

## Equality and Public Health Full Impact Assessment

### Impact Assessment Id: #285

#### 1.0 Screening Information

##### Project Name

Day Opportunities Review

##### Name of Project Sponsor

Hannah Perrott

##### Name of Project Manager

Katie Stallard

##### Name of Project Lead

Korrina Campbell

##### Please give a brief description of the project

The purpose of the Day Opportunities Review is to consider how the Council may continue to meet assessed eligible need in the most efficient and cost-effective way that promotes independence, social inclusion and positive outcomes for individuals and carer's. The Council's preferred approach, which was agreed and approved at the October Cabinet meeting, is to move to the position where internal day opportunities will only be provided where there isn't the capacity or capability within the external market to meet eligible need.

##### Data Protection screening result

Will require a full impact assessment

##### Equality and Public Health screening result

Will require a full impact assessment

##### Environmental Sustainability screening result

Will require a full impact assessment

#### 1.1 Background and Purpose

##### Background and Purpose of Project?

To support your answer to this question, you can upload a copy of the project's Business Case or similar document.

To support your answer to this question, you can upload a copy of the project's Business Case or similar document. As part of its duties under the Care Act 2014, the Council must meet the care and support needs of adults and the support needs of carers who are assessed as eligible under the Act's eligibility criteria. Eligible needs may be met by the provision of day opportunities to meet the adult's outcomes as identified in their needs assessment and will be recorded in their care and support plan. There is a mixed market of day opportunities for people with learning disabilities within Worcestershire. Currently 206 people attend internally provided day opportunities while around 300 people attend services provided by the external market. This equates to a split of 60% external / 40% internal although these numbers do include some people who attend a mixture of both internal and external services. An increasing number of people also access external day opportunities by arranging their own care using a Council-funded direct payment. The Council has directly provided internal day opportunity provision for over 25 years through Resource Centres and Connect Services. Resource Centres operate Monday to Friday and provide a variety of activities for people with complex learning disabilities. Many of these activities are building based with some community-based activities planned according to individual needs and preferences. Support for individuals includes personal care, physiotherapy, occupational therapy, speech and language support, behaviour support, psychology support and support to access the community. Connect Centre Services operate Monday to Friday and they provide mainly community-based day opportunities to adults with less complex learning disabilities. This service provides support such as: access to employment/work experience, education and volunteering, personal care, meeting friends, computer/IT literacy support. Following the changes to the Council's Day Opportunities provision, as a result of Covid-19, Cabinet agreed at their meeting on 22 October 2020 the need to review the Council's long-term position in providing access to day service support both internally and externally in order to continue to meet assessed need. Cabinet received an update on the first stage of the review at their meeting on 4 February 2021. This stage focused on the current offer for people using Council provided Resource Centres. The findings demonstrated that there is clearly a need for the Council to continue to provide a Resource Centre / building based offer that meets the needs of individuals with more complex needs. However, it showed evidence that improvements and changes need to be made to ensure that individuals are receiving the most appropriate services to meet their assessed eligible needs in line with the Council's Statutory Duty. It also highlighted evidence that the Council needs to plan for the longer term taking into account the needs of young adults moving into the service and the ageing population of both service users and their families/carer's. As a result of these findings, Cabinet agreed to commence the second phase

of the review which has focused on the Connect Service offer as well as developing a deeper understanding of the capability and capacity within the external market. Following the same approach as the first phase, service users, their families/carer's and staff have been engaged in the review. The second phase also concludes the day opportunities review and makes recommendations for the long term and future "offer" of day opportunity provision.

Following an extensive Consultation process, meeting with carer's, service users and staff, completing an online survey for responses on the approach an analysis of findings have taken place and a recommendation to Councillor Hardman is to continue with the original recommendation back in July 2021.

### **Upload Business Case or Support documents**

No files uploaded

### **Project Outputs**

Briefly summarise the activities needed to achieve the project outcomes.

\* Councillor Hardman's formal decision regarding future plan of Day Services

\* Comms and engagement with all staff, carer's, partner organisations and individuals who would be affected by these changes, would be required through any process.

- Development of external market to ensure capacity for those individuals who will be supported in the community as opposed to a building based service.

- Where changes may be implemented individual reassessments with all individuals will need to take place to review their support plans

\* Agree Key phases to implement the proposed actions which are -

- Developing the complex care offer within the Resource Centres

- Commissioning a service which will enable friendships to be maintained

- Closure of 5 Connect Services when the market is fully established for individuals to move into, and support individuals around this process

\* Commence the advocacy additionally capacity contract

\* Commence Consultation process for 5 Connect Centres including staff

\* Involve Trade Unions throughout the consultation process and HR

\* Formalise a closure process for buildings we own/rent

### **Project Outcomes**

Briefly summarise what the project will achieve.

The project will ensure that those individuals requiring a complex service, will be supported in the right way and with the right staffing levels to meet need. This will be an ongoing co-production alongside staff and carer's to develop an enhanced offer. And to ensure capacity for those individuals who will be coming into Adult Services from Children Services.

There will be an alternative offer for those individuals who may be older but still require friendship and peer support, but in an alternative environment which will be more conducive to their needs. Through the consultation this was a clear area of needs for both Service users and Carer's.

It will ensure that each individual with lower level needs has equitable access to services within their local community offering more choice and independence. And moving away from the more traditional buildings based offer. It will also offer alternative options for younger people coming through services who may require a Day Opportunity.

Throughout all of the above a project outcome is to encourage Direct Payments where possible to maximise choice and control.

### **Is the project a new function/service or does it relate to an existing Council function/service?**

Existing

### **Was consultation carried out on this project?**

Yes

## **1.2 Responsibility**

### **Directorate/Organisation**

People

### **Service Area**

Adult Social Care

## 1.3 Specifics

### Project Reference (if known)

Not Recorded

### Intended Project Close Date \*

July 2022

## 1.4 Project Part of a Strategic Programme

### Is this project part of a strategic programme?

Yes

### An overarching screening has already been carried out for the following areas:

Data Protection

Equality and Public Health

Environmental Sustainability

### What was the conclusion?

Full assessment required

### Upload previous impact assessment documents if available

No files uploaded

## 2 Organisations Involved

### Please identify the organisation(s) involved:

Worcestershire County Council

Other - Onside Advocacy

Worcestershire Association of Carer's

### Details of contributors to this assessment:

<b>Name</b>	Katie Stallard
<b>Job title</b>	Portfolio Lead
<b>Email address</b>	kstallard2@worcestershire.gov.uk

<b>Name</b>	Korrina Campbell
<b>Job title</b>	Interim Day Opportunities/Replacement Care Review Manager
<b>Email address</b>	kcampbell@worcestershire.gov.uk

## 3.0 Who will be affected by the development and implementation

### Please identify group(s) involved:

Service User

Carers

Staff

Communities

## 3.1 Information and evidence reviewed

### What information and evidence have you reviewed to help inform this assessment? \*

Data around each individual and their level of needs  
 One page profiles to capture which activities and opportunities people may want to access in the future  
 External Market analysis including capacity availability and types of activities available  
 Survey responses from the consultation.  
 Overall feedback from all of the public consultation  
 Transitions data of individuals moving from Children services to Adults over the next 5 years  
 Feasibility of the relevant properties

## 3.2 Summary of engagement or consultation undertaken

### Who and how have you engaged, or why do you believe engagement is not required? \*

The review was managed by a project group that included a wide cross section of stakeholder representation. The activities carried out included in the review are listed below.

Stakeholder engagement which took place with:

- o WCC staff including; the Day Services Manager, the Connect Services Team Leaders and the senior support workers.
- o Carer's representatives from WAC Carer's Group Meeting
- o Speakeasy Now who carried out an engagement exercise with service users and carer's

Question and Answer sessions took place following agreement at cabinet with carer's across Resource Centres and Connect.

Zoom sessions have taken place for both Resource Centre Carer's and Connect Carer/ SU's for carer's to reflect their thoughts, needs and hopes for the future

Letters have been sent following every engagement activity to ensure we provide everyone with the same information.

Staff engagement sessions for Resource and Connects and attending team meetings where appropriate alongside Team Leader sessions.

Face to face consultation sessions with Carers

Face to Face consultation sessions with SU's

Online survey and a printed copy of the survey

Easy read Consultation document which was commissioned through Speakeasy now.

Frequently asked questions following the carer sessions which were posted out to each individuals and sent to all staff and Social workers.

### 3.3 Summary of relevant findings

#### Please summarise your relevant findings. \*

- Some individuals may benefit from alternative support i.e. people who are older and need a befriending/peer support type of service.
  - Engagement with carer's has shown the importance of friendship groups and there is a lack of awareness and usage of direct payments.
  - Zoom meetings/letters is a good way to communicate, but concerned on the number of carer's present
  - Before changes are made alternative provision needs to be there for people
  - Outreach is great for some people but not for all. Building based is a requirement for some
  - Anxious about reassessments, was previously informed reassessments means % less support
  - SU's have been together for so long change will have a huge impact on their wellbeing
  - People could be supported into employment at a younger age
  - There needs to be an adjustment period for each SU following Covid 19. Some individuals haven't left the house in the last 12 months and will need time to settle.
  - It's important to promote Independence and move away from traditional services
  - Younger SU's want to do different things to older people and most Day Services are predominately older people.
  - Pleased around engagement approach and feel they are being given an opportunity to be involved
  - Aware 9-5 service offer isn't practical anymore and that evenings and weekends should be offered.
  - Keen to ensure Replacement care is reviewed alongside Day Services
  - Individuals are really benefitting from the 1:1 support that is currently being offered.
  - Positive towards the change knowing more options will be available
  - Positive towards the engagement approach and feel informed
  - Confusion around whether the services will reopen and in what format
- Following public consultation the following were found -
- That friendships being maintained is important to carer's and SU's
  - Some people welcomed it and others were very anxious
  - Not everyone was clear on opportunities in the external market

## 4 Protected characteristics - Equality

Please consider the potential impact of this activity (during development & implementation) on each of the equality groups outlined below. **Please select one or more impact box(es) below for each equality group and explain your rationale.** Please note it is possible for the potential impact to be both positive and negative for the same equality group and this should be recorded. Remember to consider the impact on e.g. staff, public, patients, carers etc. who are part of these equality groups.

#### Age

Potential neutral impact selected.

#### Explanation of your reasoning:

Although there will be a change in provision for the individuals. As the care will be needs led, a similar service offer will be provided elsewhere so this will not have an impact.

#### Disability

Potential positive impact selected.

#### Explanation of your reasoning:

Although there will be a change in provision for the individuals. As the care will be needs led, a similar service offer will be provided elsewhere so this will not have an impact. Some individuals have found alternative options to Day Services already which is already having a positive impact on their lives. In addition, current covid restrictions mean that many individuals are receiving a much lower level of service than normal. By reviewing needs and finding the most suitable provision, the support provided will be based on the level of need.

#### Gender reassignment

Potential neutral impact selected

#### Explanation of your reasoning:

Referrals for services will come from Social Workers, who will have considered any specific requirements for individuals. Services provided internally, and those commissioned externally, have a requirement to consider anti discriminatory practice within service

provision.

### **Marriage and civil partnerships**

Potential neutral impact selected.

#### **Explanation of your reasoning:**

Referrals for services will come from Social Workers, who will have considered any specific requirements for individuals. Services provided internally, and those commissioned externally, have a requirement to consider anti-discriminatory practice within service provision.

### **Pregnancy and maternity**

Potential neutral impact selected.

#### **Explanation of your reasoning:**

Referrals for services will come from Social Workers and where necessary appropriate risks will be assessed in order to ensure safety of pregnant workers and/or service users.

### **Race including travelling communities**

Potential neutral impact selected.

#### **Explanation of your reasoning:**

**A needs assessment will be completed through the Social Work Teams and where appropriate referrals will be made. Services provided internally, and those commissioned externally, have a requirement to consider anti-discriminatory practice within service provision.**

### **Religion and belief**

Potential neutral impact selected.

#### **Explanation of your reasoning:**

A needs assessment will be completed through the Social Work Teams and where appropriate referrals will be made. Services provided internally, and those commissioned externally, have a requirement to consider anti-discriminatory practice within service provision

### **Sex**

Potential neutral impact selected.

#### **Explanation of your reasoning:**

A needs assessment will be completed through the Social Work Teams and where appropriate referrals will be made. Referrals for services will come from Social Workers, who will have considered any specific requirements for individuals.

### **Sexual orientation**

Potential neutral impact selected.

#### **Explanation of your reasoning:**

A needs assessment will be completed through the Social Work Teams and where appropriate referrals will be made. Referrals for services will come from Social Workers, who will have considered any specific requirements for individuals

## 5 Characteristics - Public health

### Other vulnerable and disadvantaged groups

Potential neutral impact selected.

#### Explanation of your reasoning:

All individuals who have had a needs assessments by a Social Worker, and is eligible for services will be supported to access support to meet their needs. Changes to the Day Service provision internally will change where individuals have support but the overall outcome will still be met in other ways. Covid 19 measures have been put into place to mitigate the effect on vulnerable people. All government guidance and PHE recommendations regarding PPE have been applied to all Day Services.

### Health inequalities

Potential neutral impact selected.

#### Explanation of your reasoning:

All individuals who have had a needs assessments by a Social Worker, and is eligible for services will be supported to access support to meet their needs.

### Social and economic

Potential neutral impact selected. Potential negative impact selected.

#### Explanation of your reasoning:

All individuals who have had a needs assessment by a Social Worker, and is eligible for services will be supported to access support to meet their needs. Changes to the Day Service provision internally will change where individuals have support but the overall outcome will still be met in other ways. Some individuals have been attending Day Services for many years and the change could have a negative impact on those friendships that have formed.

### Physical health

Potential positive impact selected. Potential neutral impact selected.

#### Explanation of your reasoning:

All individuals who have had a needs assessment by a Social Worker, and is eligible for services will be supported to access support to meet their needs. Changes to the Day Service provision internally will change where individuals have support but the overall outcome will still be met in other ways. Some individuals may choose more individual activities which could have a positive impact on their physical health.

### Mental health and wellbeing

Potential positive impact selected. Potential neutral impact selected. Potential negative impact selected.

#### Explanation of your reasoning:

All individuals who have had a needs assessments by a Social Worker, and is eligible for services will be supported to access support to meet their needs. Changes to the Day Service provision internally will change where individuals have support but the overall outcome will still be met in other ways. Some individuals may choose more individual activities which could have a positive impact on their mental health. Some individuals have been attending Day Services for many years and the change could have a negative impact on those friendships that have formed.

### Access to services

Potential neutral impact selected.

#### Explanation of your reasoning:

All individuals who have had a needs assessments by a Social Worker, and is eligible for services will be supported to access support to meet their needs

## 6 Actions to mitigate potential negative impacts

<b>Risk identified</b>	There is a risk that changes to internal Connect Day Services could have a negative impact on staff, Carer's and Service users
<b>Actions required to reduce/eliminate negative impact</b>	We will continue to engage with SU's, carer's and staff to reduce any negative impact and ensure the social workers complete individual led assessments.
<b>Who will lead this action</b>	Social Workers, Katie Stallard, Mel Carter, Lynne Suthard To ensure A Cohesive Approach
<b>Timeframe</b>	July 2022

### How will you monitor these actions?

We will continue to engage with service users and staff through consultation log and we will have a tracker in place to monitor individual and service progress.

## 7 When will you review this equality and public health estimate(EPHIA)?

This will be reviewed after the implementation process in July 2022.

## 8 Declaration

The following statement has been read and agreed:

- All public bodies have a statutory duty under the Equality Act 2010 to set out arrangements to assess and consult on how their policies and functions impact on the 9 protected characteristics: Age; Disability; Gender Reassignment; Marriage & Civil Partnership; Pregnancy & Maternity; Race; Religion & Belief; Sex; Sexual Orientation
- Our Organisation will challenge discrimination, promote equality, respect human rights, and aims to design and implement services, policies and measures that meet the diverse needs of our service, and population, ensuring that none are placed at a disadvantage over others
- All staff are expected to deliver and provide services and care in a manner which respects the individuality of service users, patients, carers etc, and as such treat them and members of the workforce respectfully, paying due regard to the 9 protected characteristics

I confirm to the best of my knowledge that the information I have provided is true, complete and accurate

I confirm that I will make sure that Equality and Public Health have been and continue to be considered throughout the project life cycle and that, if circumstances change in the project, a further Equality and Public Health Impact Assessment Screening will be carried out.