

# Adult Social Care Scrutiny Commission

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## Adult Social Care Service User Group Equalities Overview

Date: 8 March 2016

Lead Director: Steven Forbes

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Leicester  
City Council

## Useful information

- Ward(s) affected: All
- Report author: Adam Archer
- Author contact details: 454 4133
- Report version: 1

## 1. Summary

- 1.1 This report presents an overview of equalities issues relating to Adult Social Care (ASC) in Leicester. Taking the profile of Leicester’s population as a baseline, the report provides information on the profile of people making contact with and going to receive services from ASC and the outcomes for those service users.
- 1.2 This information helps us understand how we are meeting our Public Sector Equality Duty, as created under the Equality Act 2010. The Act places a duty on public bodies to have due regard to the need to:
- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Act.
  - Advance equality of opportunity between people who share a protected characteristic and those who do not.
  - Foster good relations between people who share a protected characteristic and those who do not.
- 1.3 The equality duty covers the nine protected characteristics: age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex and sexual orientation. Public authorities also need to have due regard to the need to eliminate unlawful discrimination against someone because of their marriage or civil partnership status.
- 1.4 This report focusses on the protected characteristics of age, disability, sex, religion or belief and race. The vast majority of service users choose not to disclose other protected characteristics.

## 2. Recommendations

- 2.1 The Adult Social Care Scrutiny Commission are recommended to note the contents of this report and feedback on any further information the Commission would like to receive.

### **3. Report**

#### **3.1 Background**

- 3.1.1 The Council's commitment to equalities is set out in our 'Equality and Diversity Strategy'.
- 3.1.2 It states that Leicester City Council is committed to equality of opportunity, elimination of discrimination, and promotion of good relations between all people, regardless of age, disability, race, ethnic or national origin, gender, gender identity, religion or belief, sexual orientation, pregnancy or maternity, marital or civil partnership status, or trade union membership.
- 3.1.3 Our aim is to ensure that people can fully participate in and benefit from the social, cultural, economic and environmental quality of life in Leicester. We will make sure that the way we meet individual and community needs is fair, equitable and helps ensure that limited resources are targeted at those most in need.
- 3.1.4 This means that in our day-to-day practice we will treat all people with respect. We will provide accessible information on our services, community activities and events we support. We will ensure that our services are accessible and culturally appropriate to meet the needs of those using them. We will engage with local residents and the city's diverse communities, with young and older people, to get their views and understand their needs as well as their concerns.
- 3.1.5 The strategy also explains how we will meet our legal duties as described in the summary of this report. In short, we will meet our equality duties by: Assessing the impact of our decisions on different groups of people; being clear about how we assess and meet individual need; and not tolerating any form of discrimination that affects our employees, our service users or our communities.
- 3.1.6 This report aims to follow the customer journey from contact, through assessment, the provision of support and outcomes achieved, and any subsequent review of that support.

#### **3.2 Leicester's Population**

- 3.2.1 Leicester is a growing city; large population growth was recorded between the most recent Census in 2011 and the previous one, from 2001. It is clear from population estimates that have been made annually since the latest census year that this trend continues.
- 3.2.2 In 2011, the recorded population of Leicester was 329,839, of whom 251,952 were aged over 18 years. In 2001, the recorded population was 279,921, of whom 209,812 were aged over 18 years. Between the census years this represents a 17.8% rise in the total population, and a 20% rise in the population aged over 18.
- 3.2.3 A further rise since the most recent census has been estimated. The most recent mid-year population estimate (for 2014) was published in June 2015. It shows the population of Leicester rising further, to 337,653, of whom 256,903 were aged over 18.
- 3.2.4 Leicester's population is ethnically very diverse, and a far higher proportion of residents come from backgrounds other than white British than is the case nationally. In 2011, half of the population were white British, 50.6% with those of South Asian backgrounds the next largest group at 31.8%.

3.2.5 Leicester is also a young city, with 214,736 adult residents aged 18-64 and 37,216 aged 65 and over. It is notable how the ethnic makeup of Leicester's population varies by age group, with white British people comprising 65.2% of those aged over 65, compared to just 44.3% of those aged 18-64

### **3.3 ASC Profile: Contacts Received**

3.3.1 During 2014/15 a total of almost 19,900 contacts were received by Adult Social Care. A majority came from women, 11,536 of the total.

3.3.2 Of all contacts received where the ethnicity of the person is known, 56.2% came from white residents, 30.3% from Asian's and 4.1% from black residents.

### **3.4 ASC Profile: Cases Awaiting Allocation**

3.4.1 A total of 243 cases are currently in allocation or duty tray at team level, having excluded those receiving reablement and those currently with SPOC or in Reassessment. Of these 243 cases, 54.7% are female and 45.3% are male. This is close to the overall gender breakdowns for contacts received and for those receiving Long Term support, where the proportion of women is 59% and men 41%. The ethnic and age breakdowns of unallocated cases also broadly reflect the same breakdowns of all assessments undertaken.

### **3.5 ASC Profile: Assessments Completed**

3.5.1 During 2014/15 a total of 6,822 assessments were completed by Adult Social Care. 63% related to those aged 65 and over.

3.5.2 Of all assessments completed, 61.6% were for white ethnic group, 31.9% for Asian's and 4.3% for other ethnic groups.

### **3.6 ASC Profile: Services and Support**

3.6.1 As of 31<sup>st</sup> March 2015 over 5,000 people received Long Term Support from us. Of those where the ethnicity of the service user is known, 62.8% were white British. Service users from an Asian background were 31.3% of the total. 59% of our service users were female with 41% male. The Primary Support Reason for accessing services was: 49% for Physical Support; 2% for Sensory Support; 7% for memory and cognition; 19% for mental health; 17% Learning Disability support and 5% for Social Support.

3.6.2 The higher proportion of contacts and long term service users identified as white British is in keeping with the higher proportion of white British people among the older population of Leicester, i.e. those aged 65 and over.

3.6.3 A total of 476 safeguarding referrals were received during 2014/15. Of these, 72.9% involved an 'at risk individual' (the subject of the referral) from a white British background, 21.6% involved an Asian/Asian British alleged victim and 3.4% a black/black British at risk individual. The Adult Safeguarding Board identified this apparent under-representation of people from an Asian background in their annual report. While there is a possibility of under reporting one issue is thought to be linked to setting from which referrals arise (about 50% of all referrals relate to a residential care setting where Asians are under-represented). In 60% of cases, the at-risk individual was female, in 40% of cases this person was male.

3.6.4 During 2014/15 over 1,100 carers received services from ASC (usually a one-off carers grant). Of

these 777 were female and 386 male. 543 carers in receipt of services were of a white ethnicity, with 516 Asian and 64 black. This shows us that there are a disproportionately high number of Asian carers receiving support and suggests that people of Asian ethnicity are more likely to assume an unpaid caring role.

### **3.7 ASC Profile: Outstanding Reviews**

- 3.7.1 A total of 2347 reviews that have been outstanding for more than 1 year were recorded on a snapshot date of 15<sup>th</sup> December 2015. Of these 1131 have been outstanding for more than 2 years.
- 3.7.2 When broken down by age, gender and ethnicity, the proportions of overdue reviews broadly reflect the profile of all assessments undertaken. There is a 60/40 split between women and men (2,078 and 1,400 respectively). Among the ethnic groups, White and Asian service users are by far the largest proportions of the total (2,249 and 1,011 respectively).

### **3.8 ASC Profile: Outcomes and satisfaction**

- 3.8.1 Across all demographic groupings, service users with Learning disabilities (LD) report higher levels of satisfaction with the care and support they receive than other service users (70% of LD service users compared to 54.2% of other users). A slightly higher proportion of female service users report that they are extremely or very satisfied, 61%, compared to 59% of male service users whom say the same.
- 3.8.2 Looking at the satisfaction with care and support by ethnicity for non LD service users. The proportion of white British service users saying that they are extremely or very satisfied is slightly higher, 62% than for Asian service users 57% and black service users, 55%. The same pattern is seen for users with LD.
- 3.8.3 It is pleasing to report that commendations outnumber complaints for both male and female service users and in every age group (78 complaints against 183 commendations). Older service users make more commendations than younger users, and women offer nearly twice as many as men, though they also comprise a higher proportion of service users overall.

### **3.9 ASC Profile: Our workforce**

- 3.9.1 Leicester City Council considers it is important that our workforce represents the communities whom we serve. In Adult Social Care a very high proportion of our workforce at all levels is female, 77.2% of the total. 39.9% of our workforce are from a BME back ground and 7.4% are disabled.

## **4. Financial, legal and other implications**

### **4.1 Financial implications**

There is no direct financial implication arising from this report.

Rohit Rughani, Principal Accountant, Ext 37 4003

### **4.2 Legal implications**

There are no direct legal implications arising from the contents of this report. Paragraph 1.2 clearly sets out the Local Authorities Public law duties as stipulated under section 149 of the Equality Act 2010.

Pretty Patel, Head of Law, Social Care & Safeguarding, Tel 0116 454 1457.

#### 4.3 Climate Change and Carbon Reduction implications

There are no climate change implications resulting from this report

Louise Buckley, Senior Environmental Consultant, 37 2293

#### 4.4 Equalities Implications

As the report explains, Leicester's population is becoming more diverse over time and there is every indication that this trend will continue. ASC because of the nature of its provision, must be attuned to the social aspects of its users in order to ensure the optimum outcome of their service input. Therefore, understanding and responding appropriately to the range of diverse needs that they must accommodate on an individual basis is crucial. This is in keeping with our Public Sector Equality Duty (PSED) which requires us to demonstrate that we do understand our local population, the impact of our decisions regarding service provision, and who is affected how (based on their protected characteristics). A key flag that highlights where we may not be meeting our PSED is over or under-representation of services users of a particular protected characteristic sub-group, contrary to expectation of overall population trends. Although equality monitoring statistics as presented in the report enable us to start asking questions, the ability of the service to present its story as to how it is responding to the diversity of needs of its service users provides us with the required detail to assess the extent to which we are meeting our PSED.

Irene Kszyk, Corporate Equalities Lead, ext 374147

4.5 Other Implications (You will need to have considered other implications in preparing this report. Please indicate which ones apply?)

5. **Background information and other papers:**

6. **Summary of appendices:**

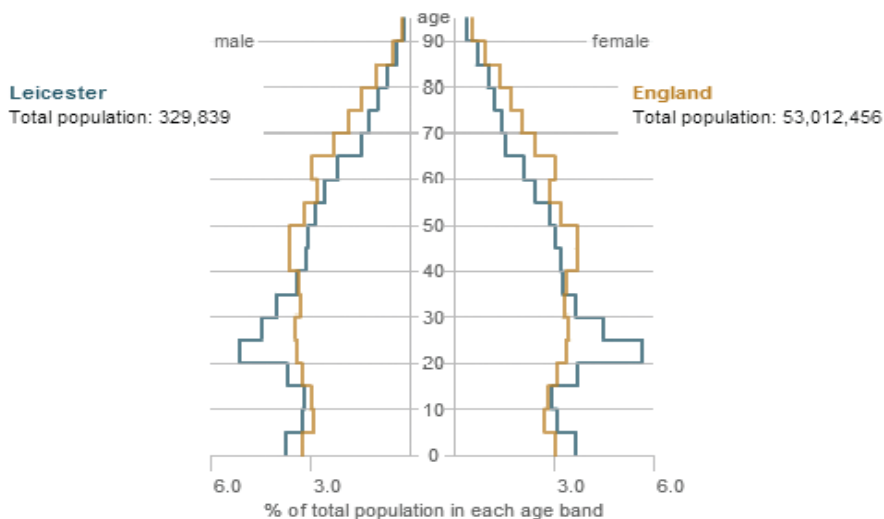
Appendix 1: Supporting Graphs

Supporting Graphs

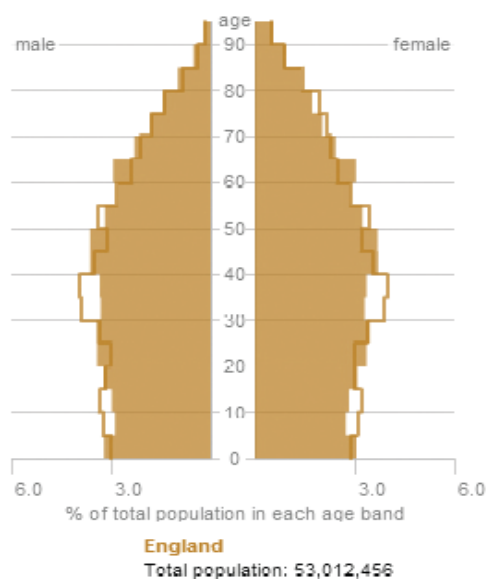
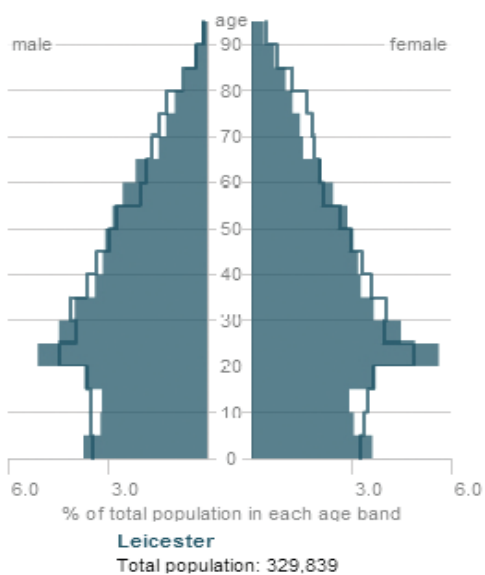
**The Population of Leicester**

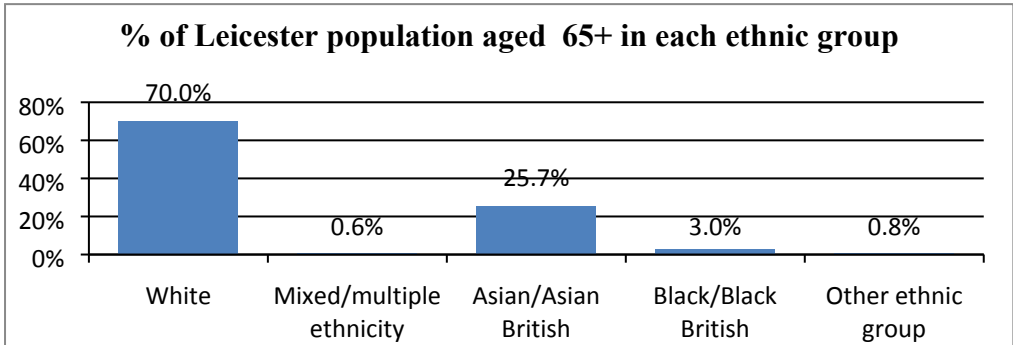
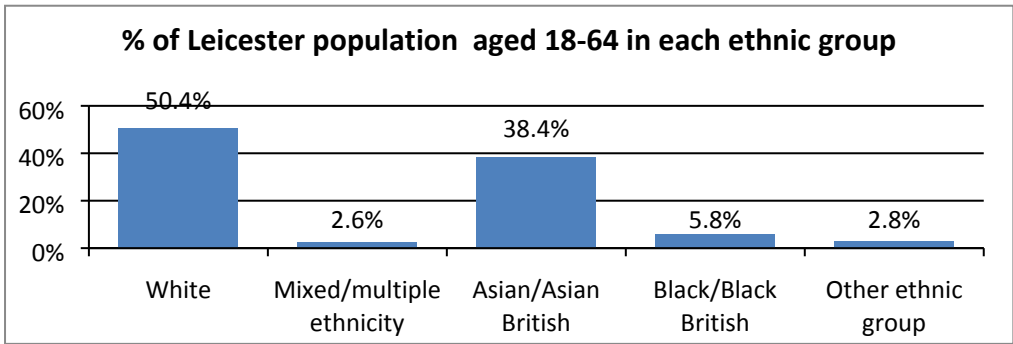
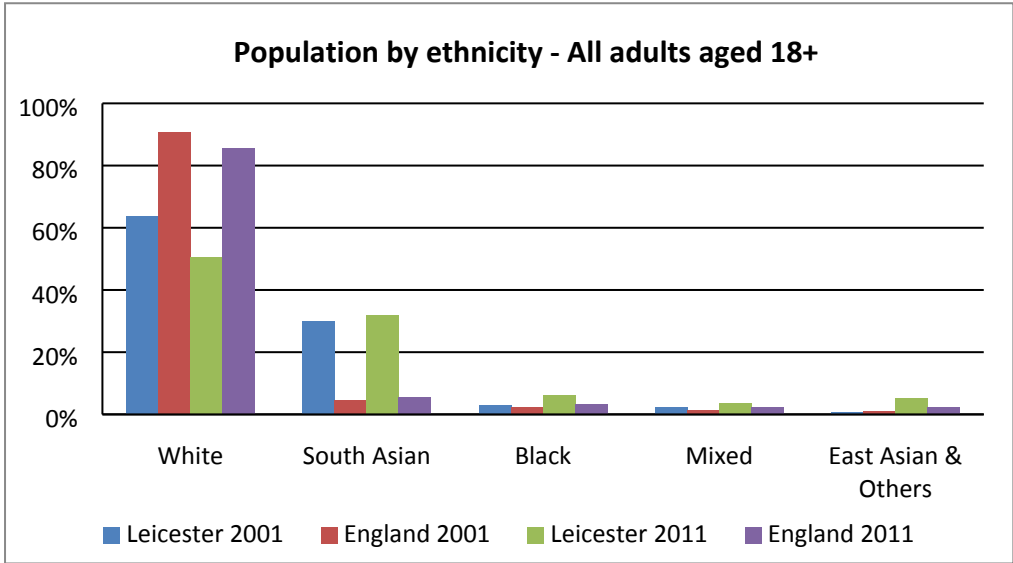
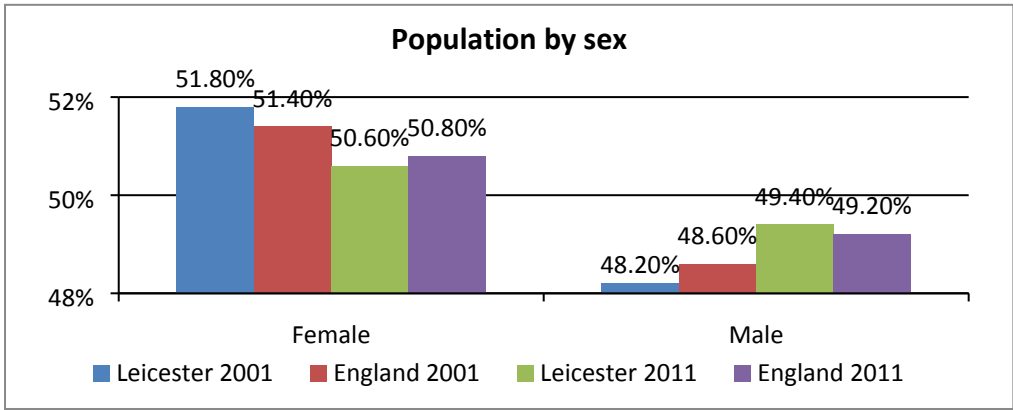
Population Profile of Leicester City: 2001 Census and 2011 Census

**Population comparison between England & Leicester Census 2011**



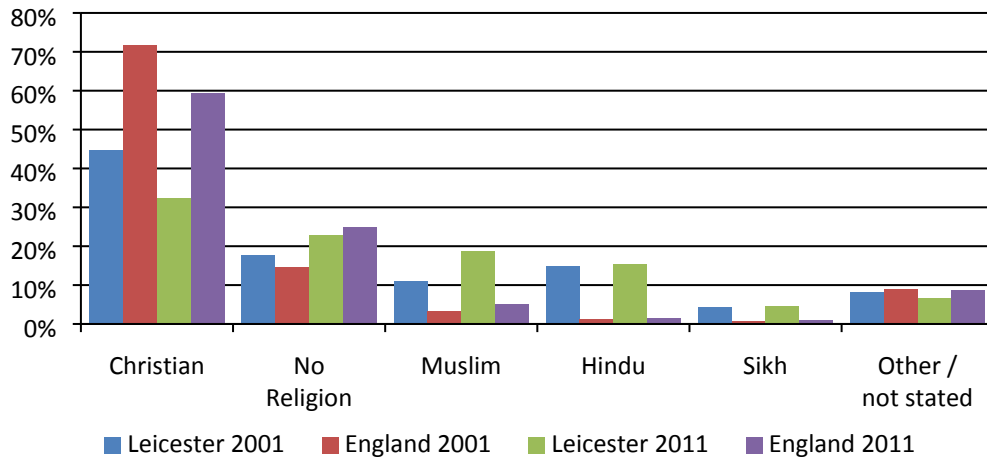
**Population change 2001 - 2011 (outline shows 2001)**





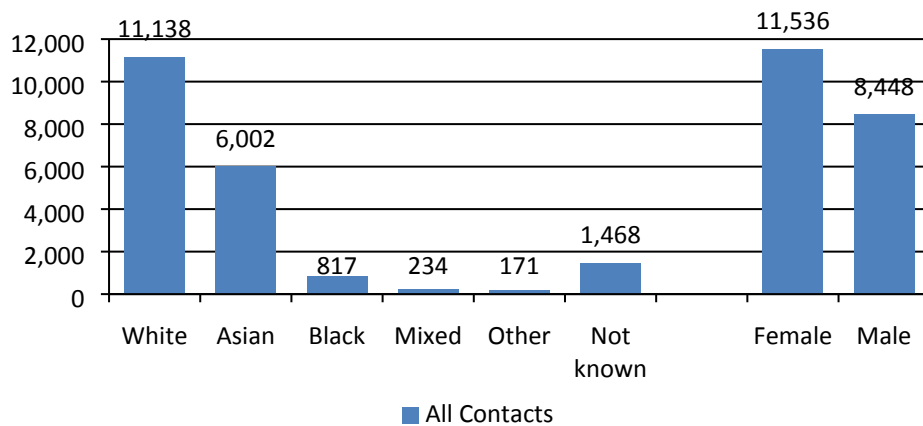


### Population by religion

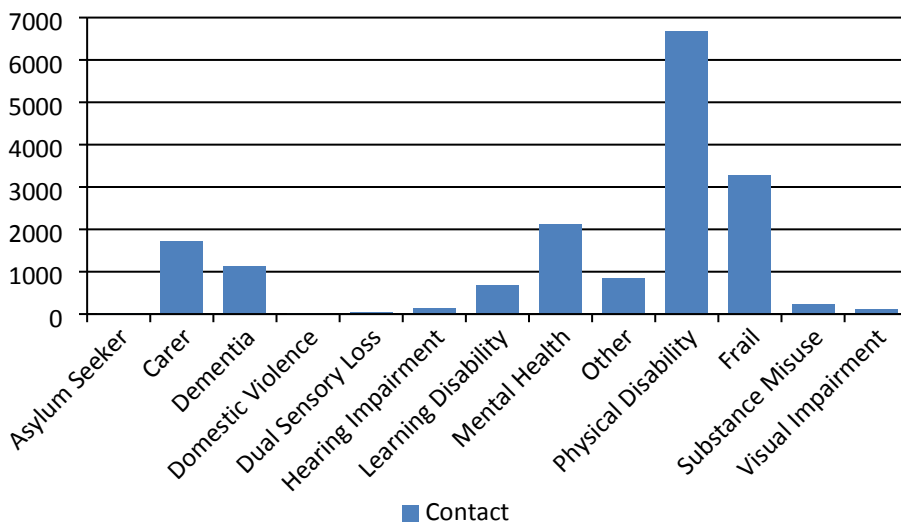


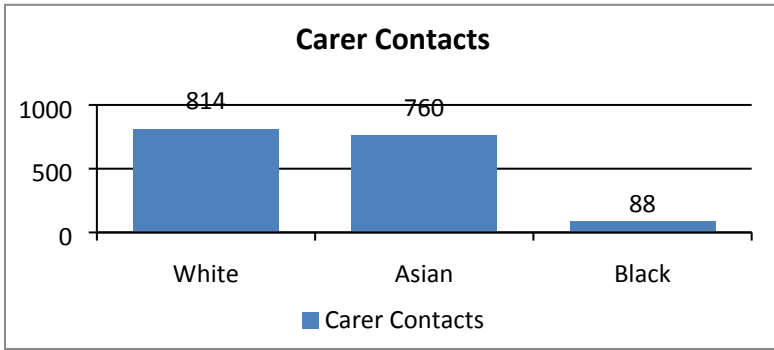
### Adult Social Care – Contacts

#### All Contacts - Ethnicity / Sex (2014/15)

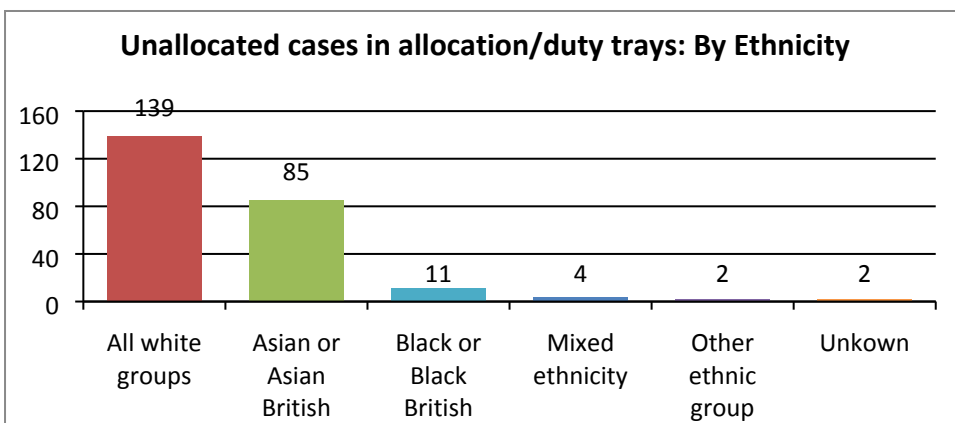
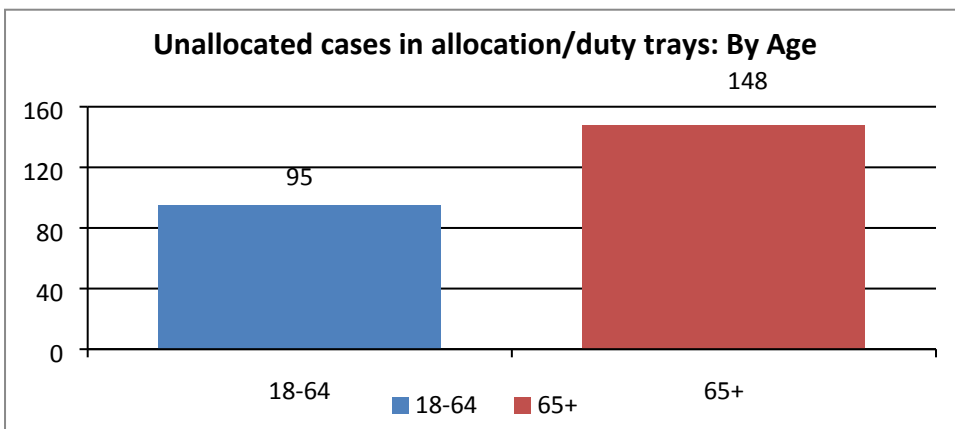
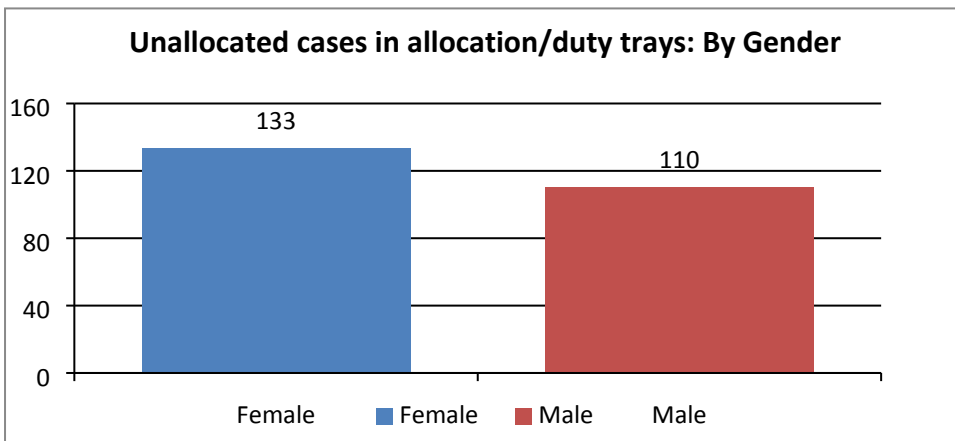


#### Contact by Primary Client Type (2014/15)

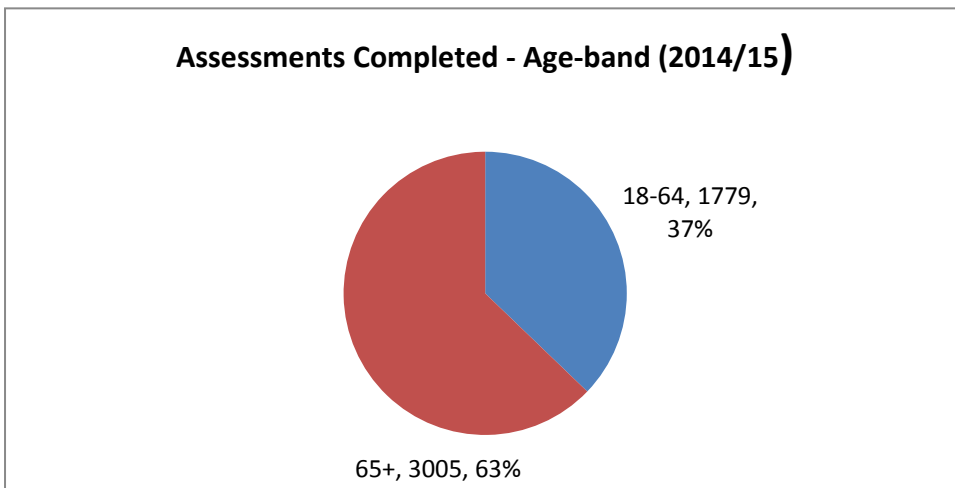
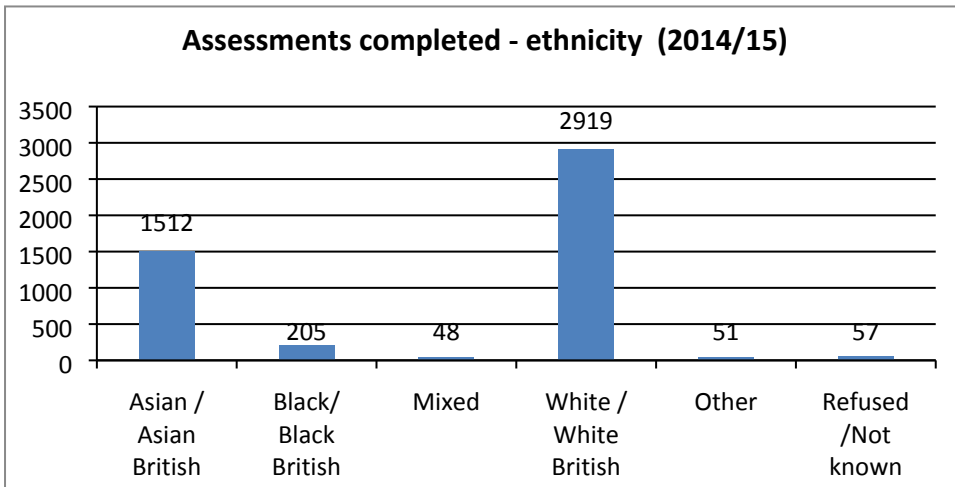




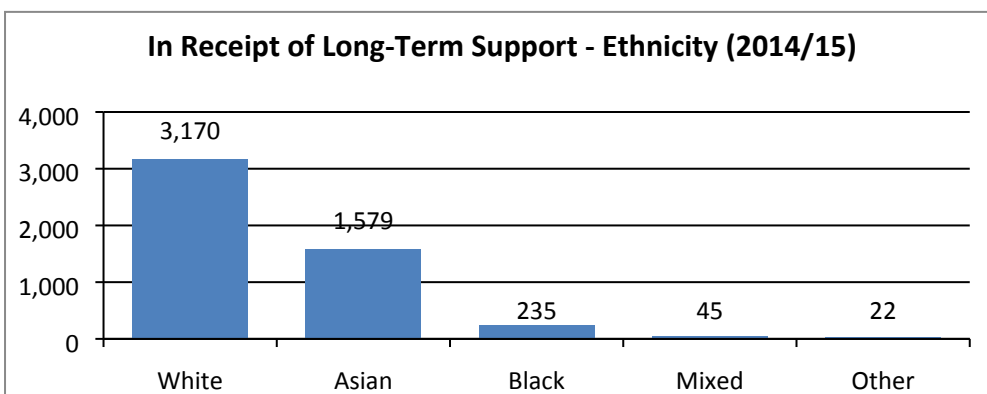
## Adult Social Care – Unallocated Cases



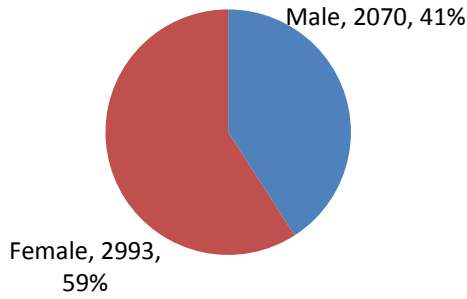
## Adult Social Care – Completed Assessments



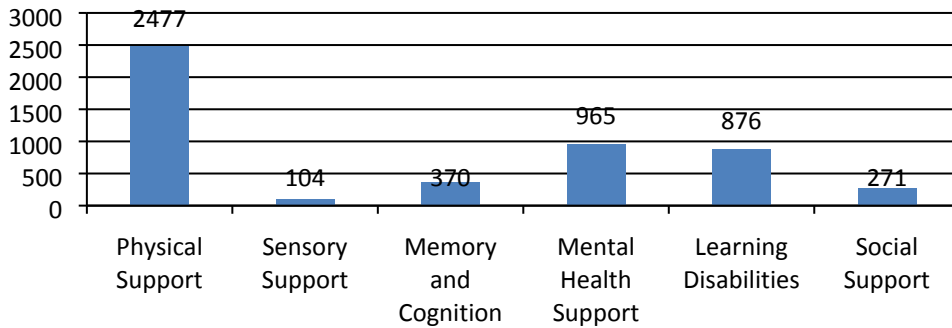
## Adult Social Care – People receiving services and support



**In receipt of Long-Term Support as at 31/3/2015 - Gender**

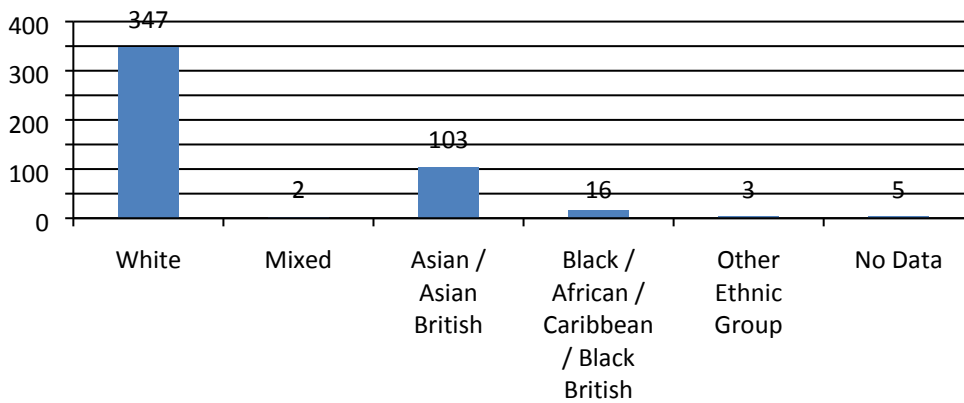


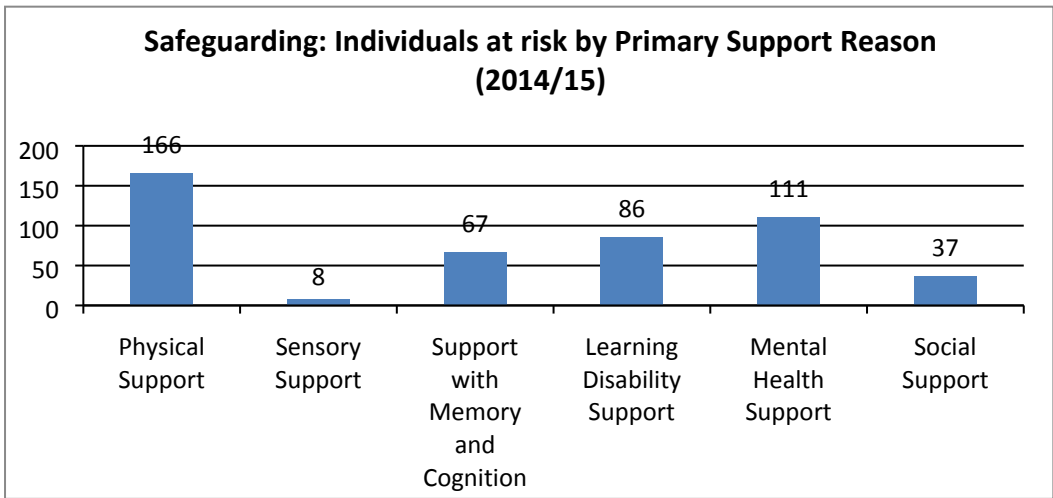
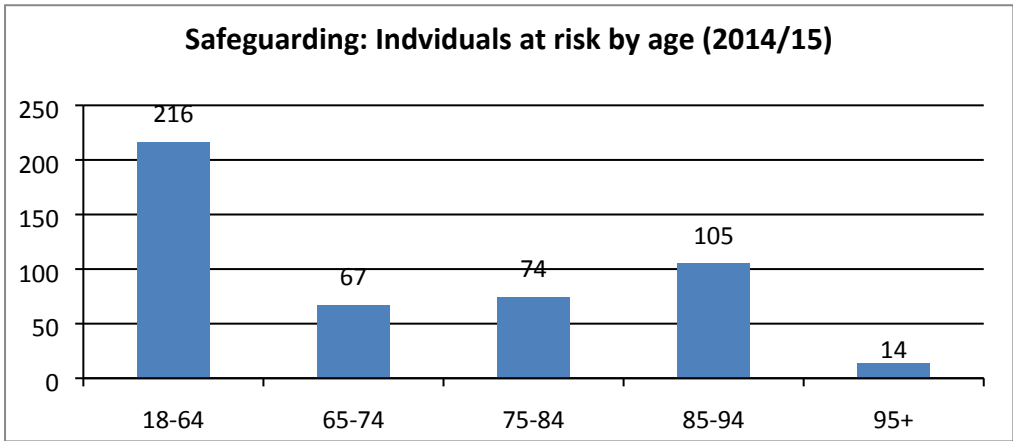
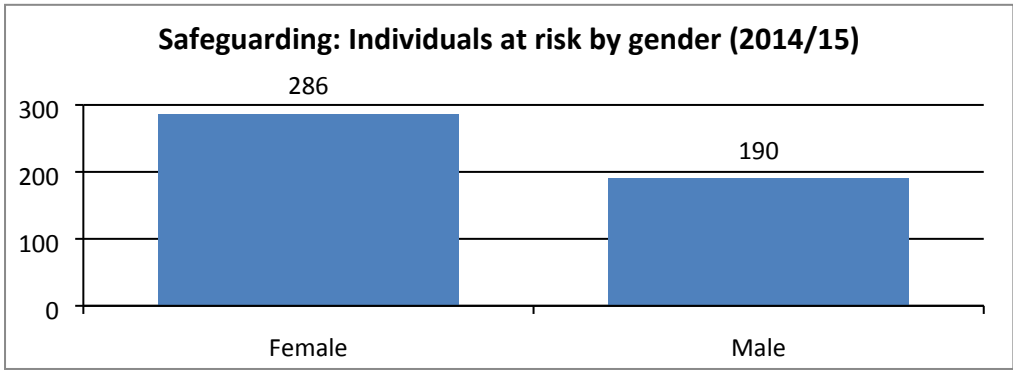
**In Support of Long-Term Support as at 31/3/2015 - Primary Support Reason**



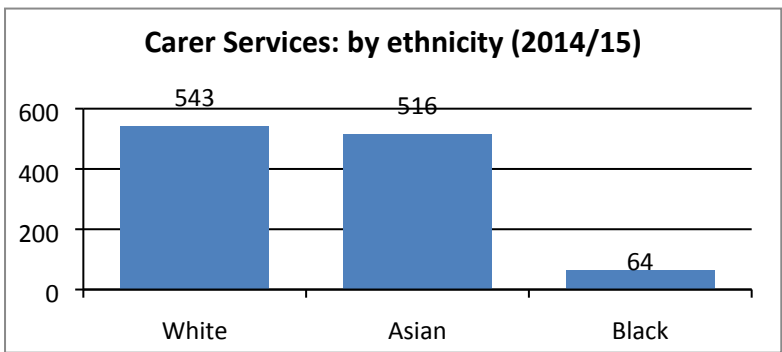
**Adult Social Care - Safeguarding**

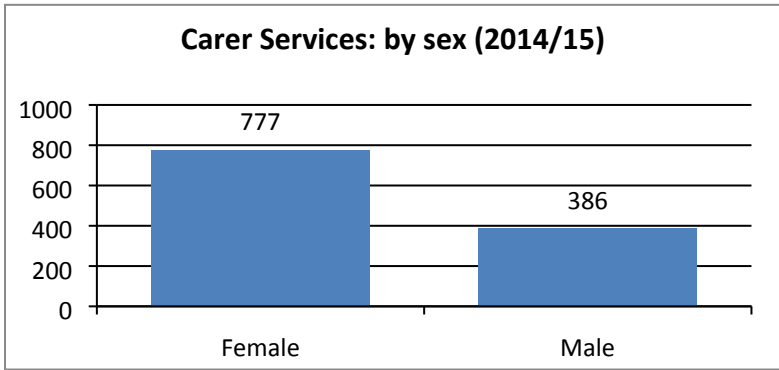
**Safeguarding: Individuals at risk by ethnicity (2014/15)**



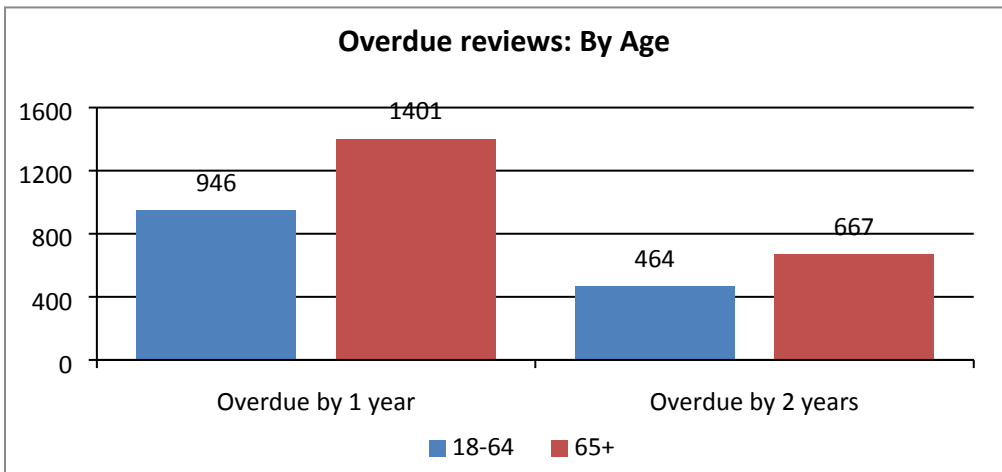
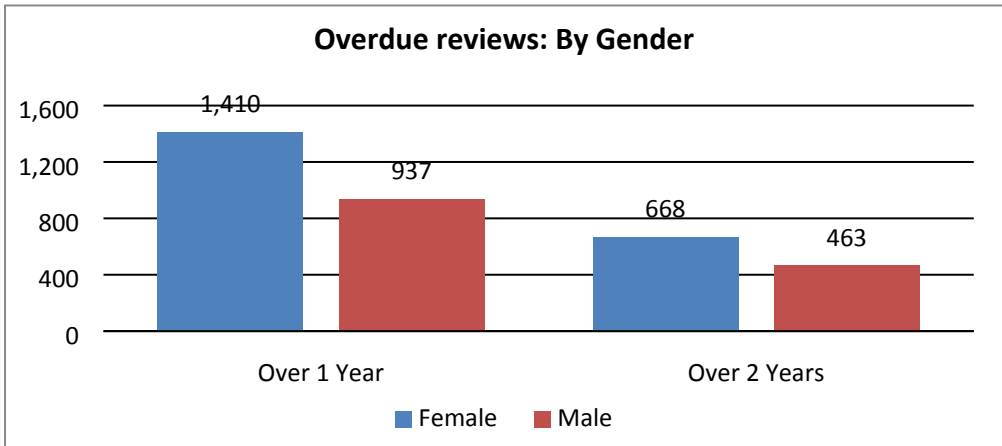


**Adult Social Care - Carers**

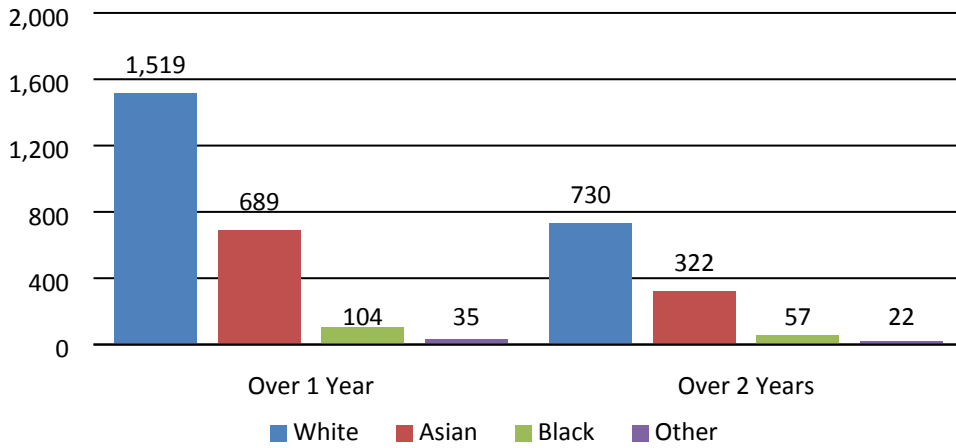




## Adult Social Care – Overdue Reviews

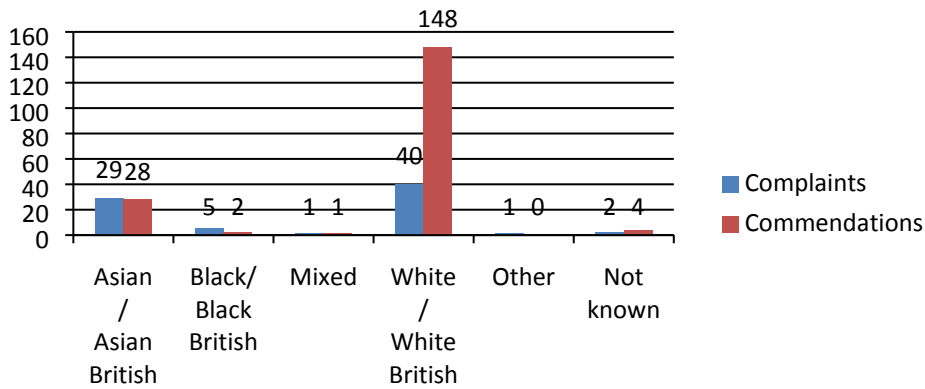


### Overdue Reviews: By Ethnicity

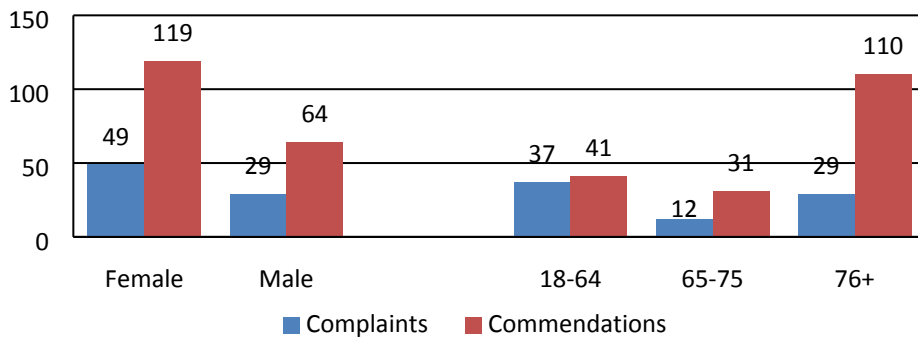


### Adult Social Care – Outcomes and satisfaction

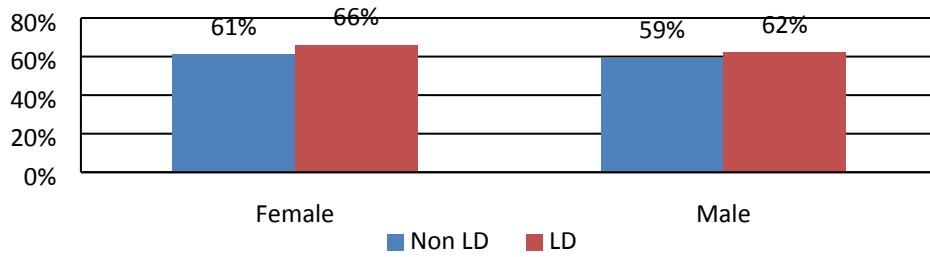
#### Complaints & Commendations by Ethnicity (2014/15)



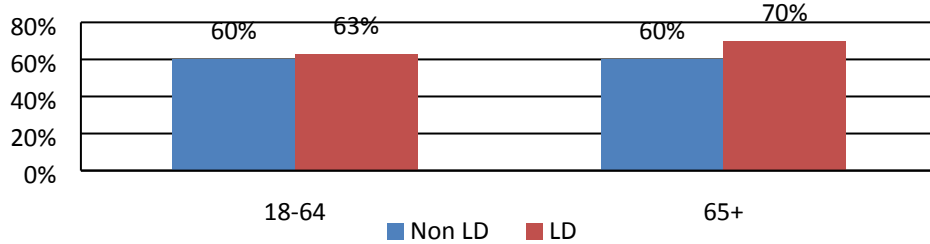
#### Complaints & Commendations by Sex & Age (2014/15)



**Extremely and very satisfied with care and support: by sex  
(2013/14)**



**Extremely and very satisfied with care and support: by age  
(2013/14)**



**Extremely and very satisfied with care and support: by ethnicity  
(2013/14)**

