satisfaction by Sex

Response	Male	Female
Extremely/Very Satisfied	67.9%	73.0%
Quite Satisfied	23.6%	20.2%
Neither	4.7%	4.5%
Quite Dissatisfied	1.9%	1.1%
Very/Extremely Dissatisfied	1.9%	1.1%

Source: Adult Social Care Survey 2020

#### 4.1.3. Satisfaction by Race

Response	White	BME
Extremely/Very Satisfied	72.1%	55.6%
Quite Satisfied	21.0%	33.3%
Neither	4.2%	5.6%
Quite Dissatisfied	1.5%	0.0%
Very/Extremely Dissatisfied	1.1%	5.6%

Source: Adult Social Care Survey 2020

As you can see from the above data 5.6% of BME individuals responded as being very/extremely dissatisfied compare with only 1.1% of white individuals. The reason for this is currently unknown however as discussed above this is something that will be further explored through completing BAME audits within 2021. As part of improving the audit process we will also be increasing the feedback with get from individuals to ensure this helps inform practice.

## 5. Equality Duty

Within Adult Social the work that is carried out on a day to day basis is underpinned by Law and statutory guidance. Those that link to Equality and Diversity are:

### **Care Act 2014**

This legislation underpins much of the day to day work within Adult Social Care and sets the eligibility criteria for care and support ensuring a fair process for all individuals. The work completed within Adult Social Care is person centred and tailored around the needs of the individual taking into account individuals wishes and beliefs.

*(Care Act 2014)*

### **Human Rights Act 1998**

Within Adult Social Care all work completed is inline with the Human Rights Act ensuring we follow the following five principles:

- Fairness
- Respect
- Equality
- Dignity
- Autonomy

*(Human rights, 1998)*

### **Mental Capacity Act 2005**

Within Adult Social Care we must follow this piece of legislation which gives us the legal framework to promote and safeguard decision making. This means that we must complete the following:

- Empower individuals to make decisions for themselves whenever possible
- Protect people who lack capacity to make specific decisions and ensure that decisions are made in their best interests placing the individual at the heart of any decision
- Support individuals to plan for a time in the future in which they may lack capacity.
- Under DoLS we must ensure that people who cannot consent to their care arrangements in a care home or hospital are
- DoLS ensures people who cannot consent to their care arrangements in a care home or hospital are protected if those arrangements deprive them of their liberty.

*(Mental Capacity Act, 2005)*

## **Mental Health Act 1983**

Within Adult Social Care we must follow this piece of legislation which covers the assessment, treatment and rights of individuals with a mental health disorder. The Mental Health Act informs individuals with a mental disorder of their rights in regard to how they are treated.

*(Mental Health Act, 1983)*

## **Social Work Professional Capability Framework**

Social Workers within Adult Social Care follow a Professional Capability Framework (PFC) which is a professionally owned overarching framework of social work education and development.

Standard 3 within this framework highlights social workers responsibilities in regards to Diversity and Equality and states that social workers must:

- recognise the complexity of identity and diversity of experience and apply this to practice
- recognise discriminatory practices and inequality and develop a range of approaches to appropriately challenge service users, colleagues and senior staff
- critically reflect on and manage the power of my role in my relationship with people using services and others, adapting my practice accordingly and striving to reduce the risk of power misuse.

*(BASW, 2020)*

## **6. Summary**

Generally, Bracknell Forest Council is supporting its residents fairly, regardless of age, race or gender. However further work can always be done to promote/ensure that older males and people of a black and minority ethnic group are accessing services.

The next Equalities Monitoring report will be for 2020-21.

## **Reference list**

BASW, 2020, *Social Worker 3 – Diversity and Equality*. [Online] Available at: < [Social worker 3 - Diversity and equality | www.basw.co.uk](https://www.basw.co.uk/social-worker-3-diversity-and-equality) > [Accessed on 01<sup>st</sup> December 2020]

Mental Health Act 1983, c.20. [Online] Available at: < [Mental Health Act 1983 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/1983/20) > [Accessed 01<sup>st</sup> December 2020]

Mental Capacity Act 2005, c.9 [Online] Available at: < [Mental Capacity Act 2005 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2005/9) > [Accessed on 01<sup>st</sup> December 2020]

Human Rights Act 1998, c.42 [Online] Available at: < [Human Rights Act 1998 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/1998/42) > [Accessed on 30<sup>th</sup> November 2020]

Office for National Statistics, 2019. *Disability and Employment*, UK:2019. [Online] Available at: < [Disability and employment, UK - Office for National Statistics \(ons.gov.uk\)](https://ons.gov.uk/peopleandwork/employmentandhrm/disabilityandemployment)> [Accessed 30<sup>th</sup> November 2020]

Care Act 2014, c.23 [Online] Available at: < [Care Act 2014 \(legislation.gov.uk\)](https://www.legislation.gov.uk/ukpga/2014/23) > [Accessed on 01<sup>st</sup> December 2020]