



LEAD MEMBER FOR ADULT SOCIAL CARE AND HEALTH

DECISIONS to be made by the Lead Member for Adult Social Care and Health,
Councillor Carl Maynard

WEDNESDAY, 6 MARCH 2024 AT 10.30 AM

REMOTE MEETING VIA MICROSOFT TEAMS

AGENDA

1. Decisions made by the Lead Member on 7 February 2024 (*Pages 3 - 4*)
2. Disclosure of interests
Disclosure by all Members present of personal interests in matters on the agenda, the nature of any interest and whether the Members regard the interest as prejudicial under the terms of the Code of Conduct.
3. Urgent items
Notification of any items which the Lead Member considers urgent and proposes to take at the appropriate part of the agenda.
4. Re-procurement of Specialist Sexual Health Services (*Pages 5 - 8*)
Report by the Director of Public Health.
5. Future offer following the Support with Confidence consultation (*Pages 9 - 176*)
Report by the Director of Adult Social Care and Health.
6. Any urgent items previously notified under agenda item 3

PHILIP BAKER
Assistant Chief Executive
County Hall, St Anne's Crescent
LEWES BN7 1UE

27 February 2024

Contact Belinda Trunfull, 01273 335230,

Email: Belinda.Trunfull@eastsussex.gov.uk

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LEAD MEMBER FOR ADULT SOCIAL CARE AND HEALTH

DECISIONS made by the Lead Member for Adult Social Care and Health, Councillor Carl Maynard, on 7 February 2024 at Remote Meeting via Microsoft Teams

Councillor Wendy Maples spoke on item 4 (see minute 40)

36. DECISIONS MADE BY THE LEAD MEMBER ON 21 NOVEMBER 2023

36.1 The Lead Member approved as a correct record the minutes of the meeting held on 21 November 2023.

37. DISCLOSURE OF INTERESTS

37.1 There were none.

38. URGENT ITEMS

38.1 There were none.

39. REPORTS

39.1 A copy of the report referred to below is included in the minute book.

40. AGREEMENT TO EXTEND THE ADULT DRUG AND ALCOHOL TREATMENT SERVICE CONTRACT

40.1 The Lead Member considered a report by the Director of Adult Social Care and Health regarding the extension of the existing contract for adult Drug and Alcohol Recovery Services by the permitted 24 months.

DECISIONS

40.2 The Lead Member RESOLVED to approve the extension of the current Drug and Alcohol Recovery Services Contract by the permitted 24 months.

REASONS

40.3 Invoking the contract extension would maintain consistency of service delivery, resulting in a better service for residents.

40.4 The Service Provider would be contractually required to adhere to all the key principles of the Service which include tailoring the Services to the individual, the Service being flexible in duration and intensity of support and intervention as required and modifying Service delivery to meet emerging need, if required.

40.5 A full recommissioning process would then begin in April 2025, to allow a new contract to commence on 1 April 2026. As part of this recommissioning process, a thorough assessment of all potential service providers capable of delivering community drug and alcohol treatment services in East Sussex will take place via market engagement events between January and April 2025.

Report to: Lead Member for Adult Social Care and Health

Date of meeting: 6 March 2024

By: Director of Public Health

Title: Re-procurement of Specialist Sexual Health Services

Purpose: To seek Lead Member approval of the proposed actions to secure the ongoing provision of the mandated Specialist Sexual Health Services

RECOMMENDATIONS:

The Lead Member is recommended to:

- 1. agree to extend of the existing contract with the current provider for six months (1 April 2024 to 30 September 2024) under provisions of Regulation 72 of the Public Contract Regulations 2015; and**
 - 2. agree the proposed approach as set out at paragraphs 2.5 to 2.9 to contract with a new service provider, from 1 October 2024.**
-

1. Background

1.1. As part of the conditions of the Public Health grant, Public Health are mandated to provide Specialist Sexual Health Services to the residents of East Sussex.

1.2. The Specialist Sexual Health Service contract was to be reprocured and due to be launched on 1 April 2024 as one of three lots working collaboratively with NHS England (NHSE) for HIV treatment and care and prison in-reach.

1.3. The total estimated contract value was £2.26m per annum with the opportunity for bidders to produce a separate 'set up costs' business case as part of the tender, paragraph 1.4 below sets out the rationale to allow a business case.

1.4. Due to revised Transfer of Undertakings (Protection of Employment) (TUPE) data being submitted by the current provider during the bid submission process, the Commissioner extended the tender closing date and offered bidders the opportunity to produce a separate 'set up costs' business case.

1.5. Despite the closing date extension, and ability to produce a 'set up costs' business case, two providers who had been requesting clarifications indicating they were submitting a tender, withdrew their intention to bid, indicating the TUPE data contributed to their withdrawal from the tender. The current tender received no bids.

2. Supporting information

2.1 Feedback from interested providers in this procurement cycle, confirming their decision not to bid includes:

Two NHS providers	Two non-NHS providers
<ul style="list-style-type: none">• Revised TUPE data.• Insufficient capacity or skills to write a tender.• Aversion to risk of inflationary rises.• Both stated they are open to a direct negotiation.	<ul style="list-style-type: none">• Revised TUPE data.• Insufficient capacity whilst undertaking other Sexual Health bids.• Both stated open to a direct negotiation.

2.2 The current provider has shown no intention to bid for the new contract.

2.3 In light of no successful bid, Public Health are seeking to negotiate a contract with a preferred provider in accordance with procurement legislation.

2.4 Confirmation has been obtained from the current provider that they are willing to negotiate an extension to the current contract for a minimum of six months (if required). If agreed by the Lead Member, an extension of the current contract for 6 months can be explored with the current provider. An extension is likely to be required for continuation of services and ESCC will rely upon the provisions of Regulation 72 of the Public Contract Regulations 2015, to allow for such modification.

2.5 To determine how to procure the new contract, the Commissioner has considered three options:

- (a) contract with a non-NHS provider,
- (b) contract with an NHS provider; or
- (c) bring the contract in-house, setting up a dedicated team for the service.

2.6 An options appraisal has been undertaken, considering the viability and impact for each of these proposed options.

2.7 The preferred option is to approach a previously interested NHS organisation with a view to negotiating and implementing a new service contract.

2.8 It is unlikely that a new provider will be in place by April 2024, therefore it is likely that an extension to the current contract, will need to be obtained in accordance with point 2.4 above.

2.9 In the unlikely event that ESCC fails to negotiate a new contract with any of the interested providers, the Commissioner will explore the 'in house' management option further.

3. Conclusion and Reason for Recommendations

3.1 Public Health are mandated to provide Specialist Sexual Health Services to the residents of East Sussex. The existing contract is due to end on 31 March 2024 but, following an unsuccessful re-tendering process, a new service provider has not yet been identified. In order to maintain service provision, the existing contract needs to be extended with the current service provider for a period of six months.

3.2 After consideration of the options available, it is proposed that the most effective way of securing ongoing provision from 1 October 2024 is through a structured negotiation with a new NHS provider.

DARRELL GALE
Director of Public Health

Contact Officer: Tony Proom

Phone 01273 335252

Email: tony.proom@eastsussex.gov.uk

Local Members

All

Background Documents

None

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Agenda Item 5

Report to: Lead Member for Adult Social Care and Health

Date of meeting: 6 March 2024

By: Director of Adult Social Care and Health

Title: Support with Confidence consultation findings and future offer

Purpose: To set out the key responses/themes from the Support with Confidence (“SWC”) consultation and proposals regarding how East Sussex County Council will support personal assistants, businesses and residents following the closure of SWC.

RECOMMENDATIONS: *The Lead Member is recommended to:*

- 1) Note the key responses/themes from the public consultation on the proposal to close the SWC scheme as listed at paragraph 2.5;
 - 2) Note the key impacts and action plan in the equality impact assessment set out at Appendix 3;
 - 3) Approve the proposals for supporting personal assistants, businesses and residents following the SWC scheme closure set out at Appendix 4; and
 - 4) Delegate authority to the Director of Adult Social Care and Health to take any and all necessary actions to give effect to the implementation of the proposed new ways of working.
-

1. Background

1.1. The East Sussex County Council (“the Council’s”) SWC scheme was set up in 2010 and was run by Adult Social Care and Health in partnership with Trading Standards until 31 December 2023. In July 2023, there were 349 accredited members and 55 applications in progress. Self-employed personal assistants (PAs) made up 85% of the membership and most of the new applications were in this category. The remaining 15% of members offered business services.

1.2. In June 2023, the National Direct Payment Forum (NDPF) published a report about the employment status of PAs. This raised significant questions about the operation of SWC and other similar schemes and raised three main concerns/unintended consequences that SWC may be:

- **Seeming to promote self-employment status for PAs:** There could be self-employed PAs accredited by SWC who needed to be registered with the Employment Agency Standards Inspectorate (EAS) and/or Care Quality Commission (CQC) as they were mainly supporting one individual.
- **Operating as an introductory or matching agency:** Concerns about introductory care agencies providing and ‘matching’ PAs to individuals operating without CQC or EAS oversight where required. It was likely the SWC PA referral scheme and operational practice could be viewed as acting as an introductory or matching agency.
- **Informal partnerships:** these arrangements, such as PA WhatsApp groups to arrange cover as a means of contingency planning, could constitute operating as an unregulated care agency.

1.3. As a consequence of this, the SWC was paused to applications and membership renewals in July 2023 and a public consultation on the future of the scheme was launched on 27 September 2023. The consultation which ran until 5 December 2023 asked for views on the proposal to close the scheme and offer support in a different way. The full consultation document is contained in Appendix 1 and the questions covered:

- How much people agreed or disagreed with the proposal to stop offering the Support with Confidence scheme and offer support in a different way instead.
- How people rated their awareness of the scheme and what it offered.
- How helpful people found the scheme in finding support or building their business or service.
- How people would be affected if the Council stopped offering the scheme and offered support in a different way instead.
- What aspects of any new support would be most important to people.
- What the Council could do to help people manage the transition to a new way of working.

1.4. In October 2023, during the consultation period, Action for People, the SWC scheme brand licence holders, informed the Council that they would be withdrawing the SWC brand on 31 December 2023. Existing members and applicants were informed about this decision and as instructed by Action for People, the Council's scheme closed on that date. Although this effectively removed the option to continue running the scheme, the consultation continued to help inform the future approach.

1.5. 314 consultation surveys were completed during the consultation period and 26 responses were received through other methods (by email, letter or over the phone). Over 150 people joined the online and face to face consultation events and meetings that were arranged to talk about the consultation. Nearly 500 responses were received in total, although some people may have taken part through more than one method. A summary of the findings from the consultation is set out in section 2.5 and the full consultation results report is found at Appendix 2.

1.6. So far as the Council is aware, there has been no public comment on the NDPF report findings from the CQC or HM Revenue and Customs.

2. Supporting information

SWC schemes

2.1. SWC schemes provided directories of accredited providers offering care and support services in a local area. Businesses and PAs offering care and support services to adults in East Sussex could apply to become a SWC member. They paid an application fee and annual membership fee ranging from £50 for PAs to a maximum of £275 for businesses and not for profit organisations depending on their size and type. Members could use the SWC logo on their business paperwork and advertising, and marketing campaigns were run across East Sussex to promote the scheme and its members. They also had access to guidance, advice, training, newsletters, wellbeing support and help with complaints.

2.2. Residents of East Sussex could use the scheme to find help at home. This might be from a PA offering support with things like washing, dressing, cooking, medication assistance and taking part in hobbies and social activities, or it might be a business offering services like home maintenance, gardening, pet services or financial advice. Residents were aware that the services or PAs listed in the scheme directory would have an enhanced Disclosure and Barring Service (DBS) check in place, and receive an offer of ongoing training and support.

2.3. The scheme also provided a PA referral service that the Council's care managers could use to help people find the support they need, and support to PAs around contingency planning and finding substitutes, when regular PAs were on holiday or unwell.

2.4. The main way that residents found out about SWC services was by visiting the scheme's online directory. The directory was always well used, with nearly 11,500 page views in May 2023 alone. Residents who weren't online were able to contact the SWC team for help to access services. Between 1 March and 30 June 2023, the team dealt with 196 enquiries about services from residents and 373 PA referrals from adult social care staff.

Consultation findings

2.5. What was learned from the consultation:

- The majority of people across all groups disagree with the proposal and some specifically said the scheme should be kept and not altered.
- Members of the scheme feel let down by the proposal and that the effort they have invested in joining the scheme has been wasted.
- Although the scheme pause has not affected all scheme members and applicants, it has led to less work for a greater number of them. The pause has also had an impact on those who use the directory to find support.
- People are most concerned about the impact on those who need social care support if the proposal goes ahead, with many saying clients will be worse off as a result and need support.
- There are good levels of awareness and people are concerned about losing a valuable resource, while the lack of clarity on what might replace it has created uncertainty.
- Being able to find PAs, offer accreditation of services and have people find out about their service or business are the most important things that people want from any future offer.
- Members of the scheme value the scheme's sense of community, which prevents them feeling isolated and reassures them that support is available.
- Scheme users are really happy with the care they have now and are worried any changes could lead to them losing their PA.
- Members of the scheme are concerned too that the changes could lead to PAs leaving the sector, affecting people's ability to find the care they need.
- Scheme users are concerned about other local people's ability to find trusted and competent support if the proposal goes ahead.
- Members of the scheme are concerned that they will get less or no work from adult social care if the proposal goes ahead and their ability to make a living will be compromised.
- Members of the scheme want more clarity on their employment status and whether they should be making changes to how they work with their clients.
- People want to be kept informed and for ESCC to provide clear information and support to help them transition to any new offer.

2.6. An Equality Impact Assessment (EqIA) has been undertaken to ensure that mitigations are in place for any potential impacts on protected groups. The EqIA findings and action plan can be seen at Appendix 3.

Response to the consultation feedback

2.7. **Commitment:** The Council remains committed to improving the wellbeing of the local community by promoting independence and supporting people to live in their own homes for as long as possible. Adult social care legislation fully supports the use of direct payments to enable adults with eligible care and support needs and carers to exercise choice and control over the care and support that they need.

2.8. The closure of the SWC scheme does not mean that people can no longer work as, or use, PAs in East Sussex. There have been, and continue to be, many arrangements operating outside the scheme. As with residential and nursing care, and other support in the community such as home care, many residents have PAs and/or access support from businesses without any involvement from Adult Social Care and Health. The Council's priority is to make sure that individuals arranging their own care and support have the information they need to make informed decisions about their care and support arrangements.

2.9. **Accreditation:** It is not possible to continue running the SWC scheme as the licence holders have withdrawn the brand. The information relating to employment status and registration (see 1.2), and the compliance risks associated with this, mean that the Council does not propose to develop a replacement accreditation scheme. An alternative local authority-run accreditation scheme would not be able to ensure the correct employment and registration status for every arrangement, many of which happen without any involvement from the Council. There are however many other (free and paid for) independent schemes and platforms PAs and businesses can register with, including the East Sussex Buy with Confidence scheme for businesses.

2.10. **Assurance:** The Council is not able to check every arrangement between individuals and the people supporting them but will make sure the right information and guidance is available to make informed choices. If agreed, the Council will co-design this information and guidance in partnership with PAs, businesses and adults with care and support needs. Online information will be developed for people wanting to use a PA or business and will create a 'checklist' to help individuals and their families and carers know what they should be looking for. It will be available by June 2024 in different formats and will include suggested questions to ask such as whether someone has the correct insurance and core training. This will help people who need care and support to consider the quality of the support they are getting and find trusted and competent workers.

2.11. **Finding personal assistants and support from local businesses:**

- The online [East Sussex 1Space](#) directory (provided and managed by ESCC Adult Social Care) will be the single place to look for care, support and wellbeing services. PAs and businesses will be able to advertise their services free of charge on East Sussex 1Space and indicate whether they are signed up to any external schemes.
- The [East Sussex Care Services Directory | Care Choices](#) is a comprehensive guide to care, featuring detailed listings of all registered care providers available online and can be posted to people who don't have access to the internet.
- [East Sussex Community Information Service](#) (ESCIS) is a database of community information and events developed and managed by the ESCC Library and Information Service, in association with Brighton and Hove Library Service.
- The Council commissions Direct Payment Support Services (DPSS) from Independent Lives and PeoplePlus. From April 2024, following a procurement exercise, [Independent Lives](#) will be the Council's strategic partner continuing to offer this service which includes a recruitment and training platform, called [PA Pages](#). PAs can advertise their availability for work and individuals wanting to employ a PA can advertise their jobs. They have experience writing job adverts, job descriptions and personal specifications for successful recruitment in urban and rural areas. They also work with several external recruitment platforms including Gumtree.

2.12. **Training:**

- Adult Social Care and Health will continue to offer a comprehensive, free training programme to PAs and others working with adults who need care and support. This covers courses such as moving and handling, safeguarding and first aid and there are opportunities to develop specialisms in areas such as mental health, dementia, autism and self-neglect. In addition to the general training programme for care and support workers, the Council will develop an 'introduction to care' programme for people new to care who are unable to get this training from an employer. This will cover specific elements such as professional boundaries and lone working, both areas that PAs have fed back that they have found helpful.

- The Independent Lives PA Pages include access to training and an information hub for PAs and small businesses. Independent Lives support educational attainment for PAs by working with Skills for Care and local colleges to identify career and educational pathways which are reviewed annually.
- Skills for Care offer support and online [resources](#) that explain more about the PA role for those interested in working as a PA, and for those already working in the role.

2.13. Impact on individual arrangements: Adult Social Care clients and PAs have been advised to continue with their current arrangements. Existing PA employment arrangements are not routinely reviewed during reviews of care and support needs. If, as part of a regular review, an individual asks for a review of their PA employment arrangement and/or raises any concerns or questions about their PA employment arrangement, they will be supported to access appropriate advice.

2.14. Employment status: The correct employment status should always be determined by the nature of each working arrangement between the personal assistant and the individual receiving their care and support. The Council's specialist Direct Payment Support Services ensure the correct information, advice and guidance is given to individuals when considering employing or engaging a PA. This includes supporting the individual and the PA to determine the correct employment status and whether the work should be done on an employed or self-employed basis. For example, individuals can also use the Government's [Check Employment Status for Tax \(CEST\)](#) tool and there is useful guidance from the [Low Incomes Tax Reform Group](#).

2.15. Ongoing support for personal assistants (PAs) and businesses:

- The East Sussex provider bulletin is a weekly email newsletter covering a range of topics affecting PAs and other health and care providers. All PAs are encouraged to [subscribe to the mailing list](#).
- The Adult Social Care and Health training department will work with PAs to explore whether it would be helpful to offer bespoke sessions on areas such as vicarious trauma, compassion fatigue, organised reflective practice and peer support.
- ESCC [Trading Standards](#) offer basic advice to East Sussex businesses and signposting to useful resources such as [Business Companion](#) which has information for businesses and individuals that need to know about trading standards and consumer protection legislation.
- The [East Sussex Personal Assistants Network \(ESPAN\)](#) provides a mutually supportive environment and friendly and informal meetings, led by PAs in their local communities. The meetings are open to all PAs, any potential PAs, users of PA services and any care and support service operating within East Sussex.
- Skills for Care's [dedicated pages](#) for individual employers, PAs and supporting organisations bring together a range of resources and useful information for people employing their own care and support. It also has information about the PA role and resources to support organisations that work with individual employers and PAs.

2.16. Safeguarding adults: Concerns that someone is being abused, neglected or exploited by a PA or business should be reported to the Adult Social Care and Health [contact centre](#) in the same way as other safeguarding concerns.

2.17. DBS checks: There are different options for PAs and businesses depending on employment status:

- Businesses will be able to access enhanced DBS checks through the [ESCC Umbrella Service](#).
- The DPSS can support adult social care clients who want to employ a PA, or use a self-employed PA, to apply for an enhanced DBS check. People who are paying for their own care can also use this service however charges will apply.

- Other options that may be available to self-employed PAs include:
 - [Applying for a basic DBS check](#) to get a copy of their criminal record. This is called 'basic disclosure' and costs £18.
 - Registering with an employment agency that can apply for an enhanced check to assess suitability to work for them.
 - Accessing enhanced DBS checks through external organisations offering this service (this may be subject to a fee and becoming a member of that organisation).

2.18. A summary of the proposed future approach following the SWC consultation can be found at Appendix 4. A table showing the proposed future approach alongside the previous Support with Confidence scheme offer and the consultation findings is found at Appendix 5.

Transition

2.19. Subject to the agreement of the Lead Member for Adult Social Care and Health on 6 March 2024, the Council will communicate the future offer to all previous SWC members by email. A final frequently asked questions (FAQ) document will be shared through publication on the consultation page. The FAQ document will include responses to the queries received during the consultation period and since the scheme was paused.

2.20. The Council will work with people who need care and support, PAs and businesses to codesign aspects of the future offer such as the checklist and training programme for people new to care work. This ongoing engagement will include the East Sussex PA Network and Adult Social Care Citizens' Panel.

2.21. In Spring 2024 an in-person event will be held to give PAs and businesses an opportunity to learn more about the offer and the support available. This event will be codesigned with PAs and businesses to best meet the range of needs. This event and other mechanisms will be used to gather feedback on the new ways of working and any suggestions for improvement.

3. Conclusion and reasons for recommendations

3.1. The East Sussex SWC scheme was much valued by PAs, businesses, staff, residents and communities. It helped PAs and businesses promote their services and gave adults who need care and support, and their families and carers, assurance and confidence when choosing services.

3.2. The option to continue running the SWC scheme is no longer available as the brand has been withdrawn. The current information relating to employment status and registration, and the legal risks associated with this, means that the Council will not be developing a replacement accreditation scheme. The Council will however continue to support residents to make informed choices about their care and support arrangements and to support PAs and businesses to develop their skills and promote their services in a different way.

3.3. Adult Social Care and Health will work with PAs, businesses and adults with care and support needs to develop information and guidance to support a new way of working and will continue to communicate with those affected by the change during the transition and beyond.

MARK STANTON

Director of Adult Social Care and Health

Contact Officer: Candice Miller

Tel. No. 07547 394502

Email: candice.miller@eastsussex.gov.uk

Local Members

All Members

Background Documents

None

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Consultation on our proposal to stop offering a Support with Confidence scheme and offer support in a different way instead

Our Support with Confidence scheme is a directory of accredited providers offering care and support services in the local area. In July we took the difficult decision to pause the scheme to applications and membership renewals, although the online directory remains available at eastsussex.gov.uk/swc.

We are now proposing to stop running the Support with Confidence scheme and offer support to residents and providers in a different way.

This consultation is your opportunity to share your views on our proposal and shape what we do next. You don't need to have used the scheme, or be a member who is listed in the directory, to take part.

If you have used the scheme to find a service there is no need to make immediate changes to your current arrangements. Our frequently asked questions for residents are available on the consultation webpage and will be kept updated, so please do check this out if you are concerned. There are also frequently asked questions for members and applicants to the scheme available online too.

This first section provides a summary of the consultation, covering the key points. For full details on how we reached this point, what we are proposing and why, please continue to the 'Consultation overview'.

Consultation summary

Our Support with Confidence scheme has been successful in giving local residents greater choice when selecting services and allowed them to find support that is personalised to their needs. Over the years, it has also developed a strong support offer for the self-employed personal assistants and businesses who make up the membership.

Over the summer a report was published about the employment status of personal assistants. This raised serious questions about how we were operating the Support with

Confidence scheme at that point. We therefore took the difficult decision in July to pause the scheme to applications and membership renewals. This was not a decision we took lightly, as we know the scheme is well used by residents and valued by members, many of whom are concerned about the impact on their livelihoods as a result.

It is clear, from the legal advice we have received since, that the personal assistant referral service and contingency planning support that we were offering won't be able to restart. These were key parts of the scheme and without them we don't think it makes sense to keep offering the Support with Confidence scheme in East Sussex.

We remain committed to giving those with social care needs greater choice and control, and supporting providers and businesses to deliver personalised services to them. The aim of this consultation is to understand what would best help people, providers, and businesses to meet those aims. What you tell us will help us decide what support we could offer to replace the Support with Confidence scheme if the proposal to close it went ahead.

The consultation closes at the end of the day on 5 December 2023. A final decision on what happens next will be made in February 2024. You can share your views by filling in a survey. This can be done online, or you can ask to be sent a copy in the post. If the survey format doesn't work for you, we can accept feedback via email, letter or over the phone. Scheme members, and those with paused applications, also have the option of attending drop-in events as part of the consultation. Dates for these events will be emailed to members and applicants.

Complete the online survey:

Use your phone or tablet to scan the QR code on the right or visit our website at eastsussex.gov.uk/swcfuture



Please do get in touch with the Support with Confidence team if you want to ask a question about the consultation, share your feedback in another way, request the survey in another format or language, or ask for help to take part.

Email: supportwithconfidence@eastsussex.gov.uk

Telephone: 01323 463 440 (please leave a message and we will call you back)

Address: Freepost RSKJ-YEXX-LSZJ Support with Confidence, North A Floor, County Hall, St Anne's Crescent, Lewes BN7 1UE

Consultation overview

What is Support with Confidence?

Support with Confidence schemes provide directories of accredited providers offering care and support services in a local area. Accreditation usually involves things like checking qualifications, asking for references and completing an enhanced Disclosure and Barring Certificate (DBS) check. Members of Support with Confidence schemes aren't usually regulated by the Care Quality Commission, which has responsibility for inspecting services like home care and nursing homes. The accreditation process therefore provides important peace of mind for people when they are making choices about their services.

The first scheme was set up in 2009 by Oxfordshire County Council. The licence to run schemes under this name is now managed by Action for People and the Council pays a fee to them to operate the scheme in East Sussex. We set up our scheme in 2010 and it has been run by Adult Social Care and Health at the Council in partnership with our local Trading Standards.

There are a small number of other local authorities that were offering Support with Confidence schemes when this consultation launched. These were Bracknell Forest Council, Brighton & Hove City Council, Nottinghamshire County Council, West Berkshire Council and Wokingham Borough Council. We plan to contact these local authorities during the consultation to understand their plans, but any decision we make will be based on what's best for East Sussex.

How has our Support with Confidence directory worked for residents?

Residents of East Sussex could use the scheme to find help at home that they could trust. The directory was free to use and they knew that services listed in it would have been through an application process and be receiving ongoing training and support. The directory has nine categories covering a wide range of support and services:

Category	Examples of types of support and services
Support at home and personal care	Personal assistants, home care, cleaning, live-in support, ironing and shopping assistance
Home maintenance and gardening	Decorators, handy people, plumbers and window cleaners

Medical and therapeutic support	Massage, occupational therapy and palliative care
Specialist support	Support to those with autism, dementia and visual impairments
Personal development	Learning support and peer support
Financial, legal and secretarial support	Financial advisors and secretarial support
Social, physical and daytime activities	Arts and crafts, personal trainers and social activities
Pet care	Pet boarding, sitting and walking
Transport	Community transport, personal assistant transport and taxis

How has our Support with Confidence directory worked for members?

There have been two types of membership for the scheme: 1) Personal assistant membership; and 2) Business membership. Potential members paid an application fee and went through an accreditation process before they joined. If they were successful in their application there was an annual membership fee to pay. The amount members paid depended on the size of their business and the type of support offered.

Once an applicant was accepted to join the scheme, they were listed in the directory and they could use the Support with Confidence logo on their business paperwork and advertising.

What other services did the scheme offer apart from the directory?

In addition to the directory, the scheme also provided guidance, advice, training, newsletters, wellbeing support and help with complaints to all members. For personal assistant members there were two dedicated services offering referrals and contingency planning.

The referral service was used by Council staff to help our clients find support. The service helped match people with personal assistants who could help them at home and in the community with things like washing, dressing, cooking, medication and getting out and about.

The contingency planning service helped personal assistants to put a plan in place for when they were unable to do their job because they were ill or on holiday. This would include a referral service which helped find other personal assistants who could cover for them while they were off.

What facts and figures do we have about the scheme?

Our scheme had 349 accredited members and 55 applications in progress when it was paused in July. Self-employed personal assistants made up 85% of the membership and most of the new applications were in this category. The remaining 15% of members offered business services.

The main way that residents have found out about Support with Confidence services is through our online directory. Some visit it themselves, but others will have help from family, friends, adult social care staff, or organisations like Age UK or Age Concern. The directory has always been well used, with nearly 11,500 page views in May alone.

Residents who aren't online could get in touch with the Support with Confidence team for help to access services. Between 1 March and 30 June, the team dealt with 196 enquiries about services from residents. They also had 373 personal assistant referrals from adult social care staff.

Why have we paused our scheme?

A report on the employment status of personal assistants was published in June by the National Direct Payment Forum (see www.nationaldirectpaymentforum.org.uk). The report raised serious questions about how we were operating our Support with Confidence scheme at that point.

In summary, someone's employment status will depend on how they are carrying out their work and will be determined for every individual working arrangement. This matters because self-employed workers are not paid through PAYE (Pay As You Earn) and they pay a different category of National Insurance to employees. They also do not have the rights and responsibilities of an employee, such as holiday or sick pay when they're not working. There is no single test that decides if a person is employed or self-employed, or an agreed national position. This makes everything more complicated, as if someone's employment status is found to be wrong, the worker and the individual or organisation that is found to be their employer may have to pay unpaid tax and penalties.

The majority of Support with Confidence members are self-employed personal assistants and they have been a big part of the success of the scheme. For this reason, we sought urgent legal advice on what we should do to address the issues raised in the report about the employment status of personal assistants and how they affect our scheme.

The legal advice was clear that there were two elements of the scheme as it was running then that should be permanently stopped. These were the personal assistant referral service and the contingency planning support. This is because supporting referrals and helping people to find personal assistants through the directory could be classed as providing unregulated introductions and a 'matching' service. In a similar way, helping with contingency planning could potentially count as operating as an unregulated care agency. Neither of these types of activity are appropriate for us to be doing as a local authority and they bring legal risks that we are not willing to accept.

We know that these aspects of Support with Confidence are particularly valued by members. Because of this we decided to pause any new activity relating to the scheme while we decided what to do next. This includes activity for all members, both personal assistants and businesses, even though business members aren't directly affected by these issues.

How are adult social care clients affected?

The Support with Confidence scheme has been widely used by the department's staff to help people eligible for support from us - our clients - to find services. We would like to reassure clients who have already used the scheme to find a personal assistant that there are no plans at this stage to review your existing arrangements. If that changes in future, we will be in touch to discuss what needs to happen. Business services are not affected by the issues raised in this consultation, so there will definitely be no need to review your use of these services.

There is more information on how clients already using services are affected in our 'frequently asked questions' on the consultation webpage. You are also welcome to discuss your current arrangements at any point with our contracted direct payment support providers (visit our website for their contact details at eastsussex.gov.uk/direct-payments or get in touch with us to find out more).

Why are we consulting now on what happens next?

The issues raised in the report are national and don't just affect East Sussex. At the time of starting this consultation there is no indication that there will be any more information available soon from national organisations. We don't think it's fair to keep the scheme paused for a long period of time. That means we need to decide what is best for East Sussex based on the information already available to us and what we learn through the consultation.

What is the focus of the consultation?

The consultation is about our proposal to stop offering the Support with Confidence scheme and about what support we might provide instead. We want to hear from residents, scheme members and applicants, and those who have referred to the scheme in the past, about what would be important to them for new support.

As we have already said, we will not be offering a referral service or supporting personal assistants with contingency planning in the future. This is due to the legal risks of continuing to provide this sort of support. For this reason, we are not consulting on the decision to stop offering this support.

What options have we considered?

We feel there are two main options for what we do next:

- 1) Offer a more basic version of the Support with Confidence scheme so that it could keep running.
- 2) Stop offering the Support with Confidence scheme, and offer support in a different way. This might include directing people to services run by other organisations.

With option one, the scheme could continue to offer an accreditation service and online directory, as originally intended, but would not provide the referral service or help personal assistants with contingency planning. This would allow us to keep the scheme logo and directory. The issue is that the elements of the service that would stop are the ones that members particularly value. This is likely to mean that some personal assistants decide to stop being members. If enough members left this would make the scheme less useful to residents and less viable to run.

With option two, the support would focus on elements of the existing scheme that people value and could include things like accreditation, DBS checks and training. The

benefit of this approach is that we would have the opportunity to offer something based on people's needs and what would make the most difference to them. While the level of support wouldn't be the same as now, we would still be offering support to personal assistants and businesses, and residents looking to engage their services. To get an idea of the types of support we may be able to offer in future please see the survey.

What is our preferred option?

We've had lots of discussion internally about what is best to do next. Our feeling at this stage is that a fresh start would be better in the long run. This is mainly because the elements that we have been legally advised to stop offering are an integral part of how Support with Confidence was working locally. Continuing the scheme without the referral service and contingency planning doesn't feel viable.

For this reason, we are proposing to go ahead with option two. This would see us stop offering the Support with Confidence scheme and offer support to residents and members in a different way based on what was most important to them. This might include directing people to services run by other organisations.

We know that the referral service has been popular with adult social care clients and helped many people find a personal assistant to meet their needs. Based on legal advice, the service in its current form won't be able to restart. We are planning to explore what we could do instead, but it's still early days in our thinking on this.

It should also be noted that other information may come to light during the consultation that may change our thinking on the options. This is because the National Direct Payment Forum is planning a conference on the topic and Action for People is in the process of revising the Support with Confidence licence.

Whatever we decide at the end of this process will be based on ensuring we are safeguarding our residents as best we can. We would also like to emphasise that we are committed to working with those affected by any change to manage the transition to whatever comes next.

Who do we want to hear from in the consultation?

We know that the Support with Confidence scheme in its current form is highly valued by members and residents. For this reason, we really want to hear from those who will be affected by the pausing of the scheme and whatever happens next.

The consultation is your chance to share your views, concerns, and ideas. What you tell us will help make our decision making as robust as it can be. We are keen to hear from:

- residents who have used the scheme as well as those who haven't,
- personal assistants working in self-employed and employed roles, whether you are members of the scheme or not,
- business members of the scheme,
- staff who have referred people to the scheme,
- voluntary and charity sector staff and organisations supporting people with direct payments and/or to access support, and
- our public sector partners such as other local authorities, and the NHS.

What happens next?

The consultation closes at the end of the day on 5 December 2023. What you tell us will be summarised in a consultation report and will inform the Equality Impact Assessment (EqIA). An EqIA is a tool we use to understand how particular groups and communities would be affected by a proposed change. Both reports will be published on our main website and we'll let you know when they are available by updating our consultation webpage.

A final decision on what happens next will be made by the Lead Cabinet Member for Adult Social Care & Health in February 2024. Lead cabinet members are authorised by Cabinet to make certain decisions within their areas of special responsibility.

The questionnaire

Privacy information: The main part of this survey is anonymous, and we don't ask you to provide any personal information in it. There is an optional 'about you' section at the end and you can find privacy information when you reach that stage. Please ensure that any comments you make don't include any names or personal details of you or anyone else. You can find our privacy notice about how the data will be stored and processed by East Sussex County Council on our website: www.eastsussex.gov.uk/privacy/consultation-hub.

Section 1: Questions for everyone

Q1) Are you completing the survey as: (please tick one answer)

- Someone who has used the scheme to find services for yourself or a family member/friend
- A resident of East Sussex who has heard of the scheme but not used it
- A resident of East Sussex who hasn't heard of the scheme before today
- An accredited personal assistant member of the scheme
- An accredited business member of the scheme
- A personal assistant who wants to join the scheme
- A business who wants to join the scheme
- A health and/or social care worker who has referred people to the scheme (please say where you work and your role in the box below)
- A health and social care organisation (please name your organisation and what your role is in the box below)
- Other (please explain below)

If you ticked 'other', please explain:

If you are taking part as a worker or organisation, please tell us where you work and what your role is:

Q2) How much do you agree or disagree with our proposal to stop offering the Support with Confidence scheme and offer support in a different way instead?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

If you wish, please use the box below to explain your answer:

Which section of the survey should I go to next?

- Residents, workers, organisations and anyone else who has used the scheme to help find care and support for themselves or someone else can continue on to section 2.
- Members and applicants of the scheme can go straight to section 3.
- People who have heard of the scheme but not used it, or haven't heard of the scheme before today can go straight to section 4.

Section 2: Questions for residents, workers and organisations

Q3) How would you rate your awareness of the Support with Confidence scheme and what it offers to residents?

- Good awareness Some awareness Limited awareness

Q4) How helpful have you found the scheme in finding support you can trust?

- Very helpful
 Helpful
 Neither helpful nor unhelpful
 Unhelpful
 Very unhelpful
 N/A

If you wish, please use the box below to explain your answer:

Q5) Have you been affected by the decision to pause the Support with Confidence scheme? If you have, please tell us how below:

Q6) How would you be affected if we stopped offering the Support with Confidence scheme and offered support in a different way instead?

This would not include offering a referral service or contingency support.

Q7) What aspects of any new support would be most important to you?

Please rate the options on a scale of 1-5, with 5 being the most important and 1 being the least important. You can also tell us about any suggestions we haven't included using the 'other' box below.

	5 - most important	4	3	2	1 - least important
Being able to call a helpline	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding personal assistants who can provide social care support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Finding business services such as home maintenance and gardening	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Having all the information in one online directory	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Knowing the services have been through an accreditation process	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support to deal with a complaint about service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please explain below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you ticked 'other', please explain here:

Q8) Your comments about what would be important to you in future:

Q9) What could we do to help people manage the transition to a new way of working?

Which section of the survey should I go to next?

Now that you've finished answering the questions in section 2, please go straight to section 4. The questions in section 3 are for members and applicants to the scheme, so you don't need to answer them.

Section 3: Questions for scheme members and applicants

Q3) How would you rate your awareness of the Support with Confidence scheme and what it offers to residents?

- Good awareness Some awareness Limited awareness

Q4) How helpful have you found the scheme in building your business or service?

- Very helpful
 Helpful
 Neither helpful nor unhelpful
 Unhelpful
 Very unhelpful
 N/A

If you wish, please use the box below to explain your answer:

5) Have you been affected by the decision to pause the Support with Confidence scheme? If you have, please tell us how below:

Q6) How would you be affected if we stopped offering the Support with Confidence scheme and offered support in a different way instead?

This would not include offering a referral service or contingency support.

Q7) What aspects of any new support would be most important to you?

Please rate the options on a scale of 1-5, with 5 being the most important and 1 being the least important. You can also tell us about any suggestions we haven't included using the 'other' box below. As we will no longer be offering the referral service or support with contingency planning these options aren't included in the list.

	5 - most important	4	3	2	1 - least important
Accreditation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Allowing residents to find out about my personal assistant services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Allowing residents to find out about my business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Business support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Care worker training	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Directory entry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support and guidance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Support to deal with a complaint about your service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Training specifically for personal assistants	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wellbeing support	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other (please explain below)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you ticked 'other', please explain here:

Q8) Your comments about what would be important to you in future:

Q9) What could we do to help people manage the transition to a new way of working?

Which section of the survey should I go to next?

Now that you've finished answering the questions in section 3, please continue on to section 4.

Section 4: Questions for everyone

Q10) If there is anything else you want to say about our proposal to stop offering the Support with Confidence scheme and offer support in a different way, please use the box below:

About You: Equalities Monitoring Form

We want to make sure that everyone is treated fairly and equally and that no one gets left out. That's why we ask you these questions. Your data is important to us and we won't share the information you provide with anyone else. Your information will only be used and reported anonymously to support the activity you have completed the 'About You' survey for. You do not have to answer these questions but by doing so you are helping to ensure our services effectively meet the needs of all our service users. Full privacy notice: <https://www.eastsussex.gov.uk/privacy/about-you-survey/>

1. What age are you?

<p>..... years</p> <p><input type="checkbox"/> Prefer not to say</p>
--

2. What is your gender?

<p><input type="checkbox"/> Female</p> <p><input type="checkbox"/> Male</p> <p><input type="checkbox"/> Non-binary</p> <p><input type="checkbox"/> Prefer to self-describe, please write in:</p> <p><input type="checkbox"/> Prefer not to say</p>
--

3. Is the gender you identify with the same as your sex registered at birth?

<p><input type="checkbox"/> Yes</p> <p><input type="checkbox"/> No, write in gender identity:</p> <p><input type="checkbox"/> Prefer not to say</p>

4. What is your ethnic group?

<p>White</p> <p><input type="checkbox"/> English/Welsh/Scottish /Northern Irish/British</p> <p><input type="checkbox"/> Irish</p> <p><input type="checkbox"/> Gypsy / Irish Traveller</p> <p><input type="checkbox"/> Roma</p> <p><input type="checkbox"/> Any other White background, write in:</p>	<p>Mixed or Multiple ethnic groups</p> <p><input type="checkbox"/> White & Black Caribbean</p> <p><input type="checkbox"/> White & Black African</p> <p><input type="checkbox"/> White & Asian</p> <p><input type="checkbox"/> Any other Mixed or Multiple background, write in:</p> <p>Asian or Asian British</p> <p><input type="checkbox"/> Indian</p> <p><input type="checkbox"/> Pakistani</p> <p><input type="checkbox"/> Bangladeshi</p> <p><input type="checkbox"/> Chinese</p> <p><input type="checkbox"/> Any other Asian background, write in:</p>	<p>Black, Black British, Caribbean or African</p> <p><input type="checkbox"/> Caribbean</p> <p><input type="checkbox"/> African background, write in:</p> <p><input type="checkbox"/> Any other Black, Black British or Caribbean background, write in:</p> <p>Other ethnic group</p> <p><input type="checkbox"/> Arab</p> <p><input type="checkbox"/> Any other ethnic group, write in:</p> <p><input type="checkbox"/> Prefer not to say</p>
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5. Which of the following best describes your sexual orientation?

<input type="checkbox"/> 'Straight' / Heterosexual
<input type="checkbox"/> Gay or Lesbian
<input type="checkbox"/> Bisexual
<input type="checkbox"/> Prefer to self-describe, please write in:
<input type="checkbox"/> Prefer not to say

6. What is your religion or belief?

<input type="checkbox"/> No religion	<input type="checkbox"/> Any other religion, write in:
<input type="checkbox"/> Christian (including Church of England, Catholic, Protestant and all other Christian denominations)	<input type="checkbox"/> Philosophical belief, write in
<input type="checkbox"/> Buddhist	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Hindu	
<input type="checkbox"/> Jewish	
<input type="checkbox"/> Muslim	
<input type="checkbox"/> Sikh	

7a. Do you have any physical or mental health conditions or illnesses lasting or expected to last 12 months or more?

<input type="checkbox"/> Yes (go to 7b)
<input type="checkbox"/> No (go to question 8a)
<input type="checkbox"/> Prefer not to say (go to question 8a)

7b. Do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?

<input type="checkbox"/> Yes, a lot (go to 7c)
<input type="checkbox"/> Yes, a little (go to 7c)
<input type="checkbox"/> Not at all (go to 8a)
<input type="checkbox"/> Prefer not to say (go to 8a)

7c. If 'yes', please state the condition or illness. If you have more than one please tick all that apply. If none apply, please mark 'Other' and write an answer in.

<input type="checkbox"/> Physical Impairment	<input type="checkbox"/> Neurodivergent condition
<input type="checkbox"/> Sensory Impairment	<input type="checkbox"/> Other Developmental Condition
<input type="checkbox"/> Learning Disability/Difficulty	<input type="checkbox"/> Other (please write in)
<input type="checkbox"/> Long-standing illness	<input type="checkbox"/> Prefer not to say
<input type="checkbox"/> Mental Health condition	

8a. Do you look after, or give any help or support to, anyone because they have long-term physical or mental health conditions or illnesses, or problems related to old age?

- Yes (go to question 8b and then 8c)
- No (go to question 9a)
- Prefer not to say (go to question 9a)

8b. If yes, for how many hours a week?

- 9 hours a week or less
- 10 to 19 hours a week
- 20 to 34 hours a week
- 35 to 49 hours a week
- 50 hours or more a week
- Prefer not to say

8c. If yes, do you care for a.....?

- Parent
- Partner/spouse
- Child with special needs
- Other family member
- Friend
- Other (please give details)
- Prefer not to say

9a. Armed Forces Service: Are you currently serving or have you previously served in the UK Armed Forces (this includes Reservists or part-time service)?

- Yes
- No
- Prefer not to say

9b. Are you in a household or family where someone is currently or was previously serving in the UK Armed Forces?

- Yes
- No
- Prefer not to say

10. Please tell us your postcode

-
- Prefer not to say

Thank you: this information will help us improve our services for everyone.



Support with Confidence

Consultation results report

January 2024

Consultation and Insight Team

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Background

Our Support with Confidence scheme was a directory of accredited providers offering care and support services in the local area. The scheme had 349 accredited members and 55 applications in progress when it was paused in July 2023 following the publication of a national report on self-employment of personal assistants. Self-employed personal assistants made up 85% of the membership and most of the new applications were in this category. The remaining 15% of members offered business services.

We were proposing to stop running the scheme and offer support to residents and providers in a different way. The consultation explained why we were proposing to make this change and gave people the opportunity to shape what we do next. We had originally intended to keep the Support with Confidence directory available online until a final decision was made about the scheme in March. However, following the decision by the licence owner of the scheme, Action for People, to withdraw the brand, we had to close the directory as of 31 December 2023. Despite this decision, we continued with the consultation, as we still wanted to understand what sort of support people would like to see in future.

The consultation started on 27 September and closed on 5 December 2023. The survey was available on our website at www.eastsussex.gov.uk/swcfuture and the questions we asked can be found in appendix 1.

The consultation was widely promoted, with a particular focus on scheme members, social care clients who receive a direct payment, and residents who use the directory.

Summary of the results

This section provides a summary of the main findings from the consultation across the different response methods. More detailed information can be found in the following appendices:

- 1) The survey questions.
- 2) Detailed charts and comment theme tables for the survey.
- 3) About you equalities data for the survey.
- 4) Feedback received through other methods.
- 5) Feedback from engagement meetings.

Who took part?

314 consultation surveys were completed, and 26 responses were received through other methods. Over 150 people attended the events we arranged and the meetings we visited to talk about the proposal. This is nearly 500 responses overall, although some people may have taken part through multiple methods.

We had responses to the consultation from a good range of those who are likely to be affected by the proposal, including personal assistant and business members of the scheme. The top respondent group, making up a third of the total, was people who have used the scheme to find services for themselves or another person. A quarter of respondents were personal assistants who are members of the scheme, while workers who refer people to the directory accounted for 14%.

We had responses from across the county, although it should be noted that over a third chose not to give their post code. The Eastbourne area had the most respondents, with 22%. The Hastings, Lewes and Wealden areas saw similar response totals, with 10% for Hastings and 11% for the other two. The Rother area was the lowest, accounting for 7% of respondents.

The majority of respondents are aged 35 and over (78%), female (72%), White British (84%), and Heterosexual/straight (80%). Just over a third have a physical or mental health condition or illness that they expect to last for more than 12 months. The majority of these people say their condition reduces their ability to carry out day-to-day activities 'a lot' or 'a little'. The most common conditions are

physical impairments (52%), longstanding illnesses (49%) and mental health conditions (40%). Nearly half of the respondents (46%) care for someone who couldn't cope without their help. They are most likely to care for a parent (16%).

Results for the survey

Views on the proposal: Two thirds of the survey respondents 'disagree' or 'strongly disagree' with the proposal, with over half choosing 'strongly disagree'. There is some support for the proposal, but this only accounts for 13% of respondents, as the remaining 21% didn't share a view either way.

Personal assistants have the highest levels of disagreement with the proposal (80%), but those who have used the scheme and workers/organisations weren't far behind. Residents who haven't used the scheme, or who weren't aware of it, are less likely to disagree with the proposal (39%) and were the group that had the highest level of agreement with it (26%). Business members of the scheme were the only group where no one agreed with the proposal.

Comment themes on people's views: When asked to explain their views, the top concerns for those who disagreed with the proposal were the impact on clients (81 comments), the loss of a valuable resource (40 comments), the efficiency of the current process (31 comments), and the impact on personal assistants (25 comments).

For those who didn't give a view on the proposal, the top reason was that this is because the alternative isn't clear yet (19 comments). As with those who disagreed with the proposal, those who didn't give a view were concerned about the loss of a valuable resource (8 comments) and the impact on clients (5 comments).

Those who agreed with the proposal cited the potential legal sanctions as being the force for change (7 comments), although they were also concerned about the impact on clients if it went ahead (4 comments).

Awareness of the scheme: Most respondents felt that their awareness of the scheme was good. For residents, workers, and organisations, 75% felt they had

good awareness. As would be expected, this was higher for members and applicants to the scheme, with 87% rating their awareness as good.

How helpful they've found the scheme: Most respondents were positive about how the scheme has helped them in the past. 85% of residents, workers and organisations rated it as 'very helpful' or 'helpful' in finding support they can trust, while 95% of members and applicants rated it as 'very helpful' or 'helpful' in building their business or service.

Comment themes for why they've found the scheme helpful: For residents, workers and organisations, the scheme has helped by providing access to accredited and competent support (23 comments), allowing them to find flexible care suited to their needs and preferences (12 comments), and helped them to find a personal assistant (8 comments). For members and applicants, the scheme has helped them to find clients (22 comments), provided a sense of community (17 comments), and allowed them to access training (13 comments).

How they've been affected by the pause: Some residents, workers and organisations aren't currently affected by the scheme pause (36 comments). Of those who are affected, the top comments for residents, workers and organisations related to the negative emotional impact it's had (17 comments) and being unable to recommend a trusted source of personal assistants without the scheme (16 comments).

The scheme pause has already led to less work for some members (28 comments), although a similar number said they hadn't been affected (25 comments). Members and applicants also said the decision has created uncertainty (24 comments).

How they would be affected by the scheme stopping: Some residents, workers and organisations felt unable to comment on how they would be affected if the proposal went ahead due to the lack of clarity on what might replace it (32 comments). For those who did offer a comment, the top concern was that it would be more difficult to find accredited and competent support (24 comments), while staff said it would affect their ability to recommend a trusted source of support to clients (13 comments).

For members and applicants, the top concern if the proposal went ahead is that they would get less, or no work, from adult social care as a result (26 comments). A similar number of people were uncertain about how they would be affected (25 comments).

What would be important with any new support: The aspects of a future offer that residents, workers, and organisations rated as ‘most important’ were (please note that respondents could rank more than one topic as most important):

- Finding personal assistants (86%)
- Accreditation of services (77%)
- Having a single online directory (58%)

The other aspects we asked people to rate had a more mixed response. Help with complaints was the next best supported option, although it only reached 58% when ‘most important’ votes were combined with those who rated it ‘important’. Having a helpline had the highest total of ‘least important’ votes (19%), with finding business services close behind (17%).

For those who ticked ‘other’, the top theme was that access to the new offer should be simple, inclusive, and accessible for all (5 comments).

The aspects of a future offer that members and applicants rated as most important were (please note that respondents could rank more than one topic as most important):

- Allowing residents to find out about my personal assistant services (81%)
- Accreditation of services (80%)
- Directory entry (in how to create/maintain entries) (79%)
- Care worker training (73%)
- Allowing residents to find out about my business (72%)

Seven of the 10 categories were rated as most important by over two thirds of members and applicants. The ones that had a more mixed response were business support, help to deal with complaints, and wellbeing support, but these were still

rated as 'most important' or 'important' by at least 70% of members and applicants.

For those who ticked 'other', the top theme was support with Disclosure and Barring Checks.

Comment themes on what is important with any new support: The top comment theme for residents, workers and organisations relates to the importance of accreditation for any future offer (35 comments). Offering a directory of trusted and competent professionals (31 comments) and safe, easy access to support (23 comments) are also popular themes.

For members and applicants, the top comment relates to the importance of training for any future offer (29 comments). Providing peace of mind and support to residents (25 comments), supporting personal assistants (22 comments) and support/advice more generally (22 comments) are also popular themes.

Helping people manage the transition: Across all respondent groups, the top request is that clear information and guidance should be provided on the new offer (72 comments). People want to be kept informed (18 comments from residents, workers, and organisations) and offered support to transition (18 comments from members and applicants).

Any other comments: This question gave people the opportunity to add any final comments or suggestions. Many people used it to raise their concerns about the impact, ask us to think again or share their feelings about the proposal, with the following top themes:

- Clients will be worse off or need support (61 comments)
- Don't alter the scheme (45 comments)
- Personal assistant work should not be in jeopardy (41 comments)
- Surprise/disappointment at the decision (34 comments)
- Criticism of care agency/agencies - general or specific (25 comments)

Results for feedback through other methods

Feedback was provided through other methods, such as letter, email, and telephone, 26 times. The majority of responses were either from personal assistant members of the scheme or previous members (11 people), or residents who have used the scheme (6 people).

The main themes were:

- Prefer to keep the service, as it has benefited clients and self-employed personal assistants (11 comments)
- Concern about the lack of ongoing support for clients (11 comments)
- Believe personal assistants are preferable to care agencies, or are critical of the care providers which would replace scheme members (9 comments)

Results for engagement meetings

Over 150 people shared their views through attendance at 14 different events and meetings. The main themes identified through the meetings tend to be different in focus to the feedback gathered through the survey and other methods. Most of the attendees were scheme members and mainly those offering personal assistant services, so discussions were understandably more focused on what the proposal means for their services going forward.

The main themes from the meetings can be found in the table on the next page.

Table 1: Themes from engagement meetings

Topic	Themes
Impact on clients:	<ul style="list-style-type: none"> • Concern regarding clients becoming employers, especially those who do not wish to, or who are not capable of being one. • Personal assistants unsure if they should be doing anything or adjusting how they work with current clients. • Concern for vulnerable clients who need competent care with one consistent personal assistant.
Loss of the Support with Confidence scheme:	<ul style="list-style-type: none"> • Personal assistants who are members of Support with Confidence feel let down and that the effort invested in joining the scheme was a waste of time. • Personal assistants value the accreditation and contingency planning provided by Support with Confidence.
Working as an employed personal assistant:	<ul style="list-style-type: none"> • Concern about personal assistants refusing employed work and changing career paths, impacting on the availability of care for clients. • Employed personal assistant work does not pay enough and concern about the financial impact on self-employed personal assistants of the scheme closing.
Employment status:	<ul style="list-style-type: none"> • More clarity is needed on the implications raised in the report regarding employment status.
Direct Payment Support Services:	<ul style="list-style-type: none"> • These services are unhelpful and are often delayed in sourcing care for clients.

What have we learnt from the consultation?

- The majority of respondents disagree with the proposal and some specifically said the scheme should be kept and not altered.
- Members feel let down by the proposal and that the effort they have invested in joining the scheme has been wasted.
- Although the scheme pause has not affected all members and applicants, it has led to less work for a greater number of them. The pause has also had an emotional impact on those who use the directory to find support.
- People are most concerned about the impact on those who receive social care support if the proposal goes ahead, with many saying clients will be worse off as a result and need support.
- There are good levels of awareness of the scheme and people are concerned about losing a valuable resource, while the lack of clarity on what might replace it has created uncertainty.
- Being able to find personal assistants, offer accreditation of services and have people find out about their service/business are the most important things that people want from any future offer.
- Members value the scheme's sense of community, which prevents them feeling isolated and reassures them that support is available.
- Scheme users are happy with the care they have now and are worried any changes could lead to them losing their personal assistant.
- Members are concerned too that the changes could lead to personal assistants leaving the sector, affecting people's ability to find the care they need.
- Directory users are concerned about other local people's ability to find trusted and competent support if the proposal goes ahead.
- Members are concerned that they will get less, or no, work from adult social care if the proposal goes ahead and their ability to make a living will be compromised.
- Members want more clarity on their employment status and whether they should be making changes to how they work with their clients.
- People want to be kept informed and for clear information and support to be provided to help them transition to any new offer.

What happens next?

This report summarises what people told us in the consultation. The information has also been used to inform the Equality Impact Assessment (EqIA). An EqIA is a tool we use to understand how particular groups and communities would be affected by a proposed change.

A recommendations paper on our proposal to offer support in a different way will be considered by the Lead Member for Adult Social Care and Health on 6 March 2024. The paper will include learning from the consultation and the EqIA and set out what we plan to do next.

Appendix 1: The survey questions

Section 1: Questions for everyone

Q1) Are you completing the survey as: (please tick one answer)

- Someone who has used the scheme to find services for yourself or a family member/friend
- A resident of East Sussex who has heard of the scheme but not used it
- A resident of East Sussex who hasn't heard of the scheme before today
- An accredited personal assistant member of the scheme
- An accredited business member of the scheme
- A personal assistant who wants to join the scheme
- A business who wants to join the scheme
- A health and/or social care worker who has referred people to the scheme (please say where you work and your role in the box below)
- A health and social care organisation (please name your organisation and what your role is in the box below)
- Other (please explain below)

If you ticked 'other', please explain:

If you are taking part as a worker or organisation, please tell us where you work and what your role is:

Q2) How much do you agree or disagree with our proposal to stop offering the Support with Confidence scheme and offer support in a different way instead?

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Don't know

If you wish, please use the box below to explain your answer:

Note: The survey included routing depending on how people answered Q1:

- *Residents, workers, organisations, and anyone else who has used the scheme to help find care and support for themselves or someone else can continue on to section 2.*
- *Members and applicants of the scheme can go straight to section 3.*
- *People who have heard of the scheme but not used it, or haven't heard of the scheme before today can go straight to section 4.*

Section 2: Questions for residents, workers, and organisations

Q3) How would you rate your awareness of the Support with Confidence scheme and what it offers to residents?

- Good awareness
- Some awareness
- Limited awareness

Q4) How helpful have you found the scheme in finding support you can trust?

- Very helpful
- Helpful
- Neither helpful nor unhelpful
- Unhelpful
- Very unhelpful
- N/A

If you wish, please use the box below to explain your answer:

Q5) Have you been affected by the decision to pause the Support with Confidence scheme? If you have, please tell us how below:

Q6) How would you be affected if we stopped offering the Support with Confidence scheme and offered support in a different way instead?

This would not include offering a referral service or contingency support.

Q7) What aspects of any new support would be most important to you?

Please rate the options on a scale of 1-5, with 5 being the most important and 1 being the least important. You can also tell us about any suggestions we haven't included using the 'other' box below.

- Being able to call a helpline
- Finding personal assistants who can provide social care support
- Finding business services such as home maintenance and gardening
- Having all the information in one online directory
- Knowing the services have been through an accreditation process
- Support to deal with a complaint about service
- Other (please explain below)

If you ticked 'other', please explain here:

Q8) Your comments about what would be important to you in future:

Q9) What could we do to help people manage the transition to a new way of working?

Section 3: Questions for scheme members and applicants

Q3) How would you rate your awareness of the Support with Confidence scheme and what it offers to residents?

- Good awareness
- Some awareness
- Limited awareness

Q4) How helpful have you found the scheme in building your business or service?

- Very helpful
- Helpful
- Neither helpful nor unhelpful
- Unhelpful
- Very unhelpful
- N/A

If you wish, please use the box below to explain your answer:

Q5) Have you been affected by the decision to pause the Support with Confidence scheme? If you have, please tell us how below:

Q6) How would you be affected if we stopped offering the Support with Confidence scheme and offered support in a different way instead?

This would not include offering a referral service or contingency support.

Q7) What aspects of any new support would be most important to you?

Please rate the options on a scale of 1-5, with 5 being the most important and 1 being the least important. You can also tell us about any suggestions we haven't included using the 'other' box below. As we will no longer be offering the referral service or support with contingency planning these options aren't included in the list.

- Accreditation
- Allowing residents to find out about my personal assistant services
- Allowing residents to find out about my business
- Business support
- Care worker training
- Directory entry
- Support and guidance
- Support to deal with a complaint about your service
- Training specifically for personal assistants
- Wellbeing support
- Other (please explain below)

If you ticked 'other', please explain here:

Q8) Your comments about what would be important to you in future:

Q9) What could we do to help people manage the transition to a new way of working?

Section 4: Questions for everyone

Q10) If there is anything else you want to say about our proposal to stop offering the Support with Confidence scheme and offer support in a different way, please use the box below:

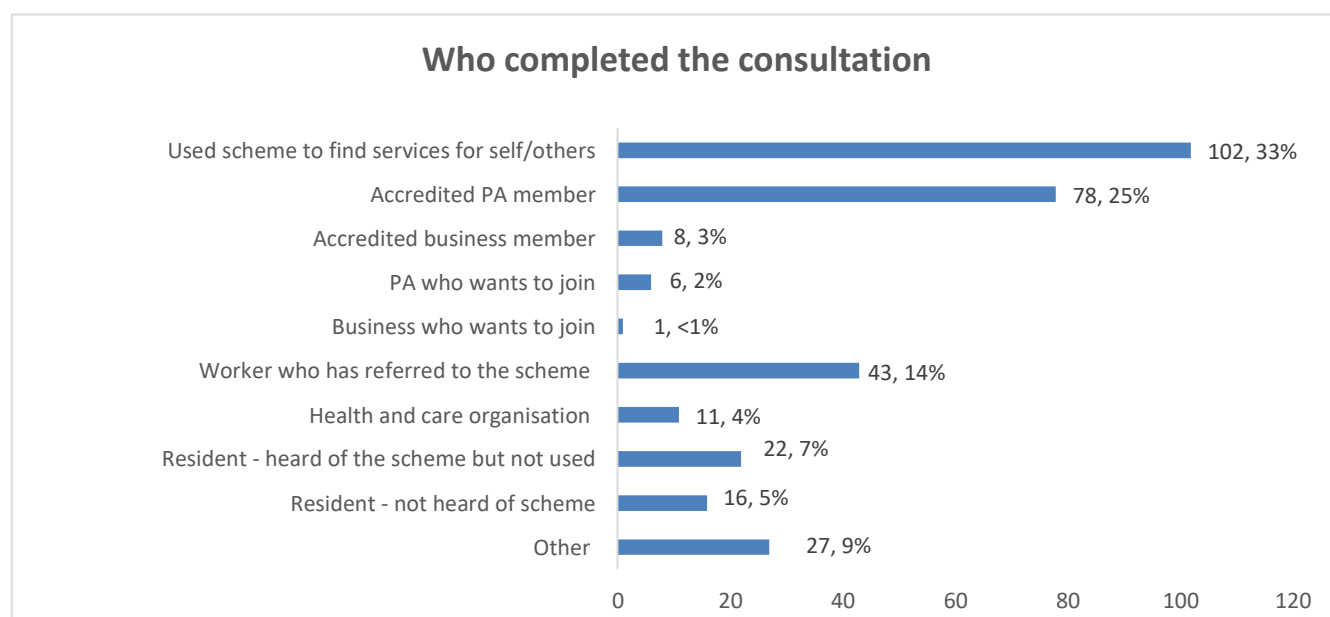
Appendix 2: The survey results

Everyone who took part in the survey was asked who they were completing the survey as, for their views on the proposal, and given an option to provide any other comments. If they had experience of using the directory as a resident, worker, organisation, or were scheme members or applicants, they were routed to dedicated sections with targeted questions about their experiences and how they would be affected by the proposal.

314 people took part in the survey, with 157 being routed through to the resident, worker, and organisation questions and 93 to the member and applicant questions.

Chart 1: Who took part in the survey

All 314 respondents answered this question.



The 27 who ticked 'other' fell into the following categories:

- User or prospective user of the scheme, or their loved one (14 people)
- Care sector worker/business (10)
- Personal assistant or their friend or relative (2)
- Unclear (1)

Chart 2: Overall views on the proposal

312 people answered the question and 2 did not.

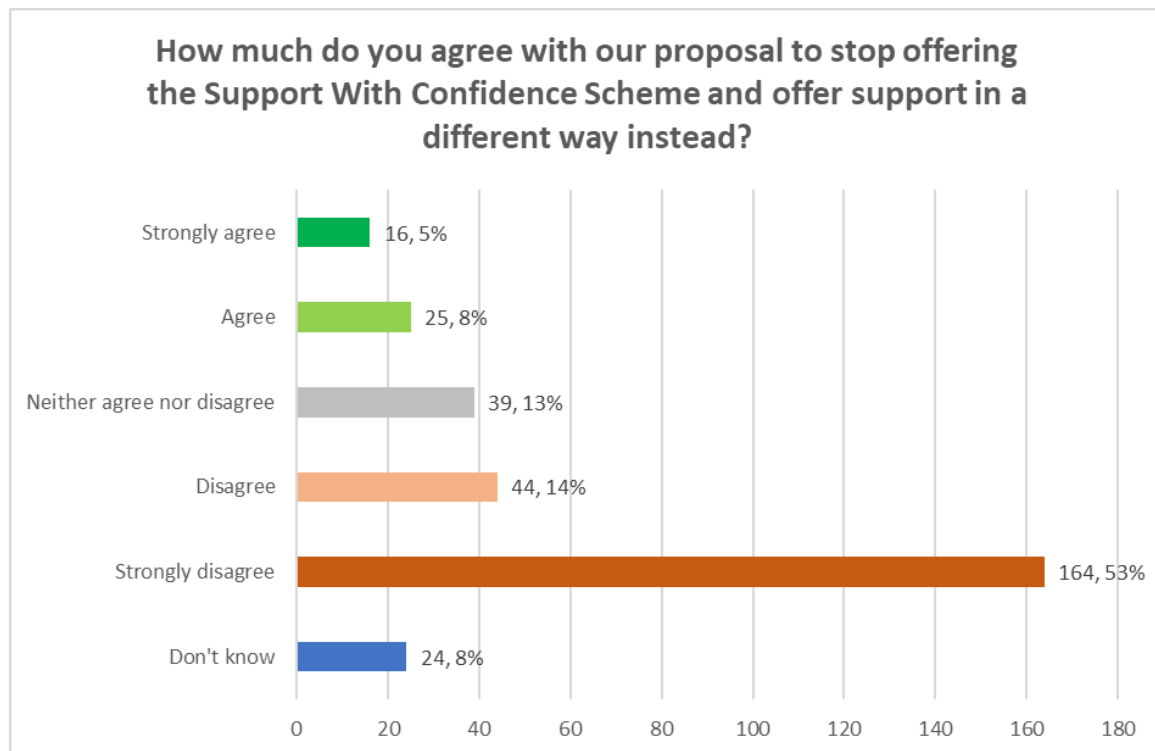


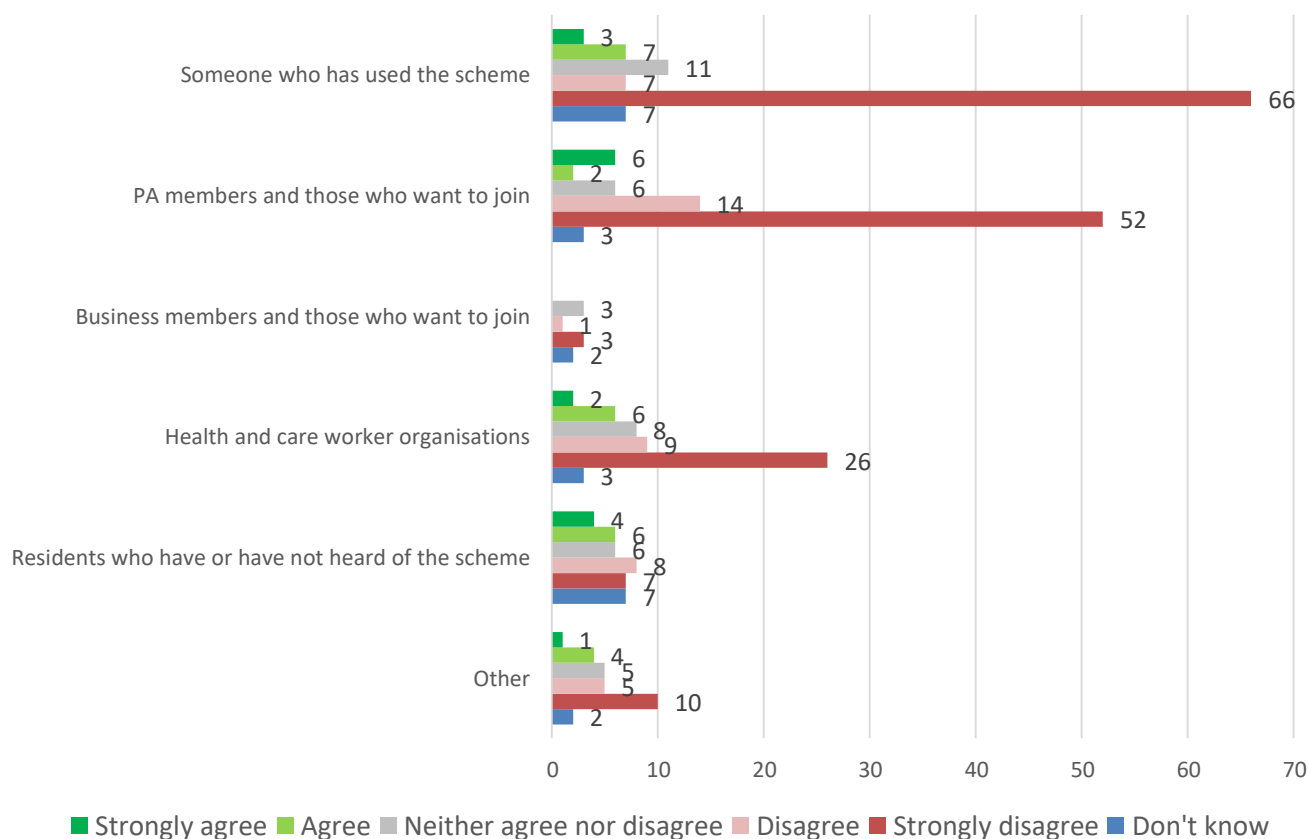
Chart 3: Views on the proposal by respondent type

312 people answered the question and 2 did not (one was a PA member and one had used the directory). Due to the small numbers for some respondent groups only whole numbers are included in the chart, although we have used percentages to explore the difference in views between the respondent groups below.

Disagreement with the proposal has the highest total for all respondent groups when the 'disagree' and 'strongly disagree' answers are combined. Personal assistants have the highest levels of disagreement (80%), although those who have used the scheme (72%) and workers/organisations (65%) weren't far behind.

Residents who haven't used the scheme, or who weren't aware of it, are less likely to disagree with the proposal (39%) and were the group that had the highest level of agreement with it (26%). No business members agreed with the proposal, although only 9 took part in the consultation, and more were unsure of their views than disagreed (55% chose 'neither agree nor disagree' or 'don't know' and 44% chose 'disagree' or 'strongly disagree').

How much do you agree with our proposal to stop offering the Support with Confidence scheme and offer support in a different way instead - by respondent type



Comment themes on views on the proposal

222 people added a comment to explain their views on the proposal. The bullet points below show the top comment themes, and these are organised based on people’s views on the proposal. The following tables list all the comment themes.

The top comment themes for the 67% who disagreed with the proposal were:

- Effect on clients (81 comments)
- Loss of a valuable resource (40 comments)
- Current process is efficient (31 comments)
- Effect on personal assistants (25 comments)

The top comment themes, combined, for the 21% who neither agreed nor disagreed with the proposal, did not know, or did not answer the initial rating

question but still made a comment, were:

- Cannot take a view about the proposal until the alternative is clear (19 comments)
- Loss of a valuable resource (8 comments)
- Effect on clients (5 comments)
- Crucial not to end scheme with nothing equally valuable in place (4 comments)
- Legal sanctions force change (4 comments)

The top comment themes for the 13% who agreed with the proposal were:

- Legal sanctions force change (7 comments)
- Effect on clients (4 comments)
- Dissatisfied with current scheme (3 comments)

Table 2: Comment themes on their views on the proposal

Comment themes for those who agreed or strongly agreed with the proposal	Number of comments
Legal sanctions force change	7
Effect on clients	4
Dissatisfied with current scheme	3
Current arrangement means clients miss out on other advice	2
Expense of current charges by PAs under the scheme	2
No better alternative	2
Safeguarding concerns	2
Care companies can't deliver same level or continuity of service	1
Current arrangement doesn't offer anything PAs can't get by other means	1

Current availability lists not always up to date	1
Current Council arrangement digitally excludes	1
Current scheme prioritised cheaper costs of PAs over CQC-registered providers	1
Loss of valuable resource	1
No reason offered	1
Retaining some type of vetting is vital	1
Comment themes for those who neither agreed nor disagreed	Number of comments
Can't say until alternative is clear	9
Loss of valuable resource	5
Effect on clients	4
Crucial not to end scheme with nothing equally valuable in place	3
Effect on PAs	3
Legal sanctions force change	3
Current process is efficient	2
No reason offered	2
Retaining some type of vetting is vital	2
Care companies can't deliver same level or continuity of service	1
Critical of central government	1
Critical of local government	1
Current availability lists not always up to date	1
Dissatisfied with current scheme	1
High demand/need for service	1
Supportive of changes if they make the scheme more	1

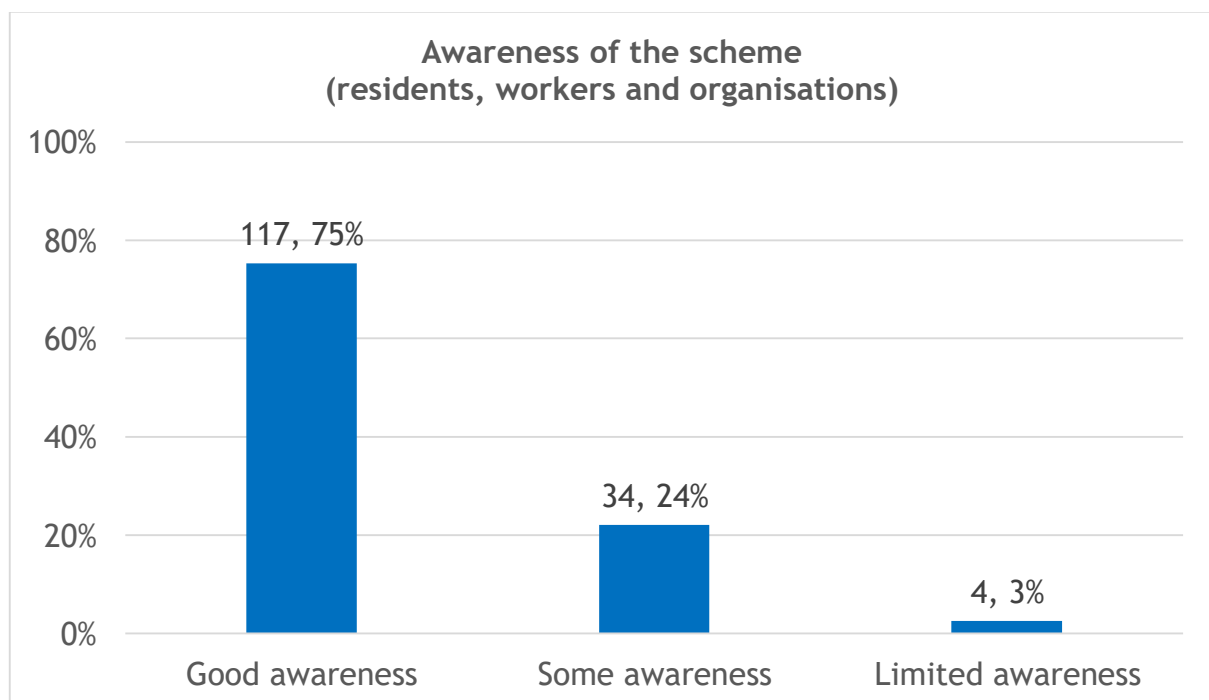
efficient/effective	
Comment themes for those who disagreed or strongly disagreed	Number of comments
Effect on clients	81
Loss of valuable resource	40
Current process is efficient	31
Effect on PAs	25
Retaining some type of vetting is vital	22
Care companies can't deliver same level or continuity of service	20
Can't say until alternative is clear	9
Critical of local government	9
Critical of proposal presentation/reasons behind it	9
Effect on ASC and other care organisations	9
Crucial not to end scheme with nothing equally valuable in place	8
Critical of central government	4
High demand/need for service	3
Issue requires local government discussion/action	2
Legal sanctions force change	1
No better alternative	1
Safeguarding concerns	1
Sourcing PAs is hard even with the scheme	1
Comment themes for those who said they did not know	Number of comments
Can't say until alternative is clear	9
Loss of valuable resource	3

Not aware of the scheme	2
Crucial not to end scheme with nothing equally valuable in place	1
Effect on clients	1
Legal sanctions force change	1
Retaining some type of vetting is vital	1
Supportive of changes if they make the scheme more efficient/effective	1
Comment themes for those who did not answer to say whether they agreed or disagreed	Number of comments
Can't say until alternative is clear	1

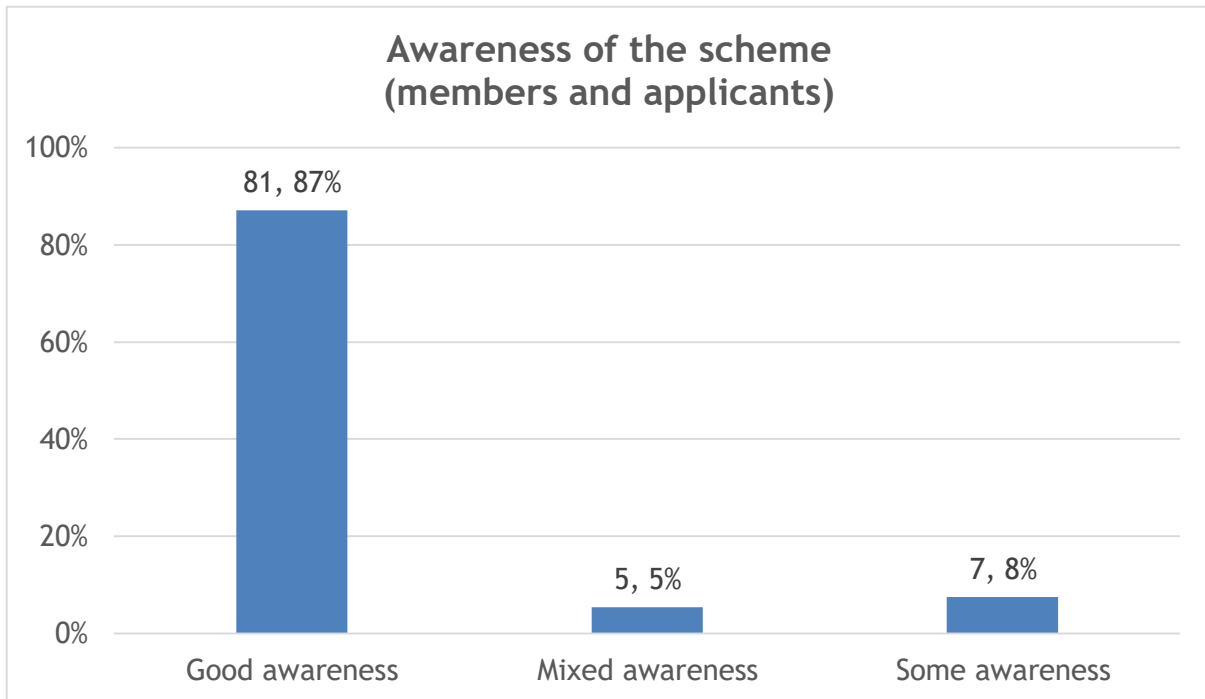
Charts 4 and 5: Awareness of the scheme

Note: The response scales for the two groups weren't quite the same due to an error. The mid-point for one was 'some awareness', while for the other it was 'mixed awareness'. These are similar enough not to materially affect the results.

155 residents, workers and organisations answered this question and 2 did not.

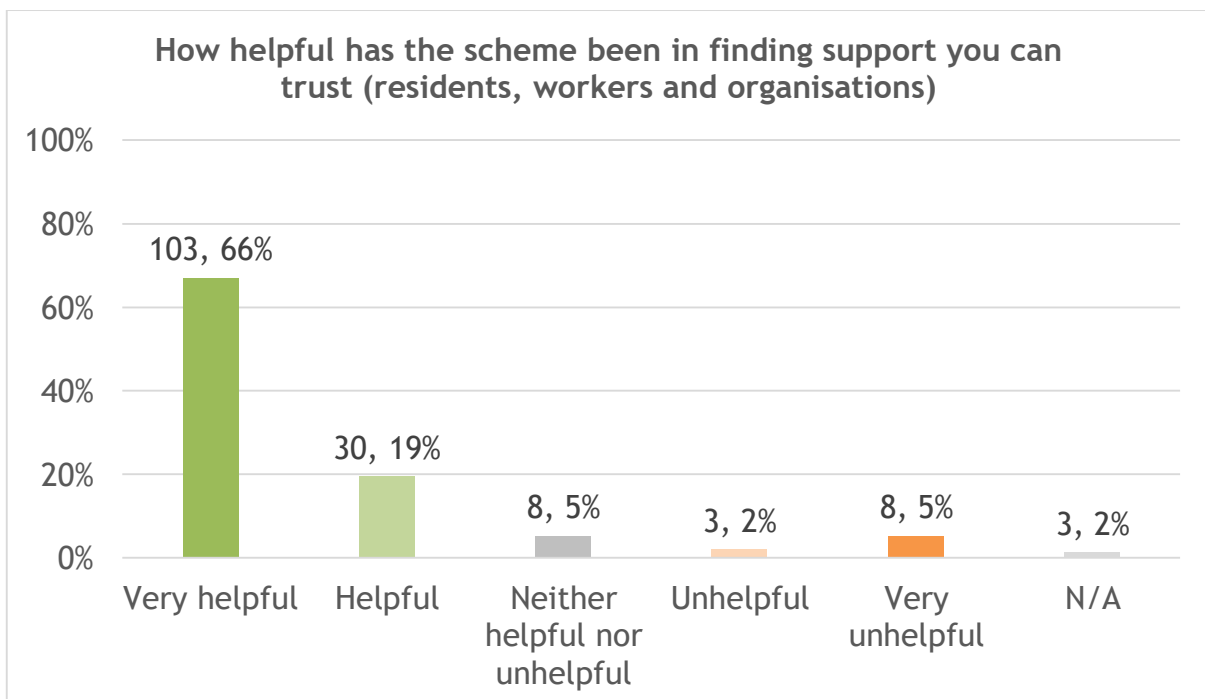


All 93 members and applicants answered this question.

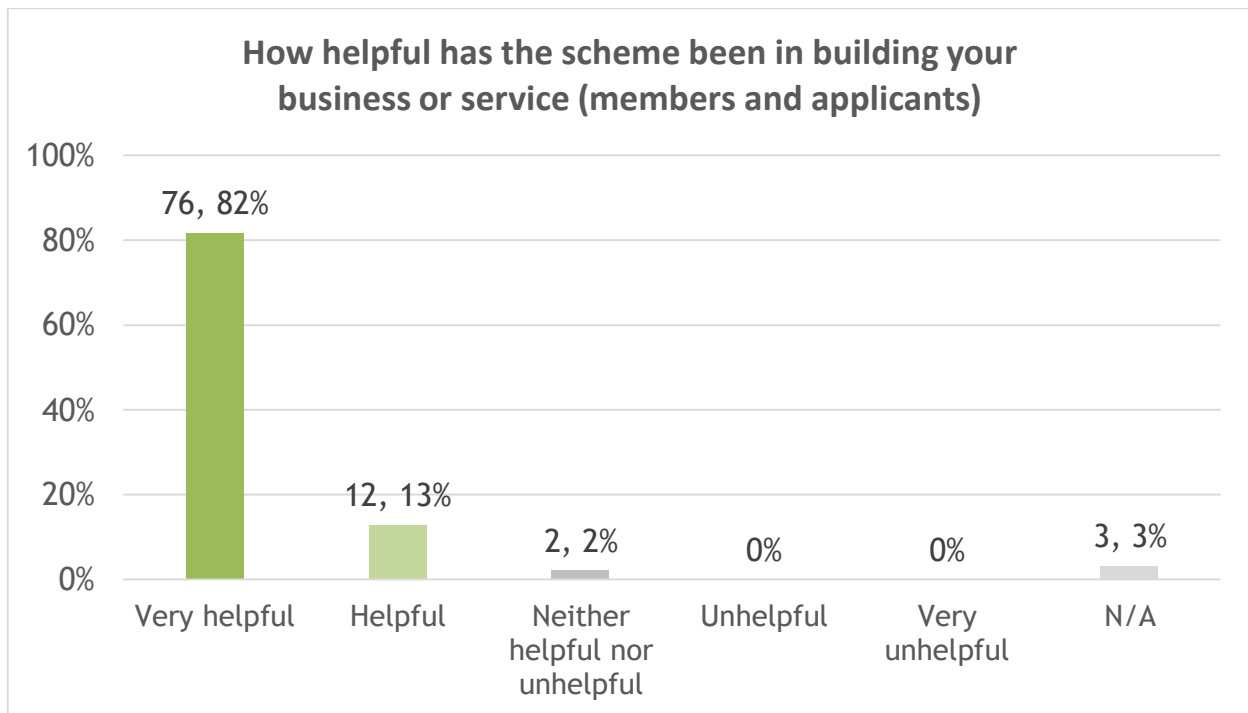


Charts 6 and 7: How helpful they've found the scheme

155 residents, workers and organisations answered this question and 2 did not.



All 93 members and applicants answered this question.



Comment themes on how helpful they've found the scheme

68 residents, workers and organisations offered a comment, while 43 members and applicants did. This means that 139 didn't answer the question.

The top comment themes on how helpful residents, workers and organisations have found the scheme are:

- Access to accredited and competent support (23 comments)
- Flexible care suited to clients' needs and preferences (12 comments)
- Helped me find a personal assistant (8 comments)

The top comment themes for members and applicants are:

- Client numbers via the scheme (22 comments)
- Sense of community/not isolated (17 comments)
- Training (13 comments)

Table 3: Comment themes on how helpful they've found the scheme (residents, workers, and organisations)

Comment theme	Number of comments
Access to accredited and competent support	23
Flexible care suited to clients' needs and preferences	12
Helped me find a personal assistant	8
Difficult to find personal assistant with suitable availability	7
Can confidently signpost clients to support services	7
Unresponsive service	6
Responsive service	4
Good service	4
High standard of care	3
Personal assistants are too expensive	3
Wouldn't be able to find a personal assistant without the scheme	3
Hassle free	3
Lack of trust in care agencies	2
Popular service	2
Critical of the proposal and the motivations behind it	2
User friendly website	2
Details about personal assistants inaccurate	2
Ability to have one consistent personal assistant	2
Personal assistants have appropriate training and support	2
Vital for finding personal assistants	2

Ability to choose from a range of personal assistants	2
Lack of support for those affected by pausing the scheme	1
Personal assistants value the scheme	1
Unable to find a suitable personal assistant	1
Care agencies not competent	1
Direct payments for clients using a personal assistant from the scheme efficient	1
The scheme was adequate	1
Not enough personal assistants available	1
Ability to raise concerns regarding personal assistants	1
Scheme was not fit for purpose	1
Pausing the scheme is a safeguarding concern	1
Personal assistant prices are not proportionate to the services provided	1
Support with Confidence processes caused issues for other teams	1
Personal assistants are vital for client wellbeing	1
Unable to find any personal assistants	1
Personal assistants from the scheme not adhering to legal obligations	1
Employed a personal assistant from another source	1
Care agencies too expensive	1
Negative comment on their personal situation	1
Negative comment about their personal assistant's attitude	1
New support offer will force clients to agency care and lower standard of care	1

No personal assistants locally	1
--------------------------------	---

Table 4: Comment themes on how helpful they've found the scheme (members and applicants)

Comment themes	Number of comments
Client numbers via the scheme	22
Sense of community/not feeling isolated	17
Training offer	13
Advice offer	10
Accreditation	9
Own sense of worth	7
More freedom than through care companies	4
Comment on their personal situation	3
Reassurance for clients	3
Negative comment on the national report that led to the pausing of the scheme and its conclusions	1
They have lost confidence in the Council	1
There will be reduced choice for clients	1

Comment themes on how they've been affected by scheme pause

116 residents, workers and organisations offered a comment, while 88 members and applicants did. This means that 46 didn't answer the question.

The top comment themes on how residents, workers and organisations have been affected are:

- Not currently affected (36 comments)
- Negative emotional impact (17 comments)
- Unable to recommend a trusted source of personal assistants (16 comments)

The top themes for members and applicants are:

- Negatively affected, as getting less work (28 comments)
- Not been affected (25 comments)
- Negatively affected, as it had created more uncertainty (24 comments)

Table 5: How they've been affected by the scheme pause (residents, workers, and organisations)

Comment themes	Number of comments
Not currently affected	36
Negative emotional impact	17
Unable to recommend a trusted source of personal assistants	16
Delay in provision of care	11
Uncertainty about the future	10
Negatively affected [unspecific]	9
Concern about losing their current personal assistant	9
Difficulty finding accredited and competent support	8
Unable to find any personal assistants	6
Comment on their personal situation	6
Loss of an easy-to-use service	5
Lack of communication regarding the scheme pausing	5
Difficult to find a suitable personal assistant	5
Don't know how to find support without the scheme	5
Comment is unspecific/unclear	5
Relied on Support with Confidence to find support services	4
Client cannot find flexible care based on their needs and	4

preferences	
Confusion on how it affects them	3
Clients unable to source care on their own	3
Agencies struggling to employ personal assistants	3
Clients not confident at or willing to be an employer	2
Lack of client autonomy	2
Unsure where to signpost clients to without the scheme	2
Financial difficulty for personal assistants	2
Loss of work for personal assistants	2
Lack of trust in agencies	2
The Direct Payment Support Services provide a better experience for clients seeking support	1
Pausing the scheme is a safeguarding concern	1
Clients hesitant to source care via other routes	1
Ending the scheme will result in a higher standard of care for clients	1
Pressure on care agencies	1
It was a mistake to pause the scheme	1
Financial impact	1
No alternative scheme to turn to	1
Agencies are unhelpful	1
Better equality for care worker employment rights	1
The Direct Payment Support Services are unhelpful	1
Intended to join the scheme before the pause	1
Lack of capacity to support self-funders	1

Delays in arranging direct payments	1
Concern that any support clients source independently won't be safe	1
Negative impact on community support needs	1
Care agencies lack care availability	1
Lack of support for scheme members since it was paused	1
Personal assistants are approaching organisations for advice	1
Less care available for clients	1
Referred to the Direct Payment Support Services	1
Less choice in support services	1
The Direct Payment Support Services delayed in sourcing support	1
Fewer personal assistants attending training	1
Care agencies are too expensive	1
Clients are checking employment status of their personal assistant	1
Increased burden on carers	1
Independently sourcing support via personal network of contacts	1

Table 6: How they've been affected by the scheme pause (members and applicants)

Comment themes	Number of comments
Less work	28
No, not affected	25
More uncertainty	24

Concerned for clients	20
Feel less supported	19
Stress/pressure/concern	15
May, or will, change job	7
Still awaiting accreditation/application result/other outcome	6
Concerned about care system generally	2
Can't yet say how they are affected	1

Comment theme on how they would be affected if the proposal went ahead

The top comment themes for residents, workers and organisations are:

- Unable to comment on the alternative support offer due to lack of information and clarity (32 comments)
- Difficulty finding accredited and competent support (24 comments)
- Unable to recommend a trusted source of support to clients (13 comments)

The top themes for members and applicants are:

- Less work or no work (26 comments)
- Uncertain (25 comments)
- Less or no support for PA work/business (18 comments)

Table 7: How they would be affected if the proposal went ahead (residents, workers, and organisations)

Comment themes	Number of comments
Unable to comment on the alternative support offer due to lack of information and clarity	32
Difficulty finding accredited and competent support	24

Unable to recommend a trusted source of support to clients	13
Concern about losing their current personal assistant	11
Will struggle to find flexible care suited to clients' needs and preferences	12
Would not affect me personally	11
Negatively affected [unspecific]	10
Concern about how clients will find support	8
Negative emotional impact	7
Will struggle without referral support	7
Delay in provision of care	5
Less choice in support	5
Care agencies are too expensive	4
Lose ability to find support via the scheme	4
Negative impact on client health and wellbeing	4
Greater negative impact on vulnerable clients specifically	4
Lack of trust in agency workers	7
Care agencies unhelpful	3
Retain the original scheme	3
Lack of autonomy for clients	3
Critical of the reasoning for pausing the scheme	3
Comment unspecific/unclear	3
Experienced issues with the scheme previously	3
Comment on their personal situation	3
Significant impact [unspecific]	3

Less support available	3
Care agencies unsuitable for vulnerable clients	3
Critical of the proposal	3
Concern about feeling safe with future support	3
Concerned new support offer is not sufficient	2
Uncertainty about the future	2
Retain as many processes from the Support with Confidence scheme as possible	2
Will struggle without contingency support	2
Unsure	2
Care agencies struggling to employ personal assistants	2
Unable to ensure safety of clients receiving care in their own home	2
Increased workload for East Sussex County Council (the Council) staff	2
Lack of support for unpaid carers	2
Councils should ensure all care providers are subject to Care Quality Commission regulations	1
Would struggle to be an employer	1
Need a way of raising concerns about personal assistants	1
Clients need the support of the service	1
Increased burden on other services	1
Unable to support clients to find support	1
Negative impact on organisations' business models	1
Would likely start employing care	1
Increased reliance on care agencies	1

Need to retain contingency planning	1
Clients would have better access to support	1
Clear information and guidance on new scheme would be needed	1
Feels a decision has already been made regardless of consultation	1
New support offer should meet member and user needs	1
Financial burden on clients	1
Not having one consistent personal assistant	1
Need for a better complaints system	1
Opportunity to improve the referral process	1
Need to learn how the alternative support offer would work	1
Reduced respite for clients' unpaid carers	1
Independently sourcing support via personal network of contacts	1
An alternative scheme for sourcing support is welcome	1

Table 8: How they would be affected if the proposal went ahead (members and applicants)

Comment theme topic	Number of comments
Less or no work	26
Uncertain	25
Less or no support	18
Would need training	15
Would need advice/support	13
Would need directory entry	9

Change their career	8
Unaffected	6
Critical of/querying the motivations behind the proposal	4
Emotional impact	4
Unwilling to become an employee	4
Critical of the question asked	3
Would look for clients elsewhere	3
Would need accreditation	3
Critical of the proposals and how they have been shared	2
Critical of what might replace the scheme	2
Comment unclear	2
Concerned about the proposal's impact on clients	1
Notes examples of where scheme has been valuable	1
Suggests a new approach prioritising client and the personal assistance over brokerage and the local authority	1

Charts 8 and 9: What aspects of any new support would be important (residents, workers, and organisations)

154 people answered this question and 3 did not. This first chart shows how many people ranked each category as 'most important'.



This second chart shows the percentage ratings from 5 'most important' through to 1 'least important'. Multiple options could be given the same level of importance. The percentages for each row in the chart reflect the number of respondents who answered for that category.

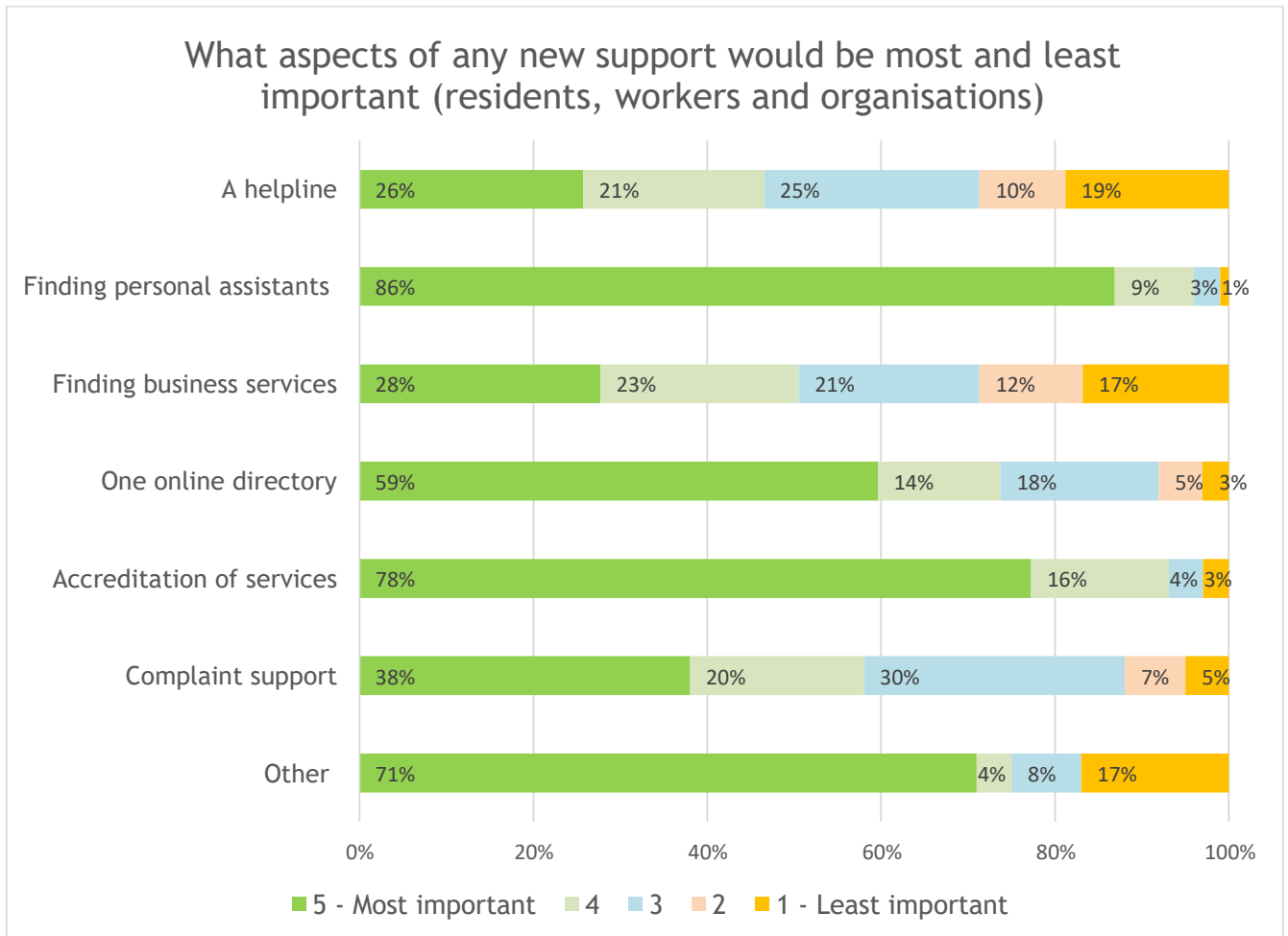


Table 9: What aspects of any new support would be important (residents, workers, and organisations)

The table shows the number of people who provided an answer for each category.

	5 - Most important	4	3	2	1 - Least important	Total
A helpline	39	31	37	15	28	150
Finding a personal assistant	133	14	5	0	2	154
Finding business services	42	34	31	18	26	11
One online directory	90	22	27	8	5	152
Accreditation of services	119	24	6	0	4	153
Complaint support	56	30	44	11	7	148
Other	17	1	2	0	4	24

Comment themes for those who ticked ‘other’

The 24 residents, workers and organisations who ticked ‘other’ provided the following comments which are grouped by rating:

The themes for those who rated their ‘other’ suggestion as 5 ‘most important’ are:

- Access to the new offer should be simple, inclusive, and accessible for all (4 comments)
- Adult Social Care being able to access personal assistants (1 comment)
- Ability to refer clients or signpost clients to a source of personal assistants (1 comment)
- Signposting for personal assistants needing support and training (1 comment)
- Personal assistants with specialist care skills (1 comment)
- Support that clients don’t need to employ (1 comment)
- Increased recruitment of, and more robust policies for personal assistants (1 comment)

comment)

- Comprehensive details about the individuals offering support (1 comment)
- Plenty of time is needed to adjust to any change (1 comment)
- Retain the old scheme staff (1 comment)
- The Direct Payment Support Services being responsible for all admin (1 comment)
- Prioritise safety of personal assistants and clients (1 comment)
- Access to one consistent carer (1 comment)
- Transparency (1 comment)
- A service that delivers support as designed (1 comment)

The themes for those who rated their 'other' suggestion as 3 for importance are:

- A focus on vulnerable clients and a broad care approach (1 comment)

The themes for those who rated their 'other' suggestion as 1 'least important' are:

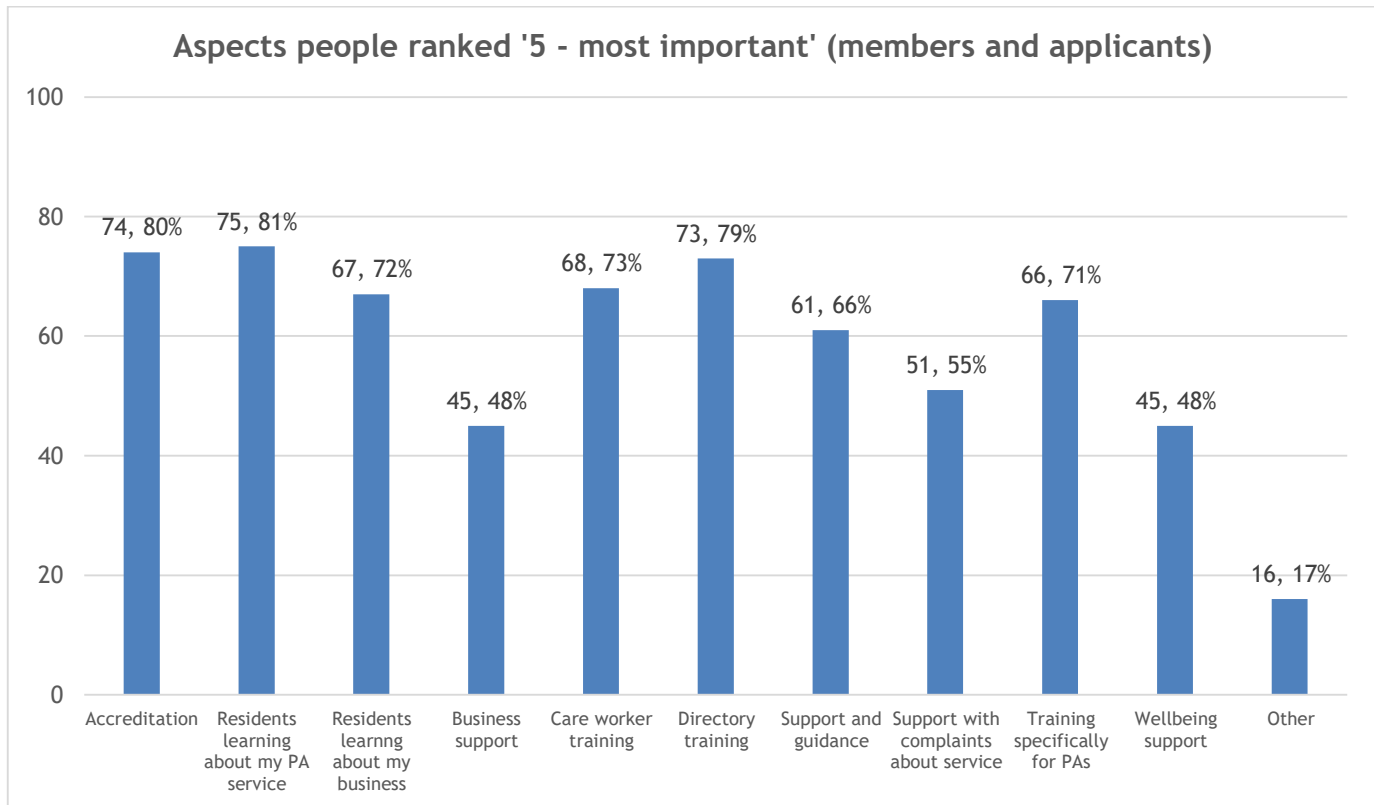
- Don't duplicate what the private sector already provides (1 comment)

Where no rating was given for their comment, the themes are:

- More robust supervision of personal assistants (1 comment)
- Ability to contact multiple personal assistants at once (1 comment)
- Give special focus to the value and work of personal assistants over other support offer types (1 comment)
- Access to self-employed support and not having to be an employer (1 comment)
- Access to the new offer should be simple, inclusive, and accessible for all (1 comment)

Charts 10 and 11: What aspects of any new support would be important (members and applicants)

93 people answered this question. This first chart shows how many people ranked each category as 'most important'.



This second chart shows the percentage ratings from 5 ‘most important’ through to 1 ‘least important’. Multiple options could be given the same level of importance. The percentages for each row in the chart reflect the number of respondents who answered for that category.

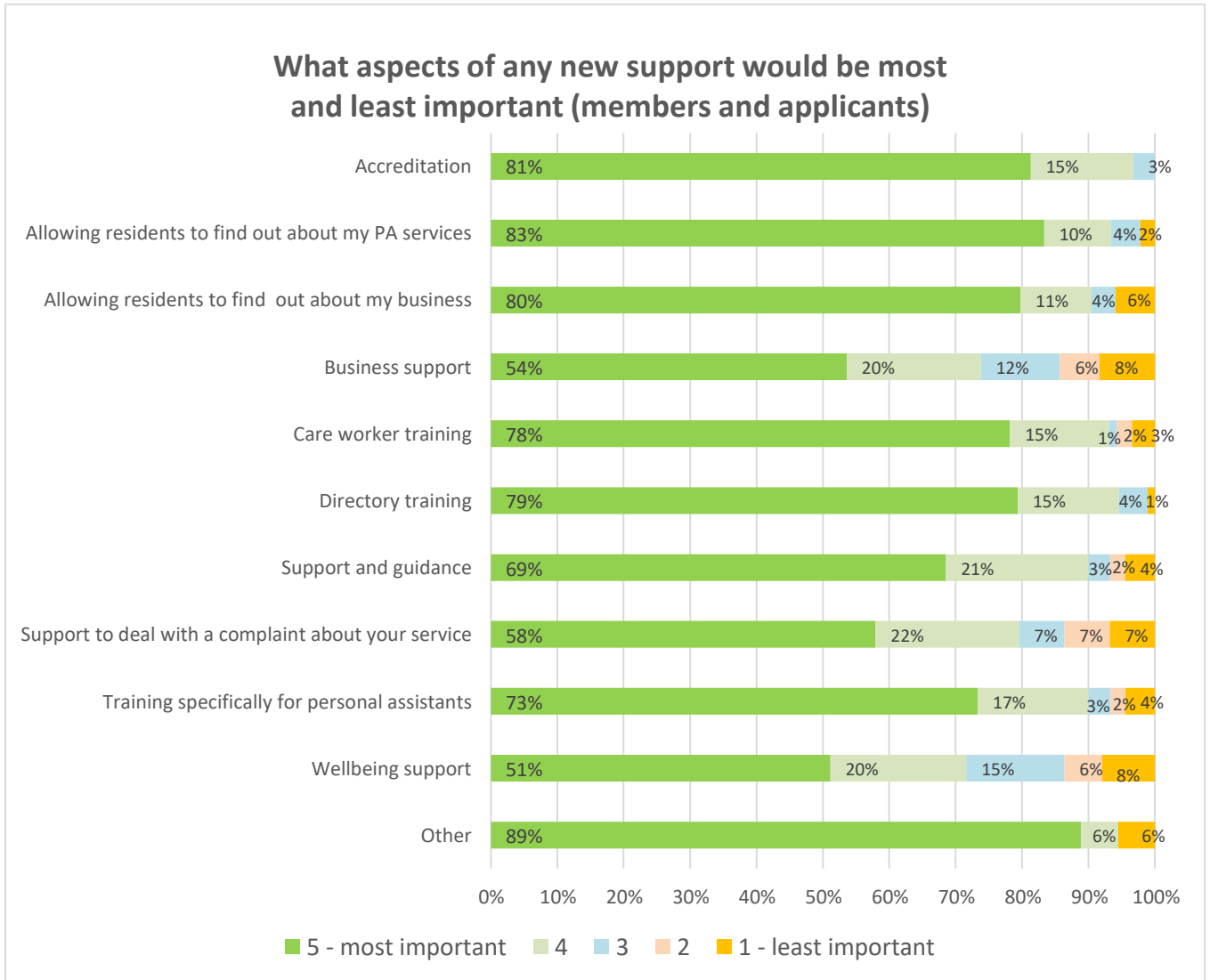


Table 10: What aspects of any new support would be important (members and applicants)

The table shows the number of people who provided an answer for each category.

	5 - Most important	4	3	2	1 - Least important	Total
Accreditation	74	14	3	0	0	91
Allowing people to find out about my PA service	75	9	4	0	2	90
Allowing people to find out about my business	67	9	3	0	5	84
Business support	45	17	10	5	7	84
Care worker training	68	13	1	2	3	87
Directory entry	73	14	4	0	1	92
Support and guidance	61	19	3	2	4	89
Support to deal with a complaint about your service	51	19	6	6	6	88
Training specifically for personal assistants	66	15	3	2	4	90
Wellbeing support	45	18	13	5	7	88
Other	16	1	0	0	1	18

Comment themes for those who ticked ‘other’

The 27 members and applicants who ticked ‘other’ provided the following 18 comments. All the respondents who included a comment either ticked 5 ‘most important’ or didn’t offer a rating for their comment.

The themes from the comments were:

- Support with DBS checks (7 comments)
- Client referrals (3 comments)
- Contact with ASC staff/social workers (3 comments)
- Training (3 comments)
- Assessment of/guidance on self-employment status (2 comments)
- Financial support/planning (2 comments)
- Awareness of value of PAs (1 comment)
- Gather client feedback (1 comment)
- Improved database (1 comment)
- PA mutual support networks (1 comment)

Comment themes on what would be important for a future offer

103 residents, workers and organisations offered a comment, while 81 members and applicants did. This means that 52 didn't answer the question.

The top comment themes for residents, workers and organisations are:

- Accreditation of scheme members (35 comments)
- Directory of trusted and competent professionals (31 comments)
- Safe and easy access to support (23 comments)

The top themes for members and applicants are:

- Training (29 comments)
- Client/resident peace of mind/support (25 comments)
- PA support, including peer-to-peer (22 comments)
- Support/advice (22 comments)

Table 11: What aspects of any new support would be important (residents, workers, and organisations)

Comment theme topic	Number of comments
Accreditation of scheme members	35
Directory of trusted and competent professionals	31
Safe and easy access to support	23
Flexibility to choose a personal assistant based on preference	12
Support and training for personal assistants	10
Keeping my current personal assistant	9
Continuity of care	8
Consideration for the safety of vulnerable clients	7
Continue with the Support with Confidence scheme as it was	7
Comment on their personal situation	6
Accessible and inclusive information for all	5
Costs needs to be proportionate to service offer	5
All aspects in previous question are important	5
Staff to contact for support	4
Retain as many processes from the Support with Confidence scheme as possible	4
Check employment status of scheme members	4
Maintain client's independence	4
Include availability of each personal assistant in a directory	3
Show locality of personal assistants	3
A referral service	3

Ensure sufficient numbers of personal assistants are available	3
Ability to support clients sourcing their own care	3
A user-friendly website	2
Clear signposting to services	2
A service that delivers what it promises to	2
Stricter monitoring of personal assistants	2
Contingency planning support	2
Support to use the new system	2
Better pay for personal assistants	2
Clear information and guidance on new scheme	1
Comment about the importance of personal assistants	1
Comment about the complexity of direct payments	1
Ensure self-employed work is still viable	1
No additional effort to find support	1
Make all care providers subject to Care Quality Commission regulation	1
Care agencies are unhelpful	1
Ability to find care quickly	1
Feels a decision has been made regardless of the consultation	1
Multiple contact methods to access the service	1
All care workers treated as employees	1
Positive comment about named training staff	1
Function to leave reviews of personal assistants	1
Good management	1

Service proactively engages with clients sourcing support	1
Support funded and privately funded residents differently	1
Stability for clients	1
It is unclear why the scheme must stop	1
Positive comment regarding previous scheme	1
Incentives for highly skilled providers to offer services	1
Mitigate delays to provision of care	1
Allow clients to advertise their need for help	1
Ensure access is not subject to a referral	1

Table 12: What aspects of any new support would be important (members and applicants)

Comment theme topic	Number of comments
Training	29
Client/resident peace of mind/support	25
PA support, including peer-to-peer	22
Support/advice	22
Keep scheme as it is	20
Accreditation	18
Directory	14
Sourcing new clients	13
DBS checks	10
Maintaining independence	9
Wellbeing assistance	6

Simple processes	5
Critical of question asked	1
Co-production of a robust local social care network for all	1

Comment themes on how we can help people transition

113 residents, workers and organisations offered a comment, while 83 members and applicants did. This means that 54 didn't answer the question.

The top comment themes for residents, workers and organisations are:

- Clear information and guidance on the new scheme (37 comments)
- Keep me informed (18 comments)
- Comprehensive promotion of the new scheme (16 comments)

The top themes for members and applicants are:

- Provide clear information (35 comments)
- Offer support (18 comments)
- Keep the scheme as it is (12 comments)
- Ensure PAs are trained (11 comments)

Table 13: How we could help people transition (residents, workers, and organisations)

Comment theme topic	Number of comments
Clear information and guidance on the new scheme	37
Keep me informed	18
Comprehensive promotion of the new scheme	16
Unable to comment on the alternative support offer due to lack of information and clarity	15
Accessible and inclusive information for all	14

Keep relevant services and healthcare providers informed	10
Co-produce the new scheme with stakeholders	10
Continue with the Support with Confidence scheme as it was	9
Keeping my current personal assistant	7
Training and support for personal assistants	6
Retain as many processes from the Support with Confidence scheme as possible	6
A short and timely transition	6
Ensure no delay in provision of care	5
Offer training on the new way of working	4
Continuity of care	4
Critical of the proposal and the motivations behind it	3
Interim support	3
A simple transition	3
Accreditation of scheme members	3
Comment on personal situation	2
Comment on the lack of communication regarding the scheme pausing	2
Provide legal advice for self-employed personal assistants	2
Contactable and responsive scheme staff	2
Not sure	2
Ability to have one consistent personal assistant	2
Feels a decision has been made regardless of consultation	2
Care agencies are unsuitable for vulnerable clients	2
Flexible and person-centred approach	2

Legal implications of the paused scheme are not clear	2
Option to access micro-providers	1
Review pay rate for personal assistants	1
Questioning the benefit of the Direct Payment Support Services	1
All carers treated as employees	1
Cannot understand the question	1
Ability to filter details on a personal assistant directory	1
Query regarding other local authorities' approach to the legal implications	1
Care agencies are too expensive	1
Comment unspecific/unclear	1
Signposting to alternative support during transition	1
Care agencies are too slow at providing support	1
Direct contact between client and provider	1
All care providers subject to Care Quality Commission regulation	1
Promote the benefits of employment to personal assistants	1
Lack of trust in care agencies	1
Query about the need for a new support offer	1
Appropriate disciplinary process for personal assistants	1
Quick access to personal assistants	1
Minimal admin for personal assistants	1
Mitigate additional work for staff	1
Safe and easy access to support	1
Support personal assistants with understanding their employment status	1

Concern for client safety with unregulated care	1
Ensure support is available	1
Better communication between departments/services	1
Advice on selecting trustworthy support	1

Table 14: How we could help people transition (members and applicants)

Comment theme topic	Number of comments
Provide clear information	35
Offer support	18
Keep the scheme as it is	12
Ensure PAs are trained	11
No suggestion - comment on their own intentions/view	7
Appreciate PAs/their motivations	7
Discussion - involve all parties	6
Provide honest communication	6
Supervise/ensure vetting	5
Don't know	4
Discussion - face to face	3
Encourage providers to support PAs	2
Swift decision making	2
Avoid a named provider	1
Avoid provider	1
Offer something similar	1

Comment themes for any other comments

197 people answered this question and 117 did not.

The top comment themes are:

- Clients will be worse off and/or need support (61 comments)
- Don't alter the scheme (45 comments)
- Personal assistant work should not be in jeopardy (41 comments)
- Surprise/disappointment at decision (34 comments)
- Criticism of care agency/agencies - general or specific (25 comments)

Table 15: Any other comments and suggestions (all respondents)

Comment theme topic	Number of comments
Clients will be worse off and/or need support	61
Don't alter the scheme	45
Personal assistant work should not be in jeopardy	41
Surprise/disappointment at decision	34
Criticism of care agency/agencies - general or specific	25
Accreditations should stay	18
More clarity needed on options	18
Criticism of communication of the change	14
Ongoing discussion/research is important	10
Training should stay	10
Criticism of motivations behind the change	9
Directory should stay	9
Negative impact on care system more widely	9
Suggestion for promotion/publicising vacancies	7

Comment on their personal situation	6
Replacement needs legal rigour	6
Agrees with proposal	5
Only replace with something better	5
Willingness to change	5
Criticism of system complexity	3
Ongoing trust is important	3
Keep more basic version running (option 1)	2
Positive unelaborated comment on the scheme	2
Build a new version (option 2)	1
Conclusions of the national report on employment status have been misrepresented	1
Criticism of local government	1
Model outlined for personal assistant work as members of the Personal Assistants at Home Network	1
Notes different levels/nature of personal assistant activity	1
Replacement needs clarity around costs	1
Replacement needs clarity around scope	1

Appendix 3: Survey equalities data

People had the option of answering the ‘about you’ equality questions in the survey. For each question we have said how many chose not to answer.

Table 16: Age

	Respondent number	Respondent percentage
Under 18	0	0%
18-24	3	1%
25-34	15	5%
35-44	36	11%
45-54	63	20%
55-59	45	14%
60-64	37	12%
65+	66	21%
Prefer not to say	35	11%
Not answered	14	4%

Table 17: Gender

	Respondent number	Respondent percentage
Male	56	18%
Female	226	72%
Non-binary	1	0.5%
Prefer to self-describe	0	0%
Prefer not to say	18	6%
Not answered	13	4%

Gender identity

278 (89%) identify with the sex they were registered with at birth, while 1 person (0.5%) does not and consider themselves non-binary. 19 (6%) preferred not to say and 16 people (5%) did not answer.

Table 18: Ethnicity

Ethnicity	Respondent number	Respondent percentage
White British	262	84%
White Irish	1	0.5%
White Gypsy/Irish Traveller	1	0.5%
White Roma	0	0%
White other	10	3%
Mixed White and Black Caribbean	1	0.5%
Mixed White and Black African	0	0%
Mixed White and Asian	1	0.5%
Mixed other	0	0%
Asian or Asian British Indian	0	0%
Asian or Asian British Pakistani	0	0%
Asian or Asian British Bangladeshi	0	0%
Asian or Asian British Chinese	1	0.5%
Asian other	0	0%
Caribbean	0	0%
African background	0	0%
Black, Black British, or Caribbean other	0	0%
Arab	0	0%
Other	1	0.5%
Prefer not to say	22	7%
Not answered	14	4%

Of those that said 'other', two said 'European', one said 'White European', one said 'British/European', one said 'White English European', and one said 'Dutch'.

Table 19: Sexual orientation

Sexuality	Respondent number	Respondent percentage
Heterosexual/Straight	251	80%
Gay or Lesbian	6	2%
Bi/Bisexual	5	2%
Prefer to self-describe	2	1%
Prefer not to say	32	10%
Not answered	18	6%

Of those who answered, 'Prefer to self-describe', two people said 'Pansexual'.

Table 20: Religion or belief

Religion	Respondent number	Respondent percentage
Christian	130	41%
Buddhist	6	2%
Hindu	0	0%
Jewish	3	1%
Muslim	0	0%
Sikh	0	0%
Other	3	1%
Philosophical belief	3	1%
No religion	120	38%
Prefer not to say	31	10%
Not answered	18	6%

11 people provided further details, with one for each of the following: Humanist, Jehovah's Witness, reincarnation, spiritual, Quaker/Buddhist, Pagan and New Age.

Table 21: Physical or mental health condition

Whether their condition is expected to last 12+ months	Respondent number	Respondent percentage
Yes	111	35%
No	154	49%
Prefer not to say	32	10%
Not answered	17	5%

Chart 12: Impact on their ability to carry day-to-day activities

Those who have a physical or mental health condition expected to last more than 12 months were asked how it affects their ability to carry out day-to-day activities. 111 people answered the question, which was everyone who was eligible based on their answer to the previous question. No one chose 'prefer not to say'.

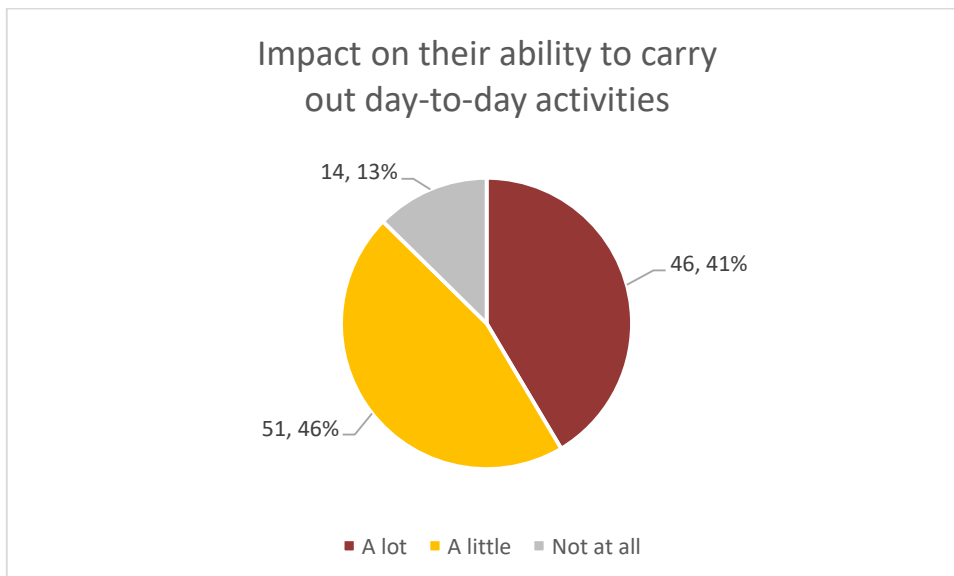
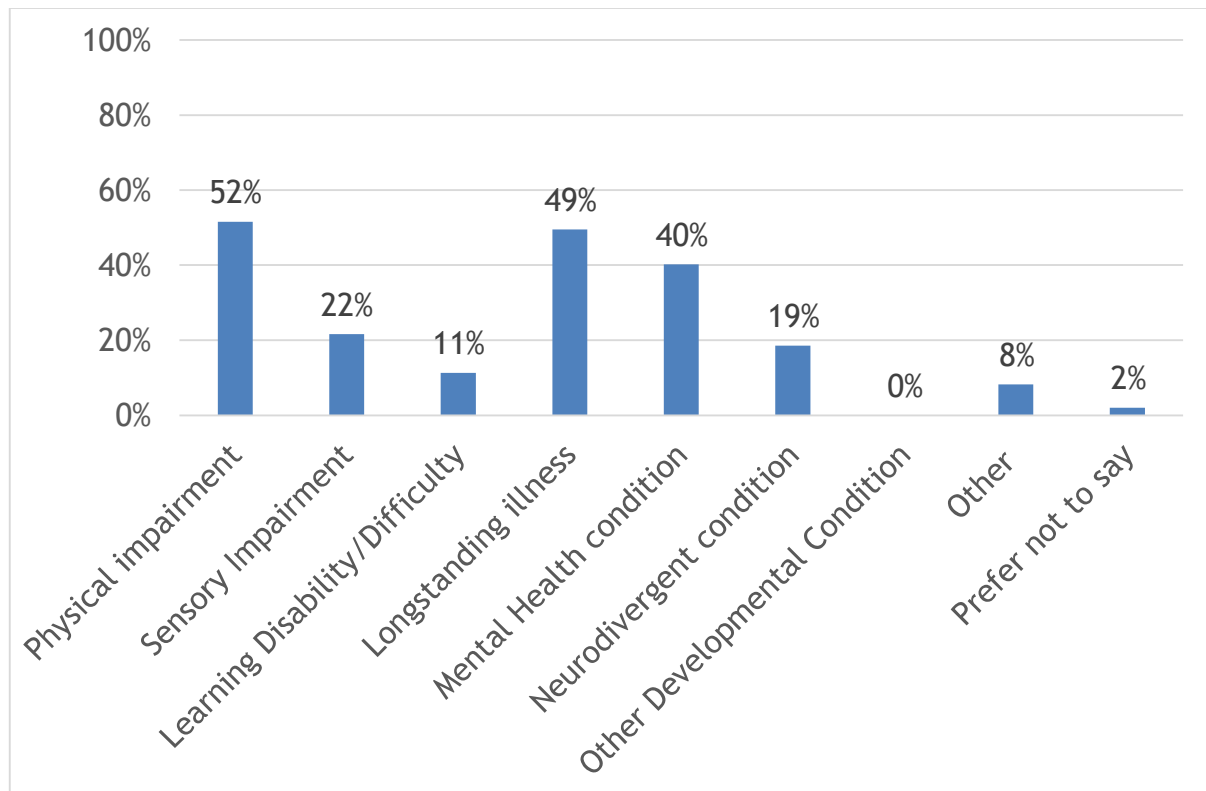


Chart 13: Impairment type

The 97 respondents (31%) who said that their condition affects their ability to carry out day-to-day activities a little or a lot were asked what impairment types they had. The chart below shows the percentage for each impairment type, for those 97 respondents. Please note that respondents may have multiple impairments.



Of those who answered 'Other', the following comments were given:

- Sight impairment (2 people)
- Multiple Sclerosis (2 people)
- Cancer (2 people)
- Women's health (1 person)
- Exhaustion (1 person)
- Anxiety and occasional back pain (1 person)
- Type 1 Diabetes (1 person)
- ANCA vasculitis (1 person)
- Hashimoto's disease (1 person)
- Fibromyalgia, PTSD, and inability to walk (1 person)
- Epilepsy (1 person)

- Brain tumour (non-malignant) (1 person)
- Dementia (1 person)
- Old age (1 person)
- Migraine (1 person)

Caring responsibilities

125 respondents (40%) do not provide care or support to family or friends, while 24 (8%) preferred not to say and 20 (6%) did not answer. 145 respondents (46%) look after someone, or give help or support to them, because of their long-term physical or mental health conditions or illnesses, or problems related to old age.

The tables below show the hours spent providing care and who they care for.

Table 22: Hours of care or support provided

27 people who do not identify as carers have also answered this question.

Hours of care or support provided	Respondent number	Respondent percentage
9 or less a week	46	15%
10 to 19 a week	25	8%
20 to 34 a week	17	5%
35 to 49 a week	16	5%
50 or more a week	36	11%
Prefer not to say	30	10%
Not answered	2	1%

Table 23: Type of person care or support provided to

22 people who did not identify as carers have also answered this question.

Type of person	Respondent number	Respondent percentage
Child with special needs	25	8%
Friend	9	3%
Parent	49	16%
Partner/spouse	28	9%
Other family member	23	7%
Other	24	8%
Prefer not to say	23	7%
Not answered	2	1%

Armed forces service

6 respondents (2%) currently serve, or have previously served, in the UK armed forces, while 267 (85%) do not, 16 (5%) preferred not to say and 25 (8%) did not answer.

23 respondents (7%) are in a family or household with someone who currently serves, or has previously served, in the UK armed forces, while 248 (79%) are not, 13 (4%) preferred not to say and 30 (10%) did not answer.

Table 24 - Postcode area

Eight people provided postcodes outside of East Sussex.

Area	Respondent number	Respondent percentage
Lewes	35	11%
Rother	22	7%
Hastings	31	10%
Eastbourne	70	22%
Wealden	35	11%
No postcode provided	109	35%

Appendix 4: Feedback through other methods

26 pieces of feedback were provided through other methods, such as email, letters and over the phone. These were from:

- Personal assistant members of the scheme (9 responses)
- Residents who have used the scheme (6 responses)
- Residents who have not used the scheme (3 responses)
- Previous personal assistant members of the scheme (2 responses)
- Previous licence holders (2 responses)
- Personal assistant who has not applied to the scheme (1 response)
- Local Member of Parliament (1 response)
- Adult social care member of staff (1 response)
- Care organisation (1 response)

The top themes from these other forms of feedback are:

- Prefer to keep the scheme, as it has benefited clients and self-employed personal assistants (11 comments)
- Concern about lack of ongoing support for clients (11 comments)
- Believe personal assistants are preferable to care agencies, or are critical of the care providers which would replace the scheme (9 comments)
- Emphasise the need for legal rigour or precise definitions of self-employment in any replacement scheme (6 comments)

Summary of other feedback

Where we spoke to people, we asked them some of the key questions from the consultation. The following questions summarise those results.

Have you been affected by the decision to pause the Support with Confidence scheme?

- No (1 person)
- Negatively, feeling less supported (1 person)

How would you be affected if we stopped offering the Support with Confidence

scheme and offered support in a different way instead?

- Would need advice/support (2 people)
- Suggests Council offers a different form of support (1 person)
- Stresses value of PA support (1 person)
- Uncertain (1 person)

What would be important to you in the future?

- Retain something similar (6 people)
- Support for clients (1 person)
- Support for personal assistants (1 person)
- Sufficient personal assistants (1 person)
- Advice/support for personal assistants (1 person)
- States does not know about the scheme 1 person)

What could we do to help people manage the transition to a new way of working?

- Suggests Council runs a new service which has legal rigour (1 person)

The following comment themes are taken from feedback across phone calls, emails, and letters:

- Clients' welfare is important/will suffer (10 comments)
- Keep service as it benefits clients (9 comments)
- Personal assistants preferable to care agency (6 comments)
- Personal assistants' welfare/livelihood is important and/or will suffer (5 comments)
- Care system as a whole will worsen (4 comments)
- Poorly handled communication of proposal and consultation (4 comments)
- Critical of particular provider (3 comments)
- Focus should be on precisely defining self-employment (3 comments)
- New scheme with legal rigour (3 comments)

- Clients could easily access this scheme (2 comments)
- Keep service as it benefits personal assistants (2 comments)
- The national report on self-employment has been misinterpreted (2 comments)
- Personal assistants' preference is to maintain independence/self-employment (2 comments)
- Positive about Council staff in the current scheme (2 comments)
- Accreditation and checks are vital (1 comment)
- Can learn from initiatives outside East Sussex (1 comment)
- Critical of proposal to charge personal assistants in future (1 comment)
- Insufficient attention paid to impact on personal assistants (1 comment)
- Suggests establishing registry to maintain client confidence (1 comment)

Appendix 5: Feedback from engagement meetings

The consultation was shared and discussed at dedicated discussion groups, at relevant engagement groups and with relevant teams. Approximately 151 people took part this way. The table on the next page summarises the activity and the views that we gathered. The main themes identified from the meetings are:

- Personal assistants who are members of Support with Confidence feel let down and that the effort invested in joining the scheme was a waste of time.
- Personal assistants value the accreditation and contingency planning provided by Support with Confidence.
- Personal assistants are unsure if they should be doing anything or adjusting how they work with current clients.
- More clarity is needed on the implications raised in the report regarding employment status.
- Employed personal assistant work does not pay enough and concern about the financial impact on self-employed personal assistants of the scheme closing.
- Concern about personal assistants refusing employed work and changing career paths, impacting on the availability of care for clients.
- Concern regarding clients becoming employers, especially those who do not wish to or are not capable of being one.
- Concern for vulnerable clients who need competent care with one consistent personal assistant.
- The Direct Payment Support Services are unhelpful and are often delayed in sourcing care for clients.

Table 25: Summary of feedback from engagement meetings

Date	Engagement group and attendee's	Agenda	Summary of feedback
02/10/2023	<p>Group: Senior Practitioners Forum</p> <p>Attendees: Adult Social Care Senior Practitioners</p> <p>Number of attendees: Unknown</p>	<p>Provide an overview of the consultation to close the scheme.</p> <p>Explore what support could be provided moving forward.</p> <p>Address any questions or feedback regarding the consultation.</p>	<p>No feedback was received during the meeting. Details about how to take part in the consultation were provided to all attendees.</p>
09/10/2023	<p>Group: Inclusion Advisory Group (IAG)</p> <p>Attendees: various IAG members</p> <p>Number of attendees:</p>	<p>Provide an overview of the National Direct Payment Forum report and resulting pause of the Support with Confidence scheme.</p>	<p>Members were concerned about having access to the directory in the future.</p> <p>Members provided their thoughts on which groups would wish to hear about the scheme. These groups included: Groundwork South, Refugee Buddy Project, Diversity Resource International, Tech Resort, Black Butterfly, and Just Friends (these groups were contacted following this event).</p> <p>Members were concerned about how certain underrepresented groups will find good quality care and support services in the future.</p>

	Approximately 15	<p>Provide an overview of the consultation to close the scheme.</p> <p>Explore what support could be provided moving forward.</p> <p>Address any questions or feedback regarding the consultation.</p>	
10/10/2023	<p>Group: East Sussex Personal Assistants Network - Rother</p> <p>Attendees: Personal assistant members of Support with Confidence, Personal assistants who applied to Support with</p>	<p>Provide an overview of the National Direct Payment Forum report and resulting pause of the Support with Confidence scheme.</p> <p>Provide an overview of the consultation to close the scheme.</p> <p>Explore what support could be provided moving forward.</p> <p>Address any questions or</p>	<p>Personal assistants value doing the ‘right’ thing for their clients. This included concerns around if they needed to inform their clients about the responsibilities of being an employer, as well as concern about clients who would not want to become an employer.</p> <p>Personal assistants wanted clarity regarding the issues their employment status were causing, leading to the pause of the scheme. Clarification was given using information on and examples of unfettered substitution from the low-income tax reform website. Attendees were confused by the National Direct Payment Forum report, wanting guidance on how they can legally deliver services as a self-employed personal assistant.</p> <p>Two members had received confirmation from the Direct Payment Support Services that they could deliver their services to particular clients on a self-employed basis. Some personal assistants needed clarification about who the Direct Payment Support Services were and their role.</p> <p>Personal assistants shared what they valued most about the scheme,</p>

	<p>Confidence, and Support with Confidence Business members.</p> <p>Number of attendees: Approximately 20</p>	<p>feedback regarding the consultation.</p>	<p>including:</p> <ul style="list-style-type: none"> • Training, DBS check support, • general advice/support from Support with Confidence staff, • conflict resolution support, • business support, • templates for contracts and, • finding work via the directory, <p>all of which they would like to see offered in the new support.</p> <p>It was suggested that some social workers are still approaching personal assistants directly to arrange support for clients.</p> <p>Attendees asked for clarification on how other local authorities use the Support with Confidence scheme, as well as how they are approaching the issues raised in the consultation. It was explained to attendees that the Council pays for a licence to use the scheme framework and that the Council's scheme was developed to additionally include the referral service and contingency support (one attendee suggested the service should simply return to the original scheme before the referral and contingency elements were added). Furthermore, the group was informed that the Council will be approaching other local authorities to understand how they are approaching the issue, but ultimately the final decision will be down to the Council alone. Attendees understood it would be a councillor's decision, but it was highlighted that the consultation will inform the recommendations made to the councillor.</p>
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			<p>Other questions were raised regarding:</p> <ul style="list-style-type: none"> • What members should do now, e.g., making changes to arrangements with their current clients (to which they were advised to not make any changes yet and that there is a need for more guidance on this area). • What will change and how direct payments work. • How it would work if they needed to be employed by multiple clients. • How direct payments are calculated and if this includes holiday pay (after explaining which, attendees appeared surprised that it is calculated using the minimum wage). • If client reviews will apply to clients who are asked to become an employer or self-employed personal assistants being asked to end their support.
11/10/2023	<p>Group: Practice Managers Forum</p> <p>Attendees: Adult Social Care Practice Managers</p> <p>Number of attendees: Approximately</p>	<p>Provide an overview of the National Direct Payment Forum report and resulting pause of the Support with Confidence scheme.</p> <p>Provide an overview of the consultation to close the scheme.</p>	<p>Minimal feedback received during this session - some questions were raised including:</p> <ul style="list-style-type: none"> • If a client using direct payments increases their hours, can this be done with their existing self-employed personal assistant (we explained that clients can increase hours with existing self-employed personal assistants, but any arrangements with a new personal assistant or support regarding employment status would require a referral to the Direct Payment Support Services). • If a client using direct payments needs an additional personal assistant to cover increased hours that their current support cannot

	24	<p>Explore what support could be provided moving forward.</p> <p>Address any questions or feedback regarding the consultation.</p>	<p>accommodate, should the client be referred to Direct Payment Support Services to source a new personal assistant (we explained that yes, they would need to do so, as it is a new arrangement with a new personal assistant).</p>
13/10/2023	<p>Group: Direct Payment Champions</p> <p>Attendees: Direct payment staff, Direct Payment Champions within Adult Social Care, and Adult Social Care staff who support direct payment work.</p> <p>Number of attendees: Approximately</p>	<p>Provide an overview of the National Direct Payment Forum report and resulting pause of the Support with Confidence scheme.</p> <p>Provide an overview of the consultation to close the scheme.</p> <p>Explore what support could be provided moving forward.</p> <p>Address any questions or feedback regarding the consultation.</p>	<p>Staff within Adult Social Care are concerned about:</p> <ul style="list-style-type: none"> • self-employed personal assistants not taking up employed work, • there not being enough work for self-employed personal assistants in the future, and • the pay rate for employed personal assistants not being enough to attract self-employed personal assistants. <p>This could then lead to a shortage of personal assistants being available to support clients.</p> <p>Employment status was a common theme raised within the group, including:</p> <ul style="list-style-type: none"> • the need for personal assistants to receive training and support with understanding their employment status, • the HMRC Check Employment Status for Tax (CEST) tool is not sufficient to determine employment status, and • whether employment status of existing clients' personal assistants needs to be reviewed (we explained that the risk of destabilising

	21.		<p>clients' current support arrangements is far greater than the risk of their personal assistants' employment status being correct, so this will not be considered at this time).</p> <p>Adult Social Care workers questioned whether they could refer clients to personal assistants they have worked with previously. They were advised that all personal assistant recruitment must be done by the Direct Payment Support Services. However, workers can suggest suitable personal assistants that the Direct Payment Support Services could contact. It was also highlighted that personal assistants can register with the Direct Payment Support Services to access client work.</p>
16/10/2023	<p>Group: East Sussex Personal Assistants Network - Eastbourne</p> <p>Attendees: Personal assistant members of Support with Confidence, personal assistants who applied to Support with Confidence, and</p>	<p>Provide an overview of the National Direct Payment Forum report and resulting pause of the Support with Confidence scheme.</p> <p>Provide an overview of the consultation to close the scheme.</p> <p>Explore what support could be provided moving forward.</p> <p>Address any questions or</p>	<p>The group felt strongly regarding their feelings towards the consultation and pausing of the scheme, expressing how much they valued the scheme's support.</p> <p>Personal assistants felt let down by the scheme's referral service stopping without any consultation and that the communication on this decision was delayed. Many felt that the decision to stop the entire scheme had already been made regardless of the consultation, and therefore some personal assistants are not completing the consultation survey for this reason.</p> <p>Some personal assistants were applicants to the scheme, who had given up work to become a self-employed personal assistant and gained little to no clients due to not reaching approval before the scheme paused. Many explained they don't want to be an employed personal assistant and asked if they should be looking for alternative employment. Employment rates would not be affordable, impacting their finances and the quality of their work would likely decline, as they will need to work more hours for the</p>

	<p>Support with Confidence business members.</p> <p>Number of attendees: Approximately 24</p>	<p>feedback regarding the consultation.</p>	<p>role to be financially viable.</p> <p>It was felt that the issues raised for self-employed personal assistants in the National Direct Payment Forum report were not clear and better guidance and training is urgently needed on this. They were curious about what action other local authorities running the scheme, HMRC, the Care Quality Commission and the Employment Agency Standards are taking as a result of the report.</p> <p>Further questions were raised about whether someone can be employed both by a personal assistant business and an individual, and how they would receive referrals from the Direct Payment Support Services.</p> <p>It was questioned how certain organisations are supporting clients and personal assistants in a similar way to the paused Support with Confidence scheme, without being registered as an agency. People asked how the Direct Payment Support Services support differs from when the County Council ran the ‘matching service’ as part of the Support with Confidence scheme, considering the report highlighted you should be registered and meet requirements of the Care Quality Commission and Employment Agency Standards. Personal assistants asked to meet with the Direct Payment Support Services to learn more about how they support clients to find support.</p> <p>The following concerns were raised:</p> <ul style="list-style-type: none"> • was the National Direct Payment Forum report sponsored by those who could gain from the implications raised about payroll and insurance, • will there be a future for self-employed personal assistance work,
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			<ul style="list-style-type: none"> • how they will afford their mortgages, outgoing costs of living, travel expenses etc., in an employed personal assistant role, • whether arrangements with their current clients will change at their next review and if they can get written confirmation that their current arrangements will not change (the Council will need to consider whether this is possible), • how self-funded clients will be informed about the report, consultation, and guidance on if they need to make changes to how their support is delivered, and • most clients will not want to, or be capable of being, an employer, forcing them to turn to care agencies instead. This will result in the loss of personalised support and consistency, due to agency support including multiple different workers.
18/10/2023	<p>Group: Operations Managers Forum</p> <p>Attendees: Adult Social Care Operations Managers</p> <p>Number of attendees: Unknown</p>	<p>Provide an overview of the consultation to close the scheme.</p> <p>Explore what support could be provided moving forward.</p> <p>Address any questions or feedback regarding the consultation.</p>	No feedback was gathered from this session. Details about how to take part in the consultation were provided to all attendees.

23/10/2023	<p>Group: East Sussex Personal Assistants Network - Havens</p> <p>Attendees: Personal assistant members of Support with Confidence, personal assistants who applied to Support with Confidence, and Support with Confidence business members.</p> <p>Number of attendees: Approximately 15</p>	<p>Provide an overview of the National Direct Payment Forum report and resulting pause of the Support with Confidence scheme.</p> <p>Provide an overview of the consultation to close the scheme.</p> <p>Explore what support could be provided moving forward.</p> <p>Address any questions or feedback regarding the consultation.</p>	<p>Attendees felt the personal assistant contingency planning service in the scheme was pushed by the department and the use of this service was not their fault. There was a lot of discussion regarding who is in the wrong regarding the current support being delivered to clients by self-employed personal assistants, including who would be liable if an employment status case went to court. Attendees requested to see details of previous tribunal cases that have gone to court regarding personal assistant support.</p> <p>How employment status is assessed by the Direct Payment Support Services was discussed, including if personal assistants and clients had input on this to decide the best arrangement, as well as how the direct payments are set up. It was also asked if current direct payment clients' support arrangements will be reviewed alongside personal assistants' employment status (attendees assured no changes for client arrangements are currently planned). Discussed that private and self-funded client arrangements do not need to be changed as the Council is not involved with them.</p> <p>A clear theme emerged regarding the value of the accreditation process to personal assistants on the scheme and the importance of having this in the future. Whatever support replaces the paused scheme needs to be robust, not vulnerable to legal implications and provide assurance of good quality and safe personal assistants.</p> <p>It was felt by some individuals that the Council should have consulted about the decision to pause the scheme following the report.</p> <p>The following concerns were raised:</p>
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			<ul style="list-style-type: none">• the Care Quality Commission will not want to regulate personal assistants,• should personal assistants be doing anything differently regarding contingency arrangements in place with their current clients (we advised they do not need to make any changes at the moment),• do Independent Lives offer home care services and if so, this could take work away from personal assistants (attendees were informed that the Council does not contract Independent Lives to provide home care),• if the training for personal assistants would still be on offer (attendees were informed that all courses apart from those delivered by Support with Confidence will remain on offer),• how they manage being employed by multiple clients (one personal assistant mentioned that HMRC had advised it would not be appropriate to be employed by all of her current clients),• the council are stopping the scheme to save money and because personal assistant rates are too high (attendees were assured this was not the case and the legal implications from the report were highlighted),• what implications there are for personal assistants who are both employed and self-employed,• a significant number of clients will be at risk if self-employed personal assistants stop delivering their services as many personal assistants will not take employed work. In addition, self-employed personal assistants offer a more flexible service such as additional
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			<p>hours at an agreed rate to cover the costs in order to meet the client's need, which is not possible from an employed personal assistant,</p> <ul style="list-style-type: none"> • The County Council lack understanding of what personal assistants do, and • the loss of work personal assistants have experienced since the scheme paused and the impact of no support from the scheme to find clients over the entire consultation period.
30/10/2023	<p>Group: Support with Confidence Governance Board</p> <p>Attendees: Support with Confidence Governance Board members from across Adult Social Care and East Sussex County Council teams</p> <p>Number of attendees:</p>	<p>Provide an overview of the National Direct Payment Forum report and resulting pause of the Support with Confidence scheme.</p> <p>Provide an overview of the consultation to close the scheme.</p> <p>Explore what support could be provided moving forward.</p> <p>Address any questions or</p>	<p>The pausing of the scheme resulted in delays putting direct payments in place. In addition, people are now choosing not to use direct payments because of the process involved.</p> <p>It has been taking months for the Direct Payment Support Services to source personal assistants. It is felt they are not equipped to work with the system and don't have the network resulting in more work for practitioners in the Council.</p> <p>Training provided for Support with Confidence personal assistants has had poor attendance since the pause of the scheme, despite being fully booked which has had a negative impact on the training team running them. In addition, some personal assistants have been approaching the training team staff with questions about the scheme pausing, which is not their responsibility to be answering. It was explained to attendees that the communications for the pausing of the scheme do state that training can continue.</p> <p>The Council's Support with Confidence team has been reduced in size,</p>

	8	feedback regarding the consultation.	<p>with some staff being redeployed to other roles.</p> <p>There is concern regarding what amount of direct payments will be needed to pay for personal assistants and what personal assistant availability will be like, with the hourly rate for personal assistants increasing. It was discussed that a workshop will be run to explore and model how the Council ends up paying for care.</p> <p>It was also mentioned that there has been a long-standing issue with pay, particularly for clients with complex needs who end up paying more to keep a personal assistant.</p> <p>There have been several complaints come through about the pausing of the scheme.</p> <p>There is concern for clients who depend on forming strong relationships and trust with one or more consistent personal assistants. Therefore, the vulnerability of these clients must be considered in any future support offer and how to mitigate the impact on those who over time lose the personal assistants they have sourced from the scheme. There was concern about how many direct payment clients are currently using self-employed personal assistants incorrectly. There is a need to ensure their care packages/arrangements are not destabilised.</p> <p>Lots of referrals have been recirculated as personal assistants are at capacity and there are not enough to fill the current number of referrals, in particular referrals for clients with more complex needs. Many personal assistants are being offered employed work which they do not wish to take on.</p> <p>Personal assistants chosen by family members based on cultural or</p>
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			<p>language preferences was discussed, including if the Direct Payment Support Services will lead these people through HMRC's rules and regulations.</p> <p>There was concern regarding the impact of being cited in the National Direct Payments Forum report as endorsing incorrect employment status and if this will affect any future accreditation offer. It was discussed that research is being done into other companies supporting personal assistants' processes and policies. Could there be potential for an external body to accredit businesses and be associated with a local authority.</p> <p>A new support offer will need to:</p> <ul style="list-style-type: none"> • be co-produced with stakeholders, • quickly find specialist care for people with specialist needs, • be able to match the skills of the personal assistants to the needs of the client, • be responsible for getting the process of matching personal assistants to clients mobilised, • acknowledge that although the Care Act states that by taking a direct payment you are in control of your care and therefore an employer, this does not resolve the issues for people who cannot manage being an employer, • provide business support for personal assistants, • have a directory to choose support from,
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			<ul style="list-style-type: none"> • use an accreditation process to ensure support is safe and competent, and • ensure that personal assistants are provided with training and development. <p>It was mentioned that several support workers and organisations want to be kept up to date and informed on what the new support offer will look like.</p> <p>Questions were raised regarding:</p> <ul style="list-style-type: none"> • What were the implications identified from the report regarding employment status and wider scheme activities that led to pausing the scheme? • What other local authorities use the scheme and how they are responding to the report? • Do the Direct Payment Support Services have a timescale for processing cases?
N/A	<p>Group: Involvement Matters Team</p> <p>Attendees: N/A</p> <p>Number of Attendees: N/A</p>	Provide an overview of the National Direct Payment Forum report and resulting pause of the Support with Confidence scheme.	<p>Following an offer to attend their meeting to talk about the consultation, members of the Involvement Matters Team did not feel they could share views on the consultation, as they have no awareness or experience of the Support with Confidence scheme.</p> <p>It was asked however if there was Easy Read information about the Support with Confidence service available.</p>

		<p>Provide an overview of the consultation to close the scheme.</p> <p>Explore what support could be provided moving forward.</p> <p>Address any questions or feedback regarding the consultation.</p>	
06/11/2023	<p>Group: Support with Confidence virtual engagement session</p> <p>Attendees: Support with Confidence members & applicants</p> <p>Number of attendees: 4</p>	<p>Provide an overview of the National Direct Payment Forum report and resulting pause of the Support with Confidence scheme.</p> <p>Provide an overview of the consultation to close the scheme.</p> <p>Explore what support could be provided moving forward.</p> <p>Address any questions or</p>	<p>The group was informed of the recent update from Action for People that the Support with Confidence brand is being withdrawn. There was significant concern about what will happen if the Support with Confidence scheme ceases. Both applicants and members have given time and effort to go through the process of joining the scheme already. Concerns included:</p> <ul style="list-style-type: none"> • would they have to rely on the Direct Payment Support Services to find work, • will applicants who finished their training but did not get onto the scheme directory before it paused be penalised, • difficulty in competing with care agencies as a self-employed personal assistant due to the lower rates, • how will vulnerable clients find self-employed personal assistants based on their preferences without the scheme,

		<p>feedback regarding the consultation.</p>	<ul style="list-style-type: none"> • the scheme provided confidence and assurance for personal assistants caring for someone with complex needs, as they have the support and training from the scheme’s staff, • using the Direct Payment Support Services will take away personal assistants’ control over which clients they see and the rate that they are paid (it was explained how the Direct Payment Support Services work, including how they will support clients to source a personal assistant of their choice legally, whether this be agency or self-employed staff, who have had their employment status checked), • there will be a financial burden and pressure as a self-employed personal assistant if we can’t find work, which has a knock-on effect on our wellbeing, and • personal assistants will struggle to develop their skills and provide a high standard of care without access to training (it was explained that retaining training will be part of the proposed alternative support offer). <p>Other questions included:</p> <ul style="list-style-type: none"> • What will happen to their current direct payment clients? • Who made the decision to close the scheme? • What are the specific implications of supporting personal assistants who are self-employed? • Could the Council run a similar scheme? (It was explained the Support with Confidence scheme is now being closed nationally.)
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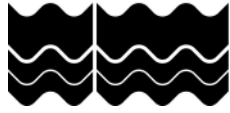
			<ul style="list-style-type: none"> • Could the Council become a regulated agency themselves? • Can the existing directory continue? (It was explained that the directory will remain until the scheme has closed at the end of December.) • Why has it only now been identified that there are issues with employment status if the scheme has been running since 2010? (It was explained that the report only recently highlighted the issue with employment status.)
14/11/2023	<p>Group: 1:1 session with Adult Social Care operations staff member</p> <p>Attendee: Resource Officer for Older People's Mental health team</p>	<p>Provide an overview of the National Direct Payment Forum report and resulting pause of the Support with Confidence scheme.</p> <p>Provide an overview of the consultation to close the scheme.</p> <p>Explore what support could be provided moving forward.</p> <p>Address any questions or</p>	<p>Adult Social Care staff are expressing the difficulty they are having with the Direct Payment Support Services referral process for clients, including how long it takes. The new process ultimately results in delays in provision of care or finding no care at all for clients.</p> <p>Incidents are occurring where staff at the Direct Payment Support Services are not fully competent about assessing employment status, resulting in delays. If it is advised that a client should take on a self-employed worker, it is not always appropriate for the client to take on the role of an employer, yet the only alternative is agency care which itself is not felt to be appropriate for the client either.</p> <p>People Plus are difficult for social workers to engage with, as they have stated they have no role to play with self-employed personal assistants and will not accept recommendations from social workers.</p> <p>There is concern that the Adult Social Care market will become overwhelmed if there are not enough personal assistants. It was suggested that several personal assistants are leaving the sector for a different</p>

		feedback regarding the consultation.	career. It is important for adult social care staff to be aware of how employment status is assessed. This could mitigate clients being referred to the Direct Payment Support Services if they are likely to be told they should be an employer, but they do not want to, or are not able to, be one.
22/11/2023	<p>Group: East Sussex Personal Assistants Network - Havens</p> <p>Attendees: Personal Assistant members of Support with Confidence, personal assistants who applied to Support with Confidence, and Support with Confidence business</p>	<p>Provide an overview of the National Direct Payment Forum report and resulting pause of the Support with Confidence scheme.</p> <p>Provide an overview of the consultation to close the scheme.</p> <p>Explore what support could be provided moving forward.</p> <p>Address any questions or feedback regarding the consultation.</p>	<p>Members expressed the value of the training that the Support with Confidence scheme offered. The training offer for the new support was discussed, including what training from the old scheme would remain and what would need to be reviewed, e.g., personal assistant specific training. It was explained that business and paperwork support as well as DBS checks will also be reviewed.</p> <p>Personal assistants were unsure on what they should do, in order to continue getting new clients and work. It was explained they should start with approaching the Direct Payment Support Services providers, People Plus and Independent Lives, to register themselves on their list of personal assistants. Some personal assistants had not heard of the Direct Payment Support Services until this meeting, expressing that they are not well advertised and that they did not understand the referral process.</p> <p>Members wanted clarification around the tax implications the report raised. They did not understand why HMRC trusted other workers, such as builders, to declare costs but not personal assistants. It was explained that the implication is around employment status and that there is a call for more clarity on this nationally. At the core of the issue is making sure that employment status with a personal assistant's client is correct. Furthermore, employment status needs to be checked on a case-by-case basis. HMRC and the Care Quality Commission are aware of the Support</p>

	<p>members.</p> <p>Number of attendees: Approximately 12</p>		<p>with Confidence scheme and the issues raised.</p> <p>Attendees felt frustrated about the significant mistakes that have been made, which were highlighted by the report. Self-employed personal assistants feel let down having built their business around the scheme and that this consultation will not benefit them.</p> <p>Other questions included:</p> <ul style="list-style-type: none"> • Will the Council be bidding for the ‘Accelerating Reform Fund’? • Do self-funding referrals go to the Direct Payment Support Services? (It was explained that any eligible needs referrals will go to them.) • Will clients be encouraged to hire an employed personal assistant? (It was explained that employment status checks determine whether a contract is an employed or self-employed role, but the client has the final say on if, and who, they employ.) • Will Direct Payment Support Services determine the pay rate? (It was explained that if you are self-employed, you will determine the hourly rate.)
28/11/2023	<p>Attendees: Personal assistant members of Support with Confidence</p> <p>Number of attendees:</p>	<p>Provide an overview of the National Direct Payment Forum report and resulting pause of the Support with Confidence scheme.</p>	<p>Members questioned why the Support with Confidence scheme could not drop the parts of the scheme causing issues (referrals and contingency planning), reverting back to the original support offer. This point was acknowledged as a reasonable question but with the withdrawal of the brand by Action for People, a new way of working is needed.</p> <p>Members of the scheme felt let down after the time and effort taken to join the scheme and go through the accreditation process. Had they not been part of the scheme, they would not be affected by the National</p>

	Approximately 7	<p>Provide an overview of the consultation to close the scheme.</p> <p>Explore what support could be provided moving forward.</p> <p>Address any questions or feedback regarding the consultation.</p>	<p>Direct Payment Forum report.</p> <p>Members felt frustrated that they are the ones who did not know about the report but are the ones dealing with the consequences, despite being 'honest and straight'. However, one member mentioned that the issue raised in the report is one they have been aware of since the 1990s. It was also mentioned by a member that the sponsors of the report benefit more from employed personal assistants over self-employed, therefore questioning the motivations behind the report itself.</p> <p>Some members expressed concerns about the political motivations of those councillors making the final decision. In addition, some were concerned the motivations behind making changes were driven by saving money.</p> <p>Going forward, personal assistants felt strongly about being involved in the design of the new support offer, expressing they felt mistreated. They felt the new offer will need to include training, accreditation, and DBS checks.</p> <p>The pay rate as an employed personal assistant, and the financial burden this would have, was a clear concern among members. As a self-employed personal assistant, Direct Payment Support Services would need to support expenses when travelling between jobs.</p> <p>There is concern about the backlog of referrals sitting with the Direct Payment Support Services and the speed at which the Support with Confidence scheme was stopped, with a lack of interim support. In addition, although personal assistants are being told not to change their current arrangements, they are worried how long this will be the case.</p> <p>Other local authorities were discussed, including:</p>
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			<ul style="list-style-type: none">• What are other local authorities doing?• The differences between what other local authorities were providing under the Support with Confidence brand.• The number of micro-providers used in other local authorities. <p>Other questions included:</p> <ul style="list-style-type: none">• When will a decision be made?• Can the Support with Confidence scheme send out a communication to all scheme members about the personal assistant peer support WhatsApp groups they can join?• Should they just continue as normal for now and submit invoices to existing clients?
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Equality Impact Analysis Template

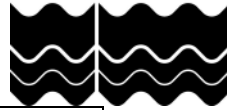
Equality Impact Analysis (EqIA) (or Equality Impact Assessment) aims to make services and public policy better for all service-users and staff and supports value for money by getting council services right first time.

We use EqIAs to enable us to consider all relevant information from an Equality requirements perspective when procuring or restructuring a service or introducing a new policy or strategy. This analysis of impacts is then reflected in the relevant action plan to get the best outcomes for the Council, its staff and service-users¹.

EqIAs are used to analyse and assess how the Council’s work might impact differently on different groups of people². EqIAs help the Council to make good decisions for its service-users, staff and residents and provide evidence that those decision conform with the Council’s obligations under the Equality Act 2010³.

This template sets out the steps you need to take to complete an EqIA for your project. Guidance for sections is in the end-notes. If you have any questions about your EqIA and/or how to complete this form, please use the contact details at the end of this form.

Title of Project/Service/Policy⁴	Support With Confidence Consultation
Team/Department⁵	Policy and Strategic Development Team
Directorate	Adult Social Care
Provide a comprehensive description of your Project (Service/Policy, etc.) including its Purpose and Scope⁶	<p>Background The Support with Confidence (SWC) scheme was a directory of accredited providers offering care and support services in East Sussex. The majority of providers were personal assistants (PAs) and some were businesses. Due to concerns about how the scheme was operating after taking legal advice, in July 2023 we took the difficult decision to pause the scheme to applications and membership renewals. The concerns included:</p> <ul style="list-style-type: none"> Validating self-employment status - concerns around endorsement (through accreditation) of self-employed PAs who should be employed or, if self-employed, maybe should have



appropriate registration with the Employment Agency Standards Inspectorate (EAS) and/or Care Quality Commission (CQC).

- Operating as an introductory or matching agency - concerns about whether we were illegally providing a referral/matching service without registering as an employment agency.
- Informal partnerships - concerns about actively encouraging these arrangements as part of contingency planning (such as PA WhatsApp groups) and whether this could constitute operating as an unregulated care agency and/or not in line with self-employment status.

We are proposing to offer support to residents and providers in a different way. The consultation started on 27 September and closed on 5 December. The survey was available on our website and was also available in different formats: <https://consultation.eastsussex.gov.uk/adult-social-care/swcfuture/>.

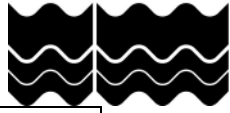
The consultation was widely promoted, with a particular focus on scheme members, social care clients who receive a direct payment, and residents who used the directory. The consultation explained why we were proposing to make this change and gave people the opportunity to shape what we do next.

We had originally intended to keep the SWC directory available online until a final decision is made about the scheme in March 2024. Following the decision by the licence owner of the scheme, Action for People, to withdraw the brand, we had to close the East Sussex scheme and directory on 31 December 2023. Despite this decision, we continued with the consultation, as we still wanted to understand what sort of support people would like to see in future.

How did the scheme work?

Membership was voluntary and open to all providers regardless of whether they are able to register with CQC. Many CQC-registered providers in East Sussex also chose to apply to the scheme to show that they also met local accreditation standards.

We made checks on each provider's background, their qualifications and experience, customer service and compliance with legal requirements.



Approved scheme members were vetted and trained before they joined. Prior to approval they agreed to:

- ensure that they (and their staff) were properly trained for their work;
- the completion of appropriate background checks;
- an enhanced Disclosure and Barring Service check;
- provide suitable references; and
- sign a code of conduct to adhere to the scheme expectations.

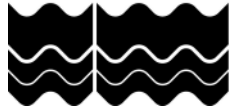
Adult Social Care and Trading Standards then continued to monitor scheme members once approved.

Who will the closure of the scheme affect?

The closure of the scheme will affect:

- Residents seeking to engage a PA or accredited business
- Applicants who were in the process of becoming accredited
- Accredited members of the scheme (both PAs and businesses)
- The SWC team:
 - 1x Scheme Manager
 - 1x Senior Project Officer
 - 2x Project Officers
 - 2x Scheme Support Assistants
- East Sussex County Council (ESCC) staff who used the SWC scheme to find support for Adult Social Care clients

The impacts on the SWC team and wider ESCC staff is not within the scope of this EqIA. The SWC team are being supported in accordance with our corporate policies on redeployment and in consultation with the HR team.



Initial assessment of whether your project requires an EqIA

When answering these questions, please keep in mind all legally protected equality characteristics (sex/gender, gender reassignment, religion or belief, age, disability, ethnicity/race, sexual orientation, marriage/civil partnership, pregnancy and maternity) of the people actually or potentially receiving and benefiting from the services or the policy.

In particular consider whether there are any potential equality related barriers that people may experience when getting to know about, accessing or receiving the service or the policy to be introduced or changed.

Discuss the results of your Equality assessment with the Equality Lead for your department and agree whether improvements or changes need to be made to any aspect of your Project.

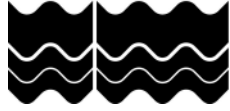
	Question	Yes	No	Don't Know
1	Is there evidence of different needs, experiences, issues or priorities on the basis of the equality characteristics (listed below) in relation to the service or policy/strategy area?	X		
2	Are there any proposed changes in the service/policy that may affect how services are run and/or used or the ways the policy will impact different groups?	X		
3	Are there any proposed changes in the service/policy that may affect service-users/staff/residents directly?	X		
4	Is there potential for, or evidence that, the service/policy may adversely affect inclusiveness or harm good relations between different groups of people?		X	
5	Is there any potential for, or evidence that any part of the service/aspects of the policy could have a direct or indirect discriminatory effect on service-users/staff/residents ?			X
6	Is there any stakeholder (Council staff, residents, trade unions, service-users, VCSE organisations) concerned about actual, potential, or perceived discrimination/unequal treatment in the service or the Policy on the basis of the equality characteristics set out above that may lead to taking legal action against the Council?			X
7	Is there any evidence or indication of higher or lower uptake of the service by, or the impact of the policy on, people who share the equality characteristics set out above?	X		

If you have answered “YES” or “DON'T KNOW” to any of the questions above, then the completion of an EqIA is necessary.

The need for an EqIA will depend on:

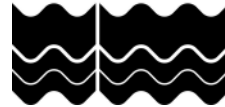
- How many questions you have answered “yes”, or “don’t know” to;
- The likelihood of the Council facing legal action in relation to the effects of service or the policy may have on groups sharing protected characteristics; and
- The likelihood of adverse publicity and reputational damage for the Council.

Low risk	Medium risk	High risk
	X	



1. Update on previous EqlAs and outcomes of previous actions (if applicable)⁷

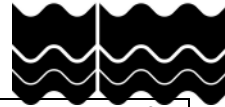
What actions did you plan last time? (List them from the previous EqlA)	What improved as a result? What outcomes have these actions achieved?	What <u>further</u> actions do you need to take? (add these to the Action Plan below)
N/A		



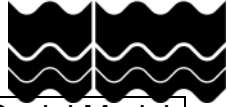
2. Review of information, equality analysis and potential actions

Consider the actual or potential impact of your project (service, or policy) against each of the equality characteristics.

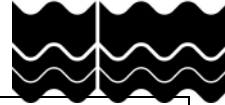
Protected characteristics groups under the Equality Act 2010	What do you know ⁸ ? Summary of data about your service-users and/or staff	What do people tell you ⁹ ? Summary of service-user and/or staff feedback	What does this mean ¹⁰ ? Impacts identified from data and feedback (actual and potential)	What can you do ¹¹ ? All potential actions to: • advance equality of opportunity, • eliminate discrimination, and • foster good relations
Age ¹²	<p>PAs The average age of a PA was 47 years old, with 10% of the workforce being aged 65 and over.</p> <p>Nationally, 64% of PAs are aged between 25 and 54 (Skills for Care).</p> <p>SWC PA age breakdown: 6% aged 65+ 37% aged 56-65 47% aged 40-55 10% under 40</p> <p>Service users Proportion of population in East Sussex aged 65 and over rose from 22.7% in</p>	<p>The below indicates the ages of respondents to the consultation: 6% aged 18-34 31% aged 35-54 26% aged 55-64 21% aged 65+ 15% no answer</p> <p>PAs During engagement sessions, some PAs raised that being a PA was their 'final career choice' before retirement.</p> <p>Service users Feedback during staff sessions raised that accessibility to any future PA</p>	<p>PAs Some have chosen this career and way of working as their final career choice and so may feel they have lost important networks, guidance and advice with the proposed changes and not know where to turn for this support. There is potential this could lead to early retirement from the PA market leading to loss of capacity in an already challenged environment.</p>	<p>PAs</p> <ul style="list-style-type: none"> • Ensure that the ESCC website offers comprehensive advice for PAs with clear links to relevant support/guidance (such as Skills for Care and HMRC) as well as signposting PAs to local networking opportunities such as the East Sussex PA Network (ESPAN). <p>Service users</p> <ul style="list-style-type: none"> • Ensure that there is clear advice available to service users on our website on how to



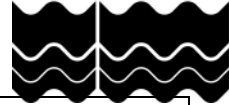
	<p>2011 to 26.1% (Census 2021).</p> <p>170 out of 354 (48%) enquiries to SWC were identified as from/on behalf of an older person (65+). NB – this data is not collected but taken as analysis of the 2023 enquiry log.</p>	<p>database/lists needed to be considered due to lower digital inclusion in the older age groups.</p>	<p>Service users The county has a higher number of older people than most areas in England and this data (48% of enquiries) suggests that they rely on ESCC/SWC for assurance when seeking PA/other care support. Absence of any accreditation status may lead to potential exposure to poor practice/scams etc because of losing a branded/reliable place to go.</p>	<p>engage the services of a PA, including checklists or other downloadable/printable material, including through the Direct Payments Support Service (DPSS). All guidance will be available in printed formats on request for those unable to access the internet.</p> <ul style="list-style-type: none"> • Ensure that any directories including PA services are available in a range of formats to ensure accessibility (e.g. translations, printed copies).
<p>Disability¹³</p>	<p>PAs Results of the national PA survey showed that 6% of the PA workforce recorded that they had a disability. (Skills for Care). SWC did not collect data on disability of members or applicants.</p> <p>Service users</p>	<p>Just over a third of consultation respondents have a physical or mental health condition or illness that they expect to last for more than 12 months. The most common conditions are physical impairments (52%), longstanding illnesses (49%)</p>	<p>PAs No known impact on PAs specifically due to a disability.</p> <p>Service users An ageing population is likely to mean more disabled people (as only 5% of disabled</p>	<p>PAs</p> <ul style="list-style-type: none"> • Continue to offer a comprehensive range of free adult social care training for PAs who are/wish to support people with additional needs related to a disability/long-term illness. For example:



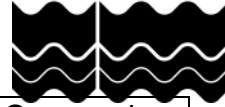
	<p>In the 2021 census, 1 in 5 of the East Sussex population had a long-term health problem or disability that limits day to day activities. That's about 107,000 people or 20%. This is a higher proportion than the South East and for England and Wales at 15.7% and 17.9% respectively.</p> <p>17 out of 354 SWC enquiries self-identified as disabled, approx. 5%. NB – this data is not collected but taken as analysis of the 2023 SWC enquiry log.</p>	<p>and mental health conditions (40%).</p> <p>PAs During engagement sessions, PAs raised that the training on offer around specific illnesses/disabilities was vital to better support Service users with those needs.</p> <p>Service users Feedback from Service users has indicated that it can be challenging to recruit PAs to meet needs for specific conditions, including mental health and learning disabilities.</p>	<p>people are born with an impairment, the rest of us may acquire an impairment through our lives). As the numbers of people presenting with long-term conditions will increase, leading to an increase in demand for PAs trained in specific areas. Increasing demand may impact availability in an already challenged environment.</p>	<ul style="list-style-type: none"> ○ The Social Model of Disability for the Adult Workforce ○ Visual Impairment Awareness ○ Deaf and Hard of Hearing Awareness ○ Multiple Dementia-specific modules ○ Multiple Autism-specific modules ○ Mental Health Conditions: Awareness ○ Moving and Handling of People with Restricted Mobility ● Free adult social care training available to PAs includes a multi-day course on being a care worker which includes training on equality, diversity and inclusion in care work.
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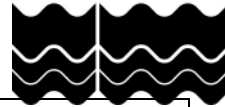
				<p>Service users</p> <ul style="list-style-type: none"> • Ensure that any directories including PA services are available in a range of formats to ensure accessibility (e.g. translations, printed copies, large print, braille), including through the DPSS.
<p>Gender reassignment¹⁴</p>	<p>Around 1,640 (0.4%) of East Sussex residents aged 16+ indicated that their gender identity was different from their sex registered at birth. Of these, 330 (0.07% of all residents aged 16+) identified as a trans woman, 310 (0.07%) identified as a trans man, and 280 (0.06%) identified as non-binary; the remaining 720 (0.2%) either did not answer the follow-up question on gender identity or wrote in a different gender identity.</p> <p>Residents aged 16 to 24 years were the most likely</p>	<p>89% of the consultation respondents identify with the sex they were registered with at birth, while 0.5% (1) do not and consider themselves non-binary. The remaining 10.5% did not answer.</p> <p>PAs There has not been any feedback on issues specifically regarding gender reassignment.</p> <p>Service users Feedback in the consultation suggests that people who have undergone gender reassignment were reassured by the SWC</p>	<p>PAs There is no known direct impact on PAs due to gender reassignment.</p> <p>Service users There is no known direct impact on service users due to gender reassignment.</p>	<p>PAs</p> <ul style="list-style-type: none"> • Ensure that the ESCC website offers comprehensive advice for PAs with clear links to relevant support/guidance on supporting people who have undergone gender reassignment or identify with a different sex to the one they were registered with at birth. • Free adult social care training available to PAs includes a multi-day course on being a care worker which includes training on equality, diversity and inclusion in care work.



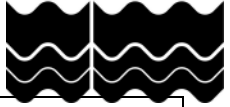
	<p>age group to specify their gender identity as being different from their sex registered at birth (450 residents/1.0% of all 16 to 24 year olds). (Census 2021)</p>	<p>scheme that they could access a PA who would not be prejudiced against them.</p>		<ul style="list-style-type: none"> The DPSS provide additional training and support as part of the recruitment process to ensure PAs can meet each individuals needs and address protected characteristics. <p>Service users</p> <ul style="list-style-type: none"> Ensure that the ESCC website offers comprehensive advice for service users with clear links to relevant support/guidance, including on engaging a PA who will respect a service user's gender identity. All guidance will be available in printed formats on request for those unable to access the internet.
<p>Pregnancy and maternity¹⁵</p>	<p>There are just under 5,000 births per year in East Sussex.</p> <p>Hastings has the highest overall birth rate as well as</p>	<p>PAs</p> <p>There have been concerns that SWC incorrectly endorsed/encouraged PAs to be self-employed, when most (but not all) PA</p>	<p>PAs</p> <p>There is the potential for more PA arrangements in East Sussex to now be on an employed basis,</p>	<p>PAs</p> <ul style="list-style-type: none"> Ensure that the ESCC website has clear links to relevant support/guidance (such



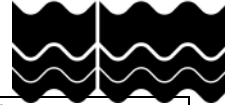
	<p>for women aged 15-19 years.</p> <p>Lewes and then Rother have the highest birth rates for women aged 35-44 years.</p>	<p>arrangements will be on an employed basis. An employed PA has maternity rights (such as time off for prenatal appointments, maternity leave/pay) that a self-employed PA does not receive.</p> <p>Service users Clients have expressed anxiety about arranging cover when their regular PA is on leave (which could include maternity leave), due to the challenges with recruitment.</p>	<p>meaning that more PAs may now be entitled to pregnancy and maternity rights.</p> <p>Service users There is the potential for an increase in the number of service users who act as an employer, meaning more need for them to consider contingency arrangements for long-term leave such as maternity.</p>	<p>as Skills for Care and HMRC) on how to determine the correct employment status of each potential job.</p> <p>Service users</p> <ul style="list-style-type: none"> • Ensure that there is clear advice available to service users on how to engage the services of a PA, with clear links to relevant support/guidance (such as Skills for Care and HMRC) on being an employer and how to manage maternity and/or paternity rights of an employee, both on publicly available webpages and via the DPSS for those that use it. • Ensure that there is clear advice available for service users to plan their contingency arrangements to ensure continuity of care if their employee needs to take leave, both on publicly
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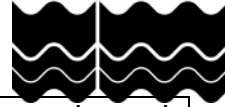
				available webpages and via the DPSS for those that use it.
<p>Race (ethnicity)¹⁶ Including migrants, refugees and asylum seekers</p>	<p>PAs Ethnic diversity of PAs is lower than for care workers at 87% white for the South East. (Skills for Care) Around 93% of PAs had British nationality. (Skills for Care)</p> <p>Service users In East Sussex, 88% identify as White British (Census 2021). 8% of the adult population in East Sussex is from a Black and Minority Ethnic Group (including White minority groups). This compares to 18.8% in England.</p>	<p>Of the consultation respondents, 84% identified as White British, 3% as White Other and 11% did not answer. The remaining percentages ranged from 0% to 0.5% for all other ethnicity options.</p> <p>PAs There has not been any feedback on issues specifically regarding race (ethnicity).</p> <p>Service users A staff group raised that some PAs are chosen based on cultural or language preferences which fit best for the client.</p>	<p>PAs There is no known direct impact on PAs due to their race/ethnicity.</p> <p>Service users As the SWC team worked closely with PAs and businesses during the accreditation process, they possessed knowledge that could aid in helping clients find support from PAs familiar with a specific cultural background. This knowledge may be hard to replicate.</p>	<p>PAs</p> <ul style="list-style-type: none"> • Free adult social care training available to PAs includes a 2-module e-learning course on Promoting Race and Ethnic Equality in Mental Health Care to support ongoing professional development of PAs in this area as well as a multi-day course on how to be a care worker which includes equality, diversity and inclusion in care work. • Ensure that the ESCC website offers comprehensive advice for PAs with clear links on how to access relevant support, including translation/interpretation services. • Clearly signpost to PAs that they can add



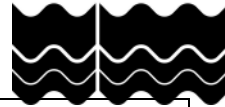
				<p>additional languages they speak to their 1Space listing, as well as personalising the listing with any other experience that may be relevant for service users.</p> <p>Service users</p> <ul style="list-style-type: none"> • Ensure that the public has clear guidance on how to access translated versions of any directories/lists available. • Clearly signpost to clients that they can filter PAs on the 1Space directory by languages they speak in addition to English. • The DPSS can access interpretation and translation services as required for people using direct payments to employ a PA. • The DPSS will continue to support service users with recruitment, including attracting
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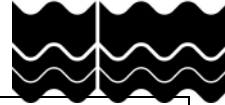
				<p>candidates from BAME groups.</p> <ul style="list-style-type: none"> • ESCC is committed to fostering good relationships between communities as set out in our Adult Social Care and Health Equality and Inclusion Strategy.
Religion or belief¹⁷	<p>In 2021, 45.9% (250,330) of East Sussex residents identified as Christian, down from 59.9% (315,650) in 2011.</p> <p>The second most common religion in East Sussex after Christianity is Islam. The proportion of the population stating they were Muslim increased from 0.8% of the usual resident population (4,200) in 2011 to 1.1% (6,190) in 2021. This is low compared to both the South East regional and the English national averages, with 3.3% of residents in the South East specified their religion as Islam, and 6.7%</p>	<p>Of the consultation respondents, 41% identified as Christian, 38% as no religion and 2% as Buddhist. Nobody identified as Hindu, Muslim or Sikh.</p> <p>PAs There has not been any feedback on issues specifically regarding religion or belief.</p> <p>Service users A staff group raised that some PAs are chosen based on cultural or language preferences, both of which may be related to the service user's religion. When consulted, the Inclusion Advisory Group</p>	<p>Details of the impact upon religion and belief on ASC: Religion and Belief in Health and Social Care Assessments</p> <p>PAs There is no known direct impact on PAs due to their religion or belief.</p> <p>Service users As the SWC team worked closely with PAs and businesses during the accreditation process, they possessed knowledge that could aid in helping Service</p>	<p>PAs</p> <ul style="list-style-type: none"> • Clearly signpost to PAs that they can personalise their 1Space listing with any experience that may be relevant for Service users • Free adult social care training available to PAs includes a multi-day course on being a care worker which includes training on equality, diversity and inclusion in care work <p>Service users</p> <ul style="list-style-type: none"> • The DPSS will continue to support service users with recruitment, including attracting



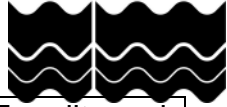
	<p>across the whole of England.</p> <p>Details of the impact upon religion and belief on ASC: Religion-and-Belief-in-Health-and-Social-Care-Assessments-with-Service-Users.pdf (gold.ac.uk)</p>	<p>(IAG) were concerned about how under-represented groups will find good quality care and support services in the future.</p> <p>The following data compares direct payment clients with all ASC clients:</p> <table border="1" data-bbox="965 564 1379 1396"> <thead> <tr> <th></th> <th>All ASC clients (long term)</th> <th>Direct payment clients</th> </tr> </thead> <tbody> <tr> <td>Buddhist</td> <td>0.29%</td> <td>0.34%</td> </tr> <tr> <td>Christian</td> <td>42.25%</td> <td>39.01%</td> </tr> <tr> <td>Hindu</td> <td>0.11%</td> <td>0.13%</td> </tr> <tr> <td>Jewish</td> <td>0.29%</td> <td>0.17%</td> </tr> <tr> <td>Muslim</td> <td>0.63%</td> <td>0.76%</td> </tr> <tr> <td>No Religion</td> <td>14.65%</td> <td>16.28%</td> </tr> <tr> <td>Not Yet Obtained</td> <td>38.72%</td> <td>39.83%</td> </tr> <tr> <td>Other religion</td> <td>2.57%</td> <td>2.96%</td> </tr> <tr> <td>Refused to say</td> <td>0.48%</td> <td>0.53%</td> </tr> </tbody> </table>		All ASC clients (long term)	Direct payment clients	Buddhist	0.29%	0.34%	Christian	42.25%	39.01%	Hindu	0.11%	0.13%	Jewish	0.29%	0.17%	Muslim	0.63%	0.76%	No Religion	14.65%	16.28%	Not Yet Obtained	38.72%	39.83%	Other religion	2.57%	2.96%	Refused to say	0.48%	0.53%	<p>users find support from PAs familiar with a specific religion or belief. This knowledge may be hard to replicate.</p>	<p>candidates experienced in supporting service users with specific religions or beliefs.</p> <ul style="list-style-type: none"> • ESCC is committed to fostering good relationships between communities as set out in our Adult Social Care and Health Equality and Inclusion Strategy.
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		<table border="1"> <tr> <td>Sikh</td> <td>0.01%</td> <td>0.00%</td> </tr> </table> <p>There are significant gaps in recording of religion and belief on LAS, with this data not obtained for approximately 39% of clients.</p>	Sikh	0.01%	0.00%					
Sikh	0.01%	0.00%								
Sex¹⁸	<p>PAs National data suggests most PAs are female, mirroring the wider care workforce in the UK which is estimated to be 82% female in 2021/22 (Skills for Care).</p> <p>Service users Whilst SWC did not collect data on the sex of service users, the breakdown of ASC/direct payment Service users by sex could be used as an indication:</p> <table border="1"> <thead> <tr> <th></th> <th>All ASC clients (long term)</th> <th>Direct payment clients</th> </tr> </thead> <tbody> <tr> <td>Female</td> <td>57.58%</td> <td>56.89%</td> </tr> </tbody> </table>		All ASC clients (long term)	Direct payment clients	Female	57.58%	56.89%	<p>Of the consultation respondents, 72% identified as female, with 18% identifying as male. 0.5% identified as non-binary and 10% did not answer.</p> <p>PAs Most PAs in East Sussex are female.</p> <p>Service users Feedback suggests that many service users may prefer a PA to be a specific sex for reasons of culture, religion or the nature of support provided.</p>	<p>PAs Due to PAs mostly being female, any impacts of the closure of SWC and changes to the way support is offered, will disproportionately affect this group.</p> <p>Service users Males are already under-represented in the PA market, so service users who wish to engage a male PA may be affected by lack of availability/choice if PAs choose to leave the market.</p>	<p>PAs</p> <ul style="list-style-type: none"> Free adult social care training available to PAs includes a multi-day course on being a care worker which includes training on equality, diversity and inclusion in care work. PAs listed on the DPSS run PA Pages can indicate which sex they are able to provide care for to tailor their offering to service users. <p>Service users</p> <ul style="list-style-type: none"> Service users can browse PA listings for free on 1Space to determine suitable
	All ASC clients (long term)	Direct payment clients								
Female	57.58%	56.89%								



	<table border="1"> <tr> <td>Male</td> <td>42.39%</td> <td>43.07%</td> </tr> <tr> <td>Other</td> <td>0.03%</td> <td>0.04%</td> </tr> </table>	Male	42.39%	43.07%	Other	0.03%	0.04%			<p>candidates based on their preferences.</p> <ul style="list-style-type: none"> Service users can filter PAs on the DPSS run PA Pages by sex and also by the sex they are able to provide care for.
Male	42.39%	43.07%								
Other	0.03%	0.04%								
<p>Sexual orientation¹⁹</p>	<p>15,200 residents (3.3% of residents aged 16 years and over) identified with an LGB+ sexual orientation. Within this group, 8,260 (1.8% of all residents aged 16 years and over) described themselves as gay or lesbian, 5,590 (1.2%) described themselves as bisexual, and 1,360 (0.3%) identified with a different sexual orientation.</p> <p>Around 1 in 14 (7.1%) of females between the ages of 16 and 44 identified as LGB+ in East Sussex in 2021, compared to around 1 in 25 men (4.1%). By contrast, only around 1 in 60 (1.7%) of females aged 45 and above identified as</p>	<p>PAs There has not been any feedback on issues specifically regarding sexual orientation.</p> <p>Service users There has not been any feedback on issues specifically regarding sexual orientation</p>	<p>PAs There is no known direct impact on PAs due to their sexual orientation.</p> <p>Service users There is no known direct impact on Service users due to their sexual orientation.</p>	<p>PAs</p> <ul style="list-style-type: none"> Free adult social care training available to PAs includes an multi-day course on being a care worker which includes training on equality, diversity and inclusion in care work <p>Service users</p> <ul style="list-style-type: none"> Ensure that the ESCC website offers comprehensive advice for service users with clear links to relevant support/guidance, including on engaging a PA who will respect a service user's sexuality. ESCC is committed to fostering good relationships between communities as set out in our Adult Social Care 						



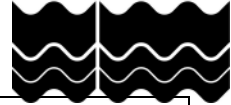
and Health Equality and
Inclusion Strategy.

LGB+ in 2021, compared to
1 in 38 men (2.6%).
(Census 2021)

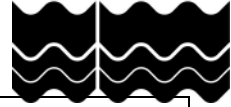
The 2021 East Sussex
LGBTQI+ Comprehensive
Needs Assessment
estimates that there may
be between 17,273 and
39,004 LGB+ people living
in East Sussex (between
3.1% and 7% of the
population).

In adults, the GP patient
survey found that mental
health condition prevalence
was significantly higher in
LGB+ people (41%),
compared to heterosexual
people (11%), especially in
bi people (56%).

The School for Social Care
Research found that more
than half of LGB+ people
using PAs said that they
never or only sometimes
disclosed their sexual
orientation or gender
identity to their PAs. Less
than one third said that



	they were 'very comfortable' talking about their support needs pertaining to being LGB+ with their PAs.			
Marriage and civil partnership²⁰	<p>According to 2021 census data, the East Sussex population are:</p> <ul style="list-style-type: none"> • Single 29% • Married 46.5% • Civil partnership 0.4% • Divorced 11% • Widowed 8% 	<p>PAs There has not been any feedback on issues specifically regarding marriage and civil partnership.</p> <p>Service users There has not been any feedback on issues specifically regarding marriage and civil partnership.</p>	<p>PAs There is no known direct impact on PAs due to their marriage or civil partnership status.</p> <p>Service users There is no known direct impact on service users due to their marriage or civil partnership status.</p>	<ul style="list-style-type: none"> • ESCC is committed to fostering good relationships between communities as set out in our Adult Social Care and Health Equality and Inclusion Strategy.
Armed Forces²¹	<p>In 2021, 21,173 people in East Sussex reported that they had previously served in the UK armed forces (4.6% of usual residents aged 16 years and over).</p>	<p>PAs There has not been any feedback on issues specifically regarding experiences of being in the Armed Forces community.</p> <p>Service users There has not been any feedback on issues specifically regarding experiences of being in the Armed Forces community.</p>	<p>PAs There is no known direct impact on PAs due to their experiences in the Armed Forces community.</p> <p>Service users There is no known direct impact on Service users due to their experiences in</p>	<ul style="list-style-type: none"> • ESCC is committed to fostering good relationships between communities as set out in our Adult Social Care and Health Equality and Inclusion Strategy.

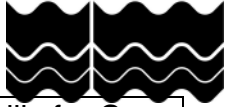


			the Armed Forces community.	
Impacts on community cohesion²²	Not known	<p>PAs There has not been any feedback on issues specifically regarding impacts on community cohesion.</p> <p>Service users There has not been any feedback on issues specifically regarding impacts on community cohesion.</p>	<p>PAs There is no known direct impact on PAs and community cohesion.</p> <p>Service users There is no known direct impact on Service users and community cohesion.</p>	<ul style="list-style-type: none"> ESCC is committed to fostering good relationships between communities as set out in our Adult Social Care and Health Equality and Inclusion Strategy.

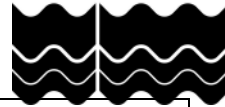
Additional categories

(identified locally as potentially causing / worsening inequality)

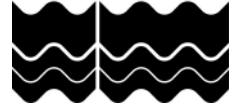
Characteristic	What do you know ²³ ?	What do people tell you ²⁴ ?	What does this mean ²⁵ ?	What can you do ²⁶ ?
Rurality²⁷	<p>PAs 32 SWC PAs were based in rural areas – approx. 11%.</p> <p>Service users</p>	<p>PAs Coverage by SWC PAs into the three more rural district council areas: Lewes – 79 PAs Rother – 50 PAs Wealden – 74 PAs</p>	<p>PAs There is no known direct impact on PAs due to their rurality.</p> <p>Service users</p>	<p>PAs</p> <ul style="list-style-type: none"> Ensure that the ESCC website offers comprehensive advice for PAs with clear links to relevant support/guidance



	<p>Approx 26% of the East Sussex population live in rural districts/parishes (JSNA).</p>	<p>Service users 74 out of 354 enquiries where from rural areas of the county 21%. NB – data on this is not consistently collected but taken from an analysis of our enquiry log for 2023</p>	<p>If PAs choose to leave the market, this could affect choice and availability for rural service users in an already challenging market.</p>	<p>(such as Skills for Care and HMRC) as well as signposting PAs to local networking opportunities such as the East Sussex PA Network (ESPAN)</p> <p>Service users</p> <ul style="list-style-type: none"> • Ensure that there is clear advice available to service users on how to engage the services of a PA, potentially in the form of checklists or other downloadable/printable material. • Ensure that service users are aware they can search 1Space using their postcode to find PAs and businesses local to them.
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<p>Carers</p>	<p>PAs Not known</p> <p>Service users There are over 10,000 persons claiming Carers Allowance in East Sussex. (Source DWP Feb 2020).</p> <p>Care for the Carers estimates that there are 69,241 unpaid carers in East Sussex. Approx. 13% of population.</p> <p>72 out of 354 enquiries self-identified as carers – 20%.</p> <p>NB – data on this characteristic is not collected but taken from an analysis of our enquiry log for 2023.</p>	<p>PAs There has not been any feedback on issues specifically regarding impacts on PAs who are also carers.</p> <p>Service users The work of PAs sometimes provides respite for carers. Any impact on PAs that causes them to leave the market may indirectly affect carers and the people they care for (the service user).</p>	<p>PAs There is no known direct impact on PAs due to their experience as an carer.</p> <p>Service users If PAs choose to leave the market, this could affect choice and availability service users in an already challenging market, ultimately impacting the work of carers.</p>	<p>PAs</p> <ul style="list-style-type: none"> Ensure that the ESCC website offers comprehensive advice for PAs with clear links to relevant support/guidance (such as Skills for Care and HMRC) as well as signposting PAs to local networking opportunities such as the East Sussex PA Network (ESPAN) <p>Service users</p> <ul style="list-style-type: none"> Ensure that there is clear advice available to Service users on how to engage the services of a PA, potentially in the form of checklists or other downloadable/printable material.
<p>Other groups that may be differently affected (including but not only: homeless people, substance users, care leavers – see end note)²⁸</p>	<p>Not known</p>	<p>Not known</p>	<p>Not known</p>	<p>Not known</p>



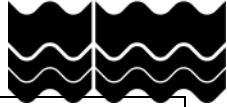
Assessment of overall impacts and any further recommendations²⁹ - include assessment of cumulative impacts (where a change in one service/policy/project may have an impact on another)

The East Sussex Support with Confidence scheme was much valued by PAs, businesses, staff, residents, and communities. It helped PAs and businesses promote their services and gave adults who draw on care and support, and their families and carers, assurance and confidence when choosing services.

The option to continue running the Support with Confidence scheme is no longer available as the brand has been withdrawn. The information we now have relating to employment status and registration, and the legal risks associated with this, mean that we will not be developing a replacement accreditation scheme. We will however continue to support residents to make informed choices about their care and support arrangements and to support PAs and businesses to develop their skills and promote their services in a different way.

What was learned from the consultation:

- The majority of people across all groups disagree with the proposal and some specifically said the scheme should be kept and not altered.
- Members feel let down by the proposal and that the effort they have invested in joining the scheme has been wasted.
- Although the scheme pause has not affected all members and applicants, it has led to less work for a greater number of them. The pause has also had an emotional impact on those who use the directory to find support.
- People are most concerned about the impact on those who need social care support if the proposal goes ahead, with many saying clients will be worse off as a result and need support.
- The scheme has good levels of awareness and people are concerned about losing a valuable resource, while the lack of clarity on what might replace it has created uncertainty.
- Being able to find PAs, offer accreditation of services and have people find out about their service/business are the most important things that people want from any future offer.
- Members value the scheme's sense of community, which prevents them feeling isolated and reassures them that support is available.
- Scheme users are really happy with the care they have now and are worried any changes could lead to them losing their PA.
- Members are concerned too that the changes could lead to PAs leaving the sector, affecting people's ability to find the care they need.



- Scheme users are concerned about other local people's ability to find trusted and competent support if the proposal goes ahead.
- Members are concerned that they will get less or no work from adult social care if the proposal goes ahead and their ability to make a living will be compromised.
- Members want more clarity on their employment status and whether they should be making changes to how they work with their clients.
- People want to be kept informed and for us to provide clear information and support to help them transition to any new offer.

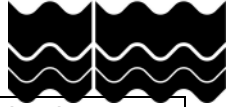
East Sussex County Council (ESCC) remains committed to improving the wellbeing of the local community by promoting independence and supporting people to live in their own homes for as long as possible. Adult social care legislation fully supports the use of direct payments to enable adults with eligible care and support needs and carers to exercise choice and control over the care and support that they need.

The closure of the Support with Confidence scheme does not mean that people can no longer work as, or use, self-employed or employed PAs in East Sussex. There have been, and continue to be, many arrangements operating outside the scheme. As with residential and nursing care, and other support in the community such as home care, many residents have personal assistants and/or access support from businesses without any involvement from Adult Social Care and Health. Our priority is to make sure that individuals arranging their own care and support have the information they need to make informed decisions about their care and support arrangements.

The Council is not able to check every arrangement between individuals and the people supporting them so we will make sure the right information and guidance is available to make informed choices. If agreed, we will codesign this information and guidance in partnership with PAs, businesses and adults with care and support needs. We will also develop our online information for people wanting to use a PA or business and will create a 'checklist' to help individuals and their families and carers know what they should be looking for. It will be available by June 2024 in different formats and will include suggested questions to ask such as whether someone has the correct insurance and core training. This will help people who need care and support to consider the quality of the support they are getting and find trusted and competent workers.

Finding personal assistants and support from local businesses:

- The online [East Sussex 1Space](#) directory (provided and managed by ESCC Adult Social Care) will be the single place to look for care, support and wellbeing services. PAs and businesses will be able to advertise their services free of charge on East Sussex 1Space and indicate whether they are signed up to any external schemes.
- The [East Sussex Care Services Directory | Care Choices](#) is a comprehensive guide to care, featuring detailed listings of all registered care providers available online and can be posted to people who don't have access to the internet.



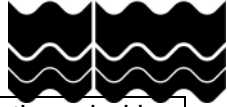
- [East Sussex Community Information Service](#) (ESCIS) is a database of community information and events developed and managed by the ESCC Library and Information Service of, in association with Brighton and Hove Library Service.
- ESCC commissions Direct Payment Support Services (DPSS) from Independent Lives and PeoplePlus. From April 2024, [Independent Lives](#) will be our strategic partner continuing to offer this service which includes a recruitment and training platform, called [PA Pages](#). PAs can advertise their availability for work and individuals wanting to employ a personal assistant can advertise their jobs. They have experience writing job adverts, job descriptions and personal specifications for successful recruitment in urban and rural areas. They also work with several external recruitment platforms including Gumtree.

Training:

- Adult Social Care and Health will continue to offer a comprehensive, free training programme to PAs and others working with adults who need care and support. This training benefits the professional development of PAs and allows clients to make more informed choices when choosing a PA. This covers courses such as moving and handling, safeguarding and first aid and there are opportunities to develop specialisms in areas such as mental health, dementia, autism and self-neglect. In addition to the general training programme for care and support workers, we will develop an 'introduction to care' programme for people new to care who are unable to get this training from an employer. This will cover specific elements such as professional boundaries and lone working, both areas that PAs have fed back that they have found helpful, as well as including a section on equalities, diversity, and inclusion.
- The Independent Lives PA Pages include access to training and an information hub for PAs and small businesses. Independent Lives support educational attainment for PAs by working with Skills for Care and local colleges to identify career and educational pathways which are reviewed annually.
- Skills for Care offer support and online [resources](#) that explain more about the PA role for those interested in working as a PA, and for those already working in the role.

Ongoing support for personal assistants (PAs) and businesses:

- The East Sussex provider bulletin is a weekly email newsletter covering a range of topics affecting PAs and other health and care providers. We encourage all PAs to [subscribe to the mailing list](#).
- The Adult Social Care and Health training department will work with PAs to explore whether it would be helpful to offer bespoke sessions on areas such as vicarious trauma, compassion fatigue, organised reflective practice and peer support.
- ESCC [Trading Standards](#) offer basic advice to East Sussex businesses and signposting to useful resources such as [Business Companion](#) which has information for businesses and individuals that need to know about trading standards and consumer protection legislation.



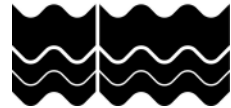
- The [East Sussex Personal Assistants Network \(ESPAN\)](#) provides a mutually supportive environment and friendly and informal meetings, led by PAs in their local communities. The meetings are open to all PAs, any potential PAs, users of PA services and any care and support service operating within East Sussex.
- Skills for Care's [dedicated pages](#) for individual employers, PAs and supporting organisations bring together a range of resources and useful information for people employing their own care and support. It also has information about the PA role and resources to support organisations that work with individual employers and PAs.

Further engagement:

- We will work with people who need care and support, PAs and businesses to codesign aspects of our future offer such as the checklist and training programme for people new to care work. This ongoing engagement will include the East Sussex PA Network and Adult Social Care Citizens' Panel.
- In Spring 2024 we will hold an in-person event to give PAs and businesses an opportunity to learn more about what we offer and the support available. This event will be codesigned with PAs and businesses to best meet the range of needs. We will use this event and other mechanisms to gather feedback on the new ways of working and any suggestions for improvement.

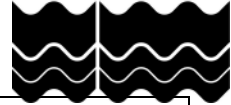
Subject to the agreement of the Lead Member for Adult Social Care and Health on 6 March 2024, we will communicate our future offer to all previous Support with Confidence members by email, with alternative formats available upon request. We will also share a final frequently asked questions (FAQ) document which will be published on the consultation page. The FAQ document will include responses to the queries received during the consultation period and since the scheme was paused that are not included in this report.

After the Lead Member meeting on 6 March 2024, we will communicate our future offer to all previous Support with Confidence members and applicants by email (other formats will be available on request). We will also share a final frequently asked questions (FAQ) document which will be published on the consultation page. The FAQ document will include responses to the queries received during the consultation period and since the scheme was paused, that are not included in this report.

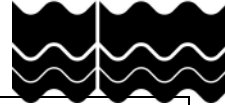


3. List detailed data and/or community feedback that informed your EqIA

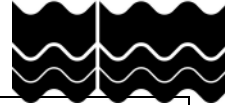
Source and type of data (e.g. research, or direct engagement (interviews), responses to questionnaires, etc.)	Date	Gaps in data	Actions to fill these gaps: who else do you need to engage with? (add these to the Action Plan below, with a timeframe)
Enquiry Log – members of public – age, disability, carers and rurality	January 2023 to 31 August 2023	Data not able to be collated to specific queries and therefore analysis is interpretative.	N/A
Application Form – rurality (from address provided), age (declared), sex (declared), special requirements (optional if declared)	Date received to 30 June 2023	No disability status check made.	Interpretation made from other data available.
Skills For Care Survey of PAs – Adult Social Carer Workforce Data 2023 IE and PA survey 2023 (skillsforcare.org.uk)	2023	There were 2,464 individual employer and 1,947 PA responses from people with varying care needs, ages and from each region of England. This included 86% exclusively in receipt of a direct payment from a social care local authority, 10% exclusively in receipt of a personal health budget from the NHS. The remainder received a combination of direct payments from the local authority, self-funding, an NHS personal health budget or an Access to Work grant.	External report supplemented by information from our database and consultation responses.
Census data 2021 - East Sussex specific info via ESCC intranet.	2021	None	N/A



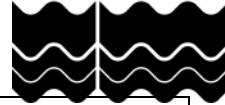
State of County Report 2022 State of the County - Focus on East Sussex East Sussex County Council	2022	None	N/A
JSNA Summary East Sussex East Sussex Joint Strategic Needs Assessment (eastsussexjsna.org.uk)	December 2022	None	N/A
About Care for the Carers Care For The Carers (cftc.org.uk)	2023	Unverifiable – but a trusted source for information.	N/A
The School for Social Care Research LGBTQI+ Disabled People and self-directed social care support (nihr.ac.uk)	2017	The study involved qualitative interviews with 20 LGBTQI+ Disabled People, a focus group of PAs and a survey of 56 LGBTQI+ Disabled adults who use self-directed social care in England.	N/A
CA: cases with entitlement, DWP, February 2020 Accessed via StatXplore: https://statxplore.dwp.gov.uk/webapi/jsf/login.xhtml	February 2020	None	N/A
SCIE – LGBTQI+ Disabled People using Self-Directed Support LGBTQI+ Disabled People using Self-Directed Support SCIE	October 2017	This guidance and data is now 7 years old	Guidance still valuable, no changes needed.



<p>Equality and inclusion strategy – Adult social care and health East Sussex County Council</p>	<p>2021</p>		
<p>SWC Consultation: “Consultation on our proposal to stop offering a Support with Confidence scheme and offer support in a different way instead”</p> <p>Consultation on our proposal to stop offering a Support with Confidence scheme and offer support in a different way instead - East Sussex - Citizen Space</p>	<p>27 September 2023 – 5 December 2023</p>	<p>314 consultation surveys were completed and 26 responses were received through other methods. Over 150 people attended the events we arranged and the meetings we visited to talk about the consultation. This is a total of nearly 500 responses, although some people may have taken part through more than one method.</p> <p>The top respondent group, making up a third of the total, was people who have used the scheme to find services for themselves or another person. A quarter of respondents are Personal Assistants who are members of the scheme, while workers who refer people to the scheme accounted for 14%.</p> <p>We had responses from across the county, although it should be noted that over a third chose not to give their post code. The Eastbourne area had the most respondents, with 22%. The Hastings, Lewes and Wealden areas saw similar response totals,</p>	<p>The consultation feedback has helped shape our future offer for PAs and service users already employing or wishing to employ a PA.</p>



		with 10% for Hastings and 11% for the other two. The Rother area was the lowest, accounting for 7% of respondents.	
Inclusion Advisory Group (IAG) – Approx. 15 attendees	9 October 2023	IAG feedback: Members were concerned about having access to the directory in the future. Members were concerned about how certain under-represented groups will find good quality care and support services in the future.	The action plan acknowledges and addresses these concerns via the 1Space directory and advice/guidance on offer through the new updated webpages
East Sussex Personal Assistants Network – Rother Approx. 20 attendees	10 October 2023	No specific equality impact feedback but all of the feedback has helped shape our future offer for PAs and service users already employing or wishing to employ a PA.	
Direct Payment Champions Group Approx. 21 attendees (ESCC staff)	13 October 2023	No specific equality impact feedback but all of the feedback has helped shape our future offer for PAs and service users already employing or wishing to employ a PA.	
East Sussex Personal Assistants Network – Eastbourne Approx. 24 attendees	16 October 2023	No specific equality impact feedback but all of the feedback has helped shape our future offer for PAs and service users already employing or wishing to employ a PA.	

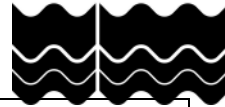


East Sussex Personal Assistants Network – Havens Approx. 15 attendees	23 October 2023	No specific equality impact feedback but all of the feedback has helped shape our future offer for PAs and service users already employing or wishing to employ a PA.	
Support with Confidence virtual engagement session (for PAs and businesses) Approx. 4 attendees	6 November 2023	No specific equality impact feedback but all of the feedback has helped shape our future offer for PAs and service users already employing or wishing to employ a PA.	
1:1 session with ASC operations staff member	14 November 2023	This was a 1:1 session. No specific equality impact feedback but all of the feedback has helped shape our future offer for PAs and service users already employing or wishing to employ a PA.	
East Sussex Personal Assistants Network – Havens Approx. 12 attendees	22 November 2023		

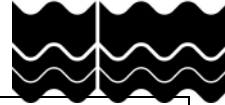
4. Prioritised Action Plan³⁰

NB: These actions must now be transferred to service or business plans and monitored to ensure they achieve the outcomes identified.

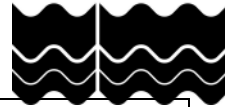
Impact identified and group(s) affected	Action planned	Expected outcome	Measure of success	Timeframe
Impact on service users' choice and availability of	PAs	PAs	PAs	12 months (March 2025)



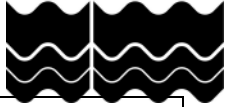
<p>care and support through PAs leaving the market</p> <ul style="list-style-type: none"> • Age • Disability • Sex • Carers • Rurality 	<ul style="list-style-type: none"> • Ensure that the ESCC website offers comprehensive advice for PAs with clear links to relevant support/guidance (such as Skills for Care and HMRC) as well as signposting PAs to local networking opportunities such as the East Sussex PA Network (ESPAN). <p>Service users</p> <ul style="list-style-type: none"> • Ensure that there is clear advice available to service users on how to engage the services of a PA, potentially in the form of checklists or other downloadable/printable material, including through the DPSS. 	<ul style="list-style-type: none"> • Have access to clear support and guidance to enable them to remain in the PA market <p>Service users</p> <ul style="list-style-type: none"> • Have access to clear advice and guidance via the new ESCC webpages that enables them to safely engage a PA and make informed choices about their care and support. 	<ul style="list-style-type: none"> • PAs choose to remain in the market This can be measured by rates of direct payment clients successfully employing PAs either staying stable or increasing. <p>Service users</p> <ul style="list-style-type: none"> • Service users report that they can access support from a PA of their choosing on a basis that suits their needs. This can be measured by a survey of direct payment clients in 12 months time, as well as monitoring of complaints and Listening 2 You feedback. 	
<p>Impact on support and guidance for finding a PA</p> <ul style="list-style-type: none"> • Age • Disability • Race (ethnicity) • Religion 	<p>Service users</p> <ul style="list-style-type: none"> • Ensure that there is clear advice available to service users on how to engage the services of a PA, 	<p>Service users</p> <ul style="list-style-type: none"> • Have access to clear advice and guidance that enables them to safely engage a PA and make informed 	<p>Service users</p> <ul style="list-style-type: none"> • Feel supported to make their own decisions around their care and support. 	<p>12 months (March 2025)</p>



	<p>potentially in the form of checklists or other downloadable/printable material, including through the DPSS</p> <ul style="list-style-type: none"> • Ensure that any directories including PA services are available in a range of formats to ensure accessibility (e.g. translations, printed copies). 	<p>choices about their care and support.</p> <ul style="list-style-type: none"> • Have access to a free directory that enables them to make their own decisions about their care and support. 	<ul style="list-style-type: none"> • Know that the support/guidance offered to them is available in a variety of formats (e.g. translated, hard copies). • This can be measured by a survey of direct payment clients in 12 months time, as well as monitoring of complaints and Listening 2 You feedback. 	
<p>Impact on number of employed vs self-employed PA arrangements in the county</p> <ul style="list-style-type: none"> • Pregnancy and maternity 	<p>PAs</p> <ul style="list-style-type: none"> • Ensure that the ESCC website has clear links to relevant support/guidance (such as Skills for Care and HMRC) on how to determine the correct employment status of each potential job. <p>Service users</p> <ul style="list-style-type: none"> • Ensure that there is clear advice available to service users on 	<p>PAs</p> <ul style="list-style-type: none"> • Know how to determine the employment status of every potential job they consider. <p>Service users</p> <ul style="list-style-type: none"> • Know how to (or are supported to via the DPSS) determine the employment status of the PA they wish to engage. 	<p>PAs</p> <ul style="list-style-type: none"> • Feel confident in determining the employment status of each potential job in conjunction with the service user. <p>Service users</p> <ul style="list-style-type: none"> • Feel able to confidently plan their contingency arrangements for any PAs they engage. 	12 months (March 2025)



	<p>how to engage the services of a PA, with clear links to relevant support/guidance (such as Skills for Care and HMRC) on being an employer and how to manage maternity and/or paternity rights of an employee, both on publicly available webpages and via the DPSS for those that use it.</p> <ul style="list-style-type: none"> • Ensure that there is clear advice available for service users to plan their contingency arrangements to ensure continuity of care if their employee needs to take leave, both on publicly available webpages and via the DPSS for those that use it. • 	<ul style="list-style-type: none"> • Know how to (or are supported to via the DPSS) consider and plan for contingency arrangements. 	<ul style="list-style-type: none"> • Feel able to confidently determine the employment status of their PA. • This can be measured by a survey of direct payment clients in 12 months time, as well as monitoring of complaints and Listening 2 You feedback. 	
<p>Impact on quality and experience of PAs available to Service users</p> <ul style="list-style-type: none"> • Age 	<p>PAs</p> <ul style="list-style-type: none"> • Continue to offer a comprehensive range of free adult social care training for PAs, 	<p>PAs</p> <ul style="list-style-type: none"> • Have access to free training that upskills and enables them to meet the needs of the 	<p>PAs</p> <ul style="list-style-type: none"> • Continue to utilise the free training offer available from ASC. 	<p>12 months (March 2025)</p>



<ul style="list-style-type: none"> • Disability • Race (ethnicity) • Religion 	<p>covering a broad range of topics including health and safety, mental health, specific conditions (disabilities and long-term illness), healthcare, moving and handling and safeguarding adults.</p>	<p>growing care and support market.</p>	<ul style="list-style-type: none"> • This can be monitored through uptake figures for the training offer available to PAs 	
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(Add more rows as needed)

EqlA sign-off: (for the EqlA to be final an email must be sent from the relevant people agreeing it, or this section must be signed)

Staff member competing Equality Impact Analysis: Lucy McFarlane

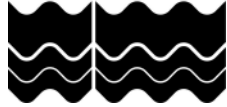
Date: 12 February 2024

Directorate Management Team rep or Head of Service: Sarah Russell

Date: 14 February 2024

Equality lead: Kaveri Sharma

Date: 13 February 2024



Guidance end-notes

¹ The following principles, drawn from case law, explain what we must do to fulfil our duties under the Equality Act:

- **Knowledge:** everyone working for the Council must be aware of the Council's duties under the Equality Act 2010 and ensure they comply with them appropriately in their daily work.
- **Timeliness:** the duty applies at the time of considering policy options and/or before a final decision is taken – not afterwards.
- **Real Consideration:** the duty must be an integral, rigorous part of your decision-making process and influence the process.
- **Sufficient Information:** you must assess what information you have and what is further needed to give proper consideration.
- **No delegation:** the Council is responsible for ensuring that any contracted services, which are provided on its behalf need also to comply with the same legal obligations under the Equality Act of 2010. You need, therefore, to ensure that the relevant contracts make these obligations clear to the supplier. It is a duty that cannot be delegated.
- **Review:** the equality duty is a continuing duty. It applies when a policy or service is developed/agreed, and when it is implemented and reviewed.
- **Proper Record Keeping:** to prove that the Council has fulfilled its legal obligations under the Equality Act you must keep records of the process you follow and the impacts identified.

NB: Filling out this EqlA in itself does not meet the requirements of the Council's equality duty. All the requirements above must be fulfilled, or the EqlA (and any decision based on it) may be open to challenge. An EqlA therefore can provide evidence that the Council has taken practical steps comply with its equality duty and provide a record that to demonstrate that it has done so.

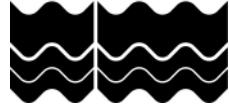
² Our duties in the Equality Act 2010

As a public sector organisation, we have a legal duty (under the Equality Act 2010) to show that we have identified and considered the actual and potential impact of our activities on people who share any of the legally 'protected characteristics' (age, disability, gender reassignment, pregnancy and maternity, race, religion or belief, sex, sexual orientation, and marriage and civil partnership).

This applies to policies, services (including commissioned services), and our employees. The level of detail of this consideration will depend on the nature of your project, who it might affect, those groups' vulnerability, and the seriousness of any potential impacts it might have. We use this EqlA template to gather information and assess the impact of our project in these areas.

The following are the duties in the Act. You must give 'due regard' (pay conscious attention) to the need to:

- **avoid, reduce, minimise or eliminate any negative impact** (if you identify unlawful discrimination, including victimisation and harassment, you must stop the action and take advice immediately).



- **promote equality of opportunity.** This means the need to:
 - Remove or minimise disadvantages suffered by equality groups
 - Take steps to meet the needs of equality groups
 - Encourage equality groups to participate in public life or any other activity where participation is disproportionately low
 - Consider if there is a need to treat disabled people differently, including more favourable treatment where necessary
- **foster good relations between people who share a protected characteristic and those who do not.** This means:
 - Tackle prejudice
 - Promote understanding

³ **EqIAs are always proportionate** to:

- The nature of the service, or scope of the policy/strategy
- The resources involved
- The number of people affected
- The size of the likely impact
- The vulnerability of the people affected

The greater the potential adverse impact of the proposed service or policy on a protected group (e.g. disabled people), the more thorough and demanding our process must be so that we comply with the Equality Act of 2010.

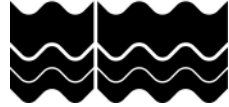
⁴ **Title of EqIA:** This should clearly explain what service / policy / strategy / change you are assessing

⁵ **Team/Department:** Main team responsible for the policy, practice, service or function being assessed

⁶ **Focus of EqIA:** A member of the public should have a good understanding of the policy or service and any proposals after reading this section. Please use plain English and write any acronyms in full first time - eg: 'Equality Impact Analysis (EqIA)'

This section should explain what you are assessing:

- What are the main aims or purpose of the service, policy, strategy, practice, or function?
- Who implements, carries out or delivers the service, policy, strategy, practice, or function? Please state where this is more than one person/team/body and where other organisations deliver under procurement or partnership arrangements.
- How does it fit with other services?



- Who is affected by the service, policy, strategy, practice, or function, or by how it is delivered? Who are the external and internal service-users, groups, or communities?
- What outcomes do you want to achieve, why and for whom? Eg: what do you want to provide, what changes, or improvements, are required and what should the benefits be?
- What do existing or previous reviews of the service, policy, strategy, practice, or function indicate to you?
- What is the reason for the proposal, or change (financial, service scope, legal requirements, etc)? The Equality Act requires us to make these clear.

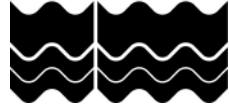
⁷ **Previous actions:** If there is no previous EqIA, or this assessment is for a new service, then simply write ‘not applicable’.

⁸ **Data:** Make sure you have enough information to inform your EqIA.

- What data relevant to the impact on protected groups of the policy/decision/service is available?⁸
- What further evidence is needed and how can you get it? (Eg: further research or engagement with the affected groups).
- What do you already know about needs, access and outcomes? Focus on each of the protected characteristics in turn. Eg: who uses the service? Who doesn’t and why? Are there differences in outcomes? Why?
- Have there been any important demographic changes or trends locally? What might they mean for the service or function?
- Does data/monitoring show that any policies or practices create particular problems or difficulties for any groups?
- Do any equality objectives already exist? What is current performance like against them?
- Is the service having a positive or negative effect on particular people in the community, or particular groups / communities?

⁹ **Engagement:** You must engage appropriately with those likely to be affected to fulfil the Council’s duties under the Equality Act.

- What do people tell you about the services, the policy or the strategy?
- Are there patterns or differences in what people from different groups tell you?
- What information or data will you need from communities?
- How should people be consulted? Consider:
 - (a) consult when proposals are still at a formative stage;
 - (b) explain what is proposed and why, to allow intelligent consideration and response;
 - (c) allow enough time for consultation;
 - (d) make sure what people tell you is properly considered in the final decision.
- Try to consult in ways that ensure all different perspectives can be captured and considered.
- Identify any gaps in who has been consulted and identify ways to address this.



¹⁰ Your EqIA must get to grips fully and properly with actual and potential impacts.

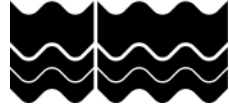
- The Council's obligations under the Equality Act of 2010 do not stop you taking decisions, or introducing well needed changes; however, they require that you take decisions and make changes conscientiously and deliberately confront the anticipated impacts on people.
- Be realistic: don't exaggerate speculative risks and negative impacts.
- Be detailed and specific so decision-makers have a concrete sense of potential effects. Instead of "the policy is likely to disadvantage older women", say how many or what percentage are likely to be affected, how, and to what extent.
- Questions to ask when assessing impacts depend on the context. Examples:
 - Are one or more protected groups affected differently and/or disadvantaged? How, and to what extent?
 - Is there evidence of higher/lower uptake among different groups? Which, and to what extent?
 - If there are likely to be different impacts on different groups, is that consistent with the overall objective?
 - If there is negative differential impact, how can you minimise that while taking into account your overall aims
 - Do the effects amount to unlawful discrimination? If so, the plan must be modified.
 - Does the proposal advance equality of opportunity and/or foster good relations? If not, could it?

¹¹ Consider all three aims of the Act: removing barriers, and also identifying positive actions to be taken.

- Where you have identified impacts you must state what actions will be taken to remove, reduce or avoid any negative impacts and maximise any positive impacts or advance equality of opportunity.
- Be specific and detailed and explain how far these actions are expected to address the negative impacts.
- If mitigating measures are contemplated, explain clearly what the measures are, and the extent to which they can be expected to reduce / remove the adverse effects identified.
- An EqIA which has attempted to airbrush the facts is an EqIA that is vulnerable to challenge.

¹² **Age:** People of all ages

¹³ **Disability:** A person is disabled if they have a physical or mental impairment which has a substantial and long-term adverse effect on their ability to carry out normal day-to-day activities. The definition includes: sensory impairments, impairments with fluctuating or recurring effects, progressive, organ specific, developmental, learning difficulties, mental health conditions and mental illnesses, produced by injury to the body or brain. Persons with cancer, multiple sclerosis or HIV infection are all now deemed to be disabled persons from the point of diagnosis. Carers of disabled people are protected within the Act by association.



¹⁴ **Gender Reassignment:** In the Act a transgender person is someone who proposes to, starts or has completed a process to change his or her gender. A person does not need to be under medical supervision to be protected

¹⁵ **Pregnancy and Maternity:** Protection is during pregnancy and any statutory maternity leave to which the woman is entitled.

¹⁶ **Race/Ethnicity:** This includes ethnic or national origins, colour or nationality, and includes refugees and migrants, and Gypsies and Travellers. Refugees and migrants means people whose intention is to stay in the UK for at least twelve months (excluding visitors, short term students or tourists). This definition includes asylum seekers; voluntary and involuntary migrants; people who are undocumented; and the children of migrants, even if they were born in the UK.

¹⁷ **Religion and Belief:** Religion includes any religion with a clear structure and belief system. Belief means any religious or philosophical belief. The Act also covers lack of religion or belief.

¹⁸ **Sex:** Both men and women are covered under the Act.

¹⁹ **Sexual Orientation:** The Act protects bisexual, gay, heterosexual and lesbian people

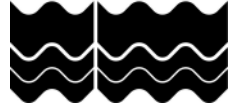
²⁰ **Marriage and Civil Partnership:** Only in relation to due regard to the need to eliminate discrimination.

²¹ **Armed Forces:** The Armed Forces Act 2021 aims to help prevent service personnel, veterans and their families being disadvantaged when accessing public services. The new duty applies to certain housing, education or healthcare functions, but it is good practice to ensure consideration of impacts on current or former members of the armed forces, as well as their families.

²² **Community Cohesion:** potential impacts on how well people from different communities get on together. The council has a legal duty to foster good relations between groups of people who share different protected characteristics. Some actions or policies may have impacts – or perceived impacts – on how groups see one another or in terms of how the council’s resources are seen to be allocated. There may also be opportunities to positively impact on good relations between groups.

²³ **Data:** Make sure you have enough information to inform your EqIA.

- What data relevant to the impact on protected groups of the policy/decision/service is available?²³
- What further evidence is needed and how can you get it? (Eg: further research or engagement with the affected groups).
- What do you already know about needs, access and outcomes? Focus on each of the protected characteristics in turn. Eg: who uses the service? Who doesn’t and why? Are there differences in outcomes? Why?



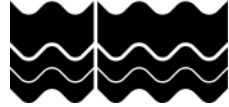
- Have there been any important demographic changes or trends locally? What might they mean for the service or function?
- Does data/monitoring show that any policies or practices create particular problems or difficulties for any groups?
- Do any equality objectives already exist? What is current performance like against them?
- Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?

²⁴ **Engagement:** You must engage appropriately with those likely to be affected to fulfil the Council's duties under the Equality Act .

- What do people tell you about the services, the policy or the strategy?
- Are there patterns or differences in what people from different groups tell you?
- What information or data will you need from communities?
- How should people be consulted? Consider:
 - (a) consult when proposals are still at a formative stage;
 - (b) explain what is proposed and why, to allow intelligent consideration and response;
 - (c) allow enough time for consultation;
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- Try to consult in ways that ensure all different perspectives can be captured and considered.
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²⁵ Your EqIA must get to grips fully and properly with actual and potential impacts.

- The Council's obligations under the Equality Act of 2010 do not stop you taking decisions, or introducing well needed changes; however, they require that take decisions and make changes conscientiously and deliberately confront the anticipated impacts on people.
- Be realistic: don't exaggerate speculative risks and negative impacts.
- Be detailed and specific so decision-makers have a concrete sense of potential effects. Instead of "the policy is likely to disadvantage older women", say how many or what percentage are likely to be affected, how, and to what extent.
- Questions to ask when assessing impacts depend on the context. Examples:
 - Are one or more protected groups affected differently and/or disadvantaged? How, and to what extent?
 - Is there evidence of higher/lower uptake among different groups? Which, and to what extent?
 - If there are likely to be different impacts on different groups, is that consistent with the overall objective?
 - If there is negative differential impact, how can you minimise that while taking into account your overall aims
 - Do the effects amount to unlawful discrimination? If so the plan must be modified.
 - Does the proposal advance equality of opportunity and/or foster good relations? If not, could it?



- ²⁶ Consider all three aims of the Act: removing barriers, and also identifying positive actions to be taken.
- Where you have identified impacts you must state what actions will be taken to remove, reduce or avoid any negative impacts and maximise any positive impacts or advance equality of opportunity.
 - Be specific and detailed and explain how far these actions are expected to address the negative impacts.
 - If mitigating measures are contemplated, explain clearly what the measures are, and the extent to which they can be expected to reduce / remove the adverse effects identified.
 - An EqlA which has attempted to airbrush the facts is an EqlA that is vulnerable to challenge.

²⁷ **Rurality:** deprivation is experienced differently between people living in rural and urban areas. In rural areas issues can include isolation, access to services (eg: GPs, pharmacies, libraries, schools), low income / part-time work, infrequent public transport, high transport costs, lack of affordable housing and higher fuel costs. Deprivation can also be more dispersed and less visible.

²⁸ **Other groups that may be differently affected:** this may vary by services, but examples include: homeless people, substance misusers, people experiencing domestic/sexual violence, looked after children or care leavers, current or former armed forces personnel (or their families), people on the Autistic spectrum etc.

²⁹ **Assessment of overall impacts and any further recommendations**

- Make a frank and realistic assessment of the overall extent to which the negative impacts can be reduced or avoided by the mitigating measures. Explain what positive impacts will result from the actions and how you can make the most of these.
- Countervailing considerations: These may include the reasons behind the formulation of the policy, the benefits it is expected to deliver, budget reductions, the need to avert a graver crisis by introducing a policy now and not later, and so on. The weight of these factors in favour of implementing the policy must then be measured against the weight of any evidence as to the potential negative equality impacts of the policy.
- Are there any further recommendations? Is further engagement needed? Is more research or monitoring needed? Does there need to be a change in the proposal itself?

³⁰ **Action Planning:** The Council's obligation under the Equality Act of 2010 is an ongoing duty: policies must be kept under review, continuing to give 'due regard' to the duty. If an assessment of a broad proposal leads to more specific proposals, then further equality assessment and consultation are needed.

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Appendix 4:

Summary: proposed approach to supporting personal assistants and businesses following the Support with Confidence consultation

How we will help residents, carers and families find support

- Residents can use **East Sussex 1Space**, our free online directory of groups and organisations that offer care, support, and wellbeing services in the county.
- The [Care Choices directory](#) of registered care services is available online and in a free printed version.
- We will develop a **webpage with useful guidance**, including a downloadable and printable checklist to use when considering employing a personal assistant (PA), available in different formats and languages.
- The **Direct Payment Support Services** will continue to support people who receive direct payments to be a good employer or buy services from individuals or businesses. They can help with recruiting staff, undertaking checks on possible PAs (including DBS checks), writing job descriptions, and understanding the rules that employers must follow. They also support adults who pay for their own care.

Support available for PAs and businesses

- PAs and businesses offering care, support and wellbeing services to people in East Sussex can **list their services for free on 1Space**. The listing can be personalised with availability, pricing and any external accreditations.
- PAs (and their employers) will continue to be able to access a wide range of core and specialist **free adult social care training** such as mental health, moving and handling, safeguarding and first aid.
- We will develop an **'introduction to care' training programme** for PAs and others new to care work in the community who don't have access to training through a care provider. This will cover areas such as professional boundaries and lone working.
- Businesses will be able to access **DBS checks through the ESCC Umbrella Service**.
- The options that may be available to self-employed PAs include:
 - [Applying for a basic DBS check](#) to get a copy of their criminal record. This is called 'basic disclosure' and costs £18.
 - Registering with an employment agency that can apply for a check to assess suitability to work for them.
 - Accessing enhanced DBS checks through external organisations that offer this service (this may be subject to a fee and becoming a member of that organisation).
- Free impartial legal advice is available from [Business Companion](#).
- Basic business advice is available from our [Trading Standards Department](#).
- Businesses may be able to register for the Trading Standards [Buy with confidence](#) scheme.

How we will do this

- We will work with residents, PAs and businesses to codesign the new webpages and checklists.
- We will explore the options available for ongoing engagement with PAs and businesses.
- We will hold an in-person event in Spring 2024 for PAs and businesses to find out more about the support available.

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Support with Confidence consultation

Appendix 5: Comparison of previous and proposed new approach

	What we used to offer	What people told us	Our proposed future approach
Accreditation	<p>East Sussex care and support providers could choose to apply to the Support with Confidence scheme to become an accredited member. The majority were not regulated by the Care Quality Commission including personal assistants (PAs)</p> <p>Providers were vetted and trained prior to accreditation approval including the following:</p> <ul style="list-style-type: none"> ensuring that they (and any staff) were properly trained for their work; the completion of appropriate background checks; an enhanced Disclosure and Barring Service (DBS) check; gathering suitable references; and signing a code of conduct to adhere to the scheme expectations. <p>Adult Social Care and Trading Standards continued to monitor scheme members for service quality following approval.</p>	<p>85% of residents, workers and organisations rated the scheme as 'very helpful' or 'helpful' in finding accredited support they could trust, which was flexible to suit their needs and preferences.</p> <p>95% of members and applicants rated the scheme as 'very helpful' or 'helpful' in building their business or service, to find client work, provide a sense of community and allow them to access training.</p> <p>Two thirds of the survey respondents 'disagree' or 'strongly disagree' with the proposal to close the scheme. Reasons given included:</p> <ul style="list-style-type: none"> impact to clients; loss of a valuable resource; impact to the PA workforce; and difficulty to find trusted and competent support. <p>Those who agreed with the proposal to close the scheme cited the potential legal sanctions as a reason, but also gave concerns about impact to clients.</p> <p>77% of residents, workers and organisations, and 80% of members and applicants rated accreditation of services as one of the things that was most important with a future offer.</p>	<p>It is not possible to continue running the Support with Confidence scheme as the licence holders have withdrawn the brand. The information we now have relating to employment status and registration, and the compliance risks associated with this, mean that we do not propose to develop a replacement accreditation scheme.</p> <p>There are however many other (free and paid for) independent schemes and platforms PAs and businesses can register with, including the East Sussex Buy with Confidence scheme for businesses.</p> <p>Adult Social Care and Health commissions Direct Payment Support Services (DPSS) from Independent Lives and PeoplePlus. From April 2024, Independent Lives will be our strategic partner continuing to offer this service which includes supporting people who receive direct payments to buy services from individuals or businesses.</p> <p>They can help with recruiting staff, undertaking checks on possible PAs (including DBS checks), writing job descriptions, and understanding the rules that employers must follow.</p> <p>They also support adults who pay for their own care.</p>

	What we used to offer	What people told us	Our proposed future approach
Directory	<p>Dedicated online directory for accredited care and support providers who were approved as members of the Support with Confidence scheme.</p> <p>Accredited member entries were also included within the 1Space and ESCIS online directories.</p> <p>Accredited entries were managed by the Support with Confidence team.</p>	<p>58% of residents, workers and organisations rated having a single online directory as one of the things that was most important with a future offer. Comments included the importance of offering a directory of trusted and competent professionals, as well as easy access to support.</p> <p>For members and applicants allowing residents to find out about their personal assistant services was rated as most important (81%), with allowing residents to find out about my business also rated as most important (72%). Comments included the directory being a source for finding work and concerns for how residents can find trusted and competent support if the scheme closed.</p>	<p>It is not possible to continue running the Support with Confidence scheme as the licence holders have withdrawn the brand. There will therefore no longer be a dedicated online directory for accredited services.</p> <p>PAs and businesses offering care, support and wellbeing services to people in East Sussex can instead list their services for free on 1Space. 1Space is our free online directory of groups and organisations that offer care, support, and wellbeing services in the county. The listing can be personalised with availability, pricing and any external accreditations. Residents can use this directory to look for services that meet their needs.</p> <p>Businesses can also advertise their services in the East Sussex Community Information Service (ESCIS) online directory of community information and events.</p> <p>The Care Choices directory of registered care services is also available online and in a free printed version.</p> <p>The DPSS Independent Lives provide a recruitment and training platform, called PA Pages. PAs can advertise their availability for work and individuals wanting to employ a personal assistant can advertise their jobs. They have experience writing job adverts, job descriptions and personal specifications for successful recruitment in urban and rural areas. They also work with several external recruitment platforms including Gumtree.</p>

	What we used to offer	What people told us	Our proposed future approach
			We will also develop a webpage with useful guidance, including a downloadable and printable checklist to use when considering employing a personal assistant (PA), available in different formats and languages.
Helpline	Scheme telephone number and email, allowing residents, workers, organisations, members and applicants to call the Support with Confidence team for assistance to find an accredited service and for support with service delivery.	There was a mixed response to this. 26% of residents, workers and organisations rated having a helpline as 'most important' however it also had the highest total of 'least important' votes at 19%.	The DPSS will continue to support people who receive direct payments to be a good employer or buy services from individuals or businesses. They can help with recruiting staff, undertaking checks on possible PAs (including DBS checks), writing job descriptions, and understanding the rules that employers must follow. They also support adults who pay for their own care.
Training	<p>A mandatory training programme for all applicants to the Support with Confidence scheme, included core training such as business training, safeguarding, emergency first aid, infection prevention and control.</p> <p>Training refresher requirements were also set and monitored for all members of the scheme.</p>	<p>Members and applicants stated that the scheme was helpful in allowing them to access training.</p> <p>73% of members and applicants rated care worker training as one of the most important aspects of future support.</p> <p>Comments on training specifically for PAs and employment status were also shared.</p>	<p>Adult Social Care and Health will continue to offer a comprehensive, free training programme to PAs and others working with adults who need care and support. This covers courses such as moving and handling, safeguarding and first aid and there are opportunities to develop specialisms in areas such as mental health, dementia, autism and self-neglect.</p> <p>We will develop an 'introduction to care' training programme for PAs and others new to care work in the community who don't have access to training through a care provider. This will cover areas such as professional boundaries and lone working.</p> <p>The Independent Lives PA Pages include access to training and an information hub for PAs and small businesses. Independent Lives support educational attainment for PAs by working with Skills for Care and local colleges to identify career and educational pathways which are reviewed annually.</p>

	What we used to offer	What people told us	Our proposed future approach
			Skills for Care offer support and online resources that explain more about the PA role for those interested in working as a PA, and for those already working in the role.
DBS checks	<p>All applicants (and their staff) to the scheme were required to have an enhanced DBS certificate with the adult barred list check, that was dated within the last six months. If the applicant did not have a valid check already in place, the Support with Confidence team were able to process a check for the applicant.</p> <p>All members (and their staff) of the scheme were required to refresh this DBS check every three years or join the DBS update service.</p>	Members and applicants stated that it was an important aspect of any new offer would be to have support with DBS checks.	<p>Businesses will be able to access DBS checks through the ESCC Umbrella Service.</p> <p>The DPSS can support adult social care clients who want to employ a PA, or use a self-employed PA, to apply for an enhanced DBS check. People who are paying for their own care can also use this service however charges will apply.</p> <p>Other options that may be available to self-employed PAs include:</p> <ul style="list-style-type: none"> • Applying for a basic DBS check to get a copy of their criminal record. This is called 'basic disclosure' and costs £18. • Registering with an employment agency that can apply for an enhanced check to assess suitability to work for them. • Accessing enhanced DBS checks through external organisations offering this service (this may be subject to a fee and becoming a member of that organisation).
Referrals	<p>Dedicated referral service for Adult Social Care workers within East Sussex County Council to help clients find personal assistant support.</p> <p>As well as a PA to PA referral service for members who need to source PA support for contingency arrangements.</p>	Members and applicants commented that client referrals would be an important aspect of any new support offer. Questions were raised about why the scheme could not continue without the referral service, as well as how referrals would now be received from the DPSS and from people who pay for their own care.	<p>It is not possible to continue running the Support with Confidence scheme as the licence holders have withdrawn the brand. and there will no longer be a dedicated referral service for accredited PAs.</p> <p>The DPSS will continue to support people who receive direct payments to be a good employer or to buy services from individuals or businesses. They can help with recruiting staff, undertaking checks on possible PAs (including DBS checks),</p>

	What we used to offer	What people told us	Our proposed future approach
			<p>writing job descriptions, and understanding the rules that employers must follow.</p> <p>They also support adults who pay for their own care.</p>
Complaints and safeguarding support	<p>Support to residents and members in circumstances where concerns and complaints were raised regarding an accredited service.</p> <p>Support also provided to Adult Social Care teams during a safeguarding enquiry raised about an accredited service.</p> <p>Accreditation status could be suspended or withdrawn when the service was assessed as no longer meeting the scheme's code of conduct requirements.</p>	<p>58% of residents, workers, and organisations rated help with complaints as either most important or important when asked what a new support offer should include.</p> <p>At least 70% of members and applicants rated help to deal with complaints as most important or important for the new support offer.</p>	<p>Concerns that someone is being abused, neglected or exploited by a personal assistant or business should be reported to our contact centre in the same way as other safeguarding concerns.</p> <p>Skills for Care's dedicated 'employing PAs toolkit' has advice and guidance available on how to sort out problems that may arise whilst employing a PA.</p> <p>If a business has broken the law or acted unfairly, they can be reported to Trading Standards. Trading Standards can investigate unfair trading and illegal business activity, like rogue traders and scams.</p>
Business support	<p>Support to applicants and members of the scheme to set up and develop their business throughout the accreditation process and once accredited.</p> <p>Yearly scheme marketing campaigns to promote the scheme and its members services.</p> <p>Quarterly newsletters sent to members and applicants providing a range of articles to support them in their service delivery.</p>	<p>At least 70% of members and applicants rated business support as most important or important for the new support offer</p>	<p>ESCC Trading Standards offer basic advice to East Sussex businesses and signposting to useful resources such as Business Companion which has information for businesses and individuals that need to know about trading standards and consumer protection legislation.</p> <p>PAs and other care and support businesses can promote their services through the 1Space directory and East Sussex Community Information Service (businesses only).</p> <p>The East Sussex provider bulletin is a weekly email newsletter covering a range of topics affecting PAs and other health and care providers. We encourage all PAs to subscribe to the mailing list.</p>

	What we used to offer	What people told us	Our proposed future approach
	Business training available through the scheme, advice and guidance available from a Trading Standards Officer when required, accreditation training pathways and scheme network events.		Skills for Care's dedicated pages for individual employers, PAs and supporting organisations bring together a range of resources and useful information for people employing their own care and support. It also has information about the PA role and resources to support organisations that work with individual employers and PAs.
Wellbeing support	<p>Monthly 1:1 and group wellbeing sessions available to scheme members and delivered by Mental Health First Aiders within the Support with Confidence team.</p> <p>Monthly communications providing wellbeing advice and resources for members and their clients.</p>	<p>At least 70% of members and applicants rated wellbeing support as most important or important for the new offer.</p> <p>Comments included that the scheme suspension and proposal to close had caused a negative impact to members and client wellbeing</p>	<p>The East Sussex Personal Assistants Network (ESPAN) provides a mutually supportive environment and friendly and informal meetings, led by PAs in their local communities. The meetings are open to all PAs, any potential PAs, users of PA services and any care and support service operating within East Sussex.</p> <p>The Adult Social Care and Health training department will work with PAs to explore whether it would be helpful to offer bespoke sessions on areas such as vicarious trauma, compassion fatigue, organised reflective practice and peer support.</p> <p>Skills for Care have wellbeing resources available on their website for PAs and their employers.</p>