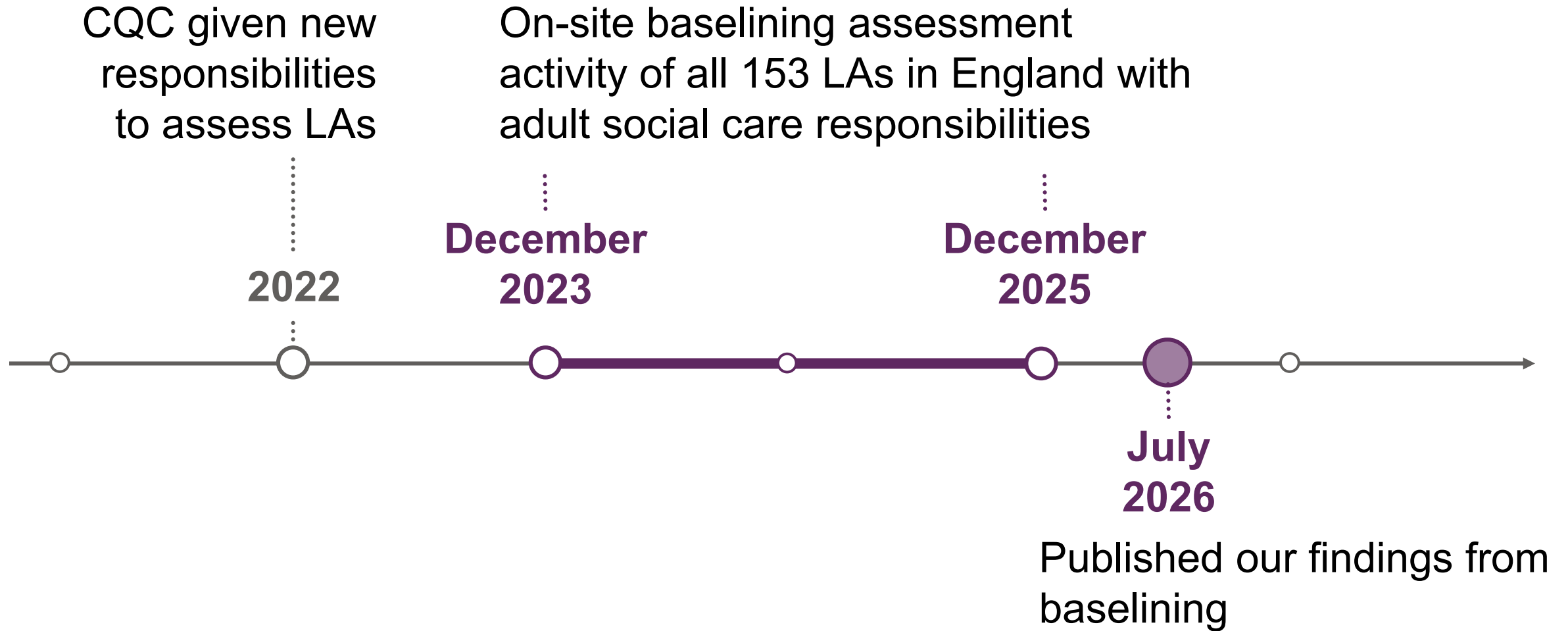


Equity in adult social care: public sector duties, regulatory requirements and good practice

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CQC's local authority assessments

Introduction



Our assessment framework

- Local authorities should consider their Public Sector Equality Duty in how they deliver their care functions under the Care Act, promoting equality and adult social care outcomes.
- Our assessments consider how a local authority is delivering care and support to people, including unpaid carers, who are one of the groups most likely to experience inequality in experience and outcomes.
- Our framework includes a quality statement for equity in experience and outcomes which is scored and contributes to the overall rating.
- Quality statements are supported by rating characteristics.

Equity in experience and outcomes - our findings

Equity in experience and outcomes

- Found a mixed picture of how local authorities were tackling inequalities.
- Often a failure to use knowledge of people whose voices are seldom heard and people with intersecting needs to drive effective commissioning to reduce inequalities.
- Not always equality of provision and access. We saw disparities in waiting times and access to support for people with a learning disability, autistic people, people with complex mental health needs and people with sensory needs.

Understanding people's needs

- Data collection around protected characteristics was extremely variable.
- More work is needed to better understand the needs of people whose voices are seldom heard and intersectionality.
- Some local authority staff were not confident in discussing the needs of diverse communities, for example LGBTQ+ communities and autistic people
- When used well, equality impact assessments supported good decision making and identification of unmet need but were not used consistently across local authorities.

Understanding impact on outcomes

- We saw strong intent around equity but didn't always see this making a difference in reducing inequity of experience and outcomes.
- Those managing equalities well, understood their communities and had well-resourced, co-produced strategies and action plans on how they could tackle inequalities.
- Their aims and objectives were clear through governance, commissioning and strategic decision making.
- Projects and services were embedded and evaluated, and the local authority could demonstrate improved outcomes and impact for people.

The best performing authorities

- Used high-quality equality data
- Understood their communities well
- Co-produced strategies with residents
- Worked closely with voluntary, community and faith organisations
- Used their Public Sector Equality Duties well – for example equality impact assessments
- Had a strategic approach to embedding equality into commissioning and governance
- Evaluated impact and could demonstrate improved outcomes

Equity in experience and outcomes: Next steps for CQC

We recognise that we also need to continuously improve how we assess equity in experience and outcomes:

- ✓ Internal quality auditing of assessment report content for learning for inspectors
- ✓ Improved approach to understanding a range of people's experiences, through sampling records, speaking to people on assessments and outreach to local community and voluntary organisations
- ✓ “Deep dives” into specific themes

QUESTIONS

