

## WORCESTERSHIRE COUNTY COUNCIL EQUALITY IMPACT ASSESSMENT TEMPLATE

### Background information:

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Date assessment commenced:	24/04/2018
Date assessment completed:	02/10/2018

### Function, strategy, project, policy or procedure being assessed:

Name of the function, strategy, project, policy or procedure being assessed:	Review of Council Provided Day Services for Adults with a Learning Disability and Connect Short-term Service
Is this a new or an amended policy?	New
Does the policy form part of a wider programme which has already been screened for equality relevance?	Yes, part of Review of In-house Learning Disability Day Services – EIA screening previously completed on 6th September 2017 which indicated full EIA needed.

### Stage 1 - Please summarise the main objectives, aims and intended outcomes of this policy

Aims/Objectives:	<ol style="list-style-type: none"> <li>1. To ensure we continue to meet our duties under the Care Act 2014 by providing a vibrant and varied range of quality day service options for adults with learning disabilities and their carers who are assessed as eligible for care and support.</li> <li>2. To ensure day services for adults with a learning disability across the board provide best value in terms of cost and quality, in particular ensuring that council-run day services are competitive in terms of price and in meeting outcomes identified in the service specification used for contracts with the external market, and that services are equitable across the county.</li> <li>3. To ensure in-house services are fully utilised, and potentially end provision of services where there is little demand and therefore value for money cannot be evidenced.</li> <li>4. To contribute towards the £611,000 savings target against Learning Disability Day Services for 2018/19 and</li> </ol>
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	<p>2019/20.</p> <p>5. To ensure that the Connect Short-term Service is used to promote Health and Wellbeing and to reduce the need for higher cost services, enhancing the 3 conversation model, and that any potential efficiencies are identified.</p>
Intended outcomes:	<p>1. There will be an improved variety and quality of day services for people with learning disabilities living in Worcestershire as a whole, based on a mixed market of services available. Service users and carers will feel that there is increased choice about where and how their day services are delivered.</p> <p>2. Service users and carers outcomes are met by the day services they use.</p> <p>3. The identified gap between the cost of the council run services and comparable externally purchased services will be reduced. (Resource Centres cost in total approximately £266,000 more than externally-purchased services, and Connect Learning Disability Day Services approximately £480,000 more).</p> <p>4. Connect Short-term Service will be able to evidence that they are promoting Health and Wellbeing and preventing the need for higher cost packages of care.</p> <p>5. Leisure Links will not require council funding.</p> <p>6. Deliver savings in line with the target of £611,000 for Learning Disability Day Services for 2018/19 and 2019/20.</p>
Please summarise how these outcomes will be achieved?	<p>1. In relation to the Council's four Resource Centres, commissioners will work with the Council's Adult Social Care Provider Services to develop strategies for cost reduction and/or income generation in order to reduce the gap between the cost of the in-house services and the external sector.</p> <p>2. In relation to the Connect Short-term Service, to explore the option of aligning the service with the ongoing development of the Three Conversation Model. This will also include options for the Wyre Forest Connect reception desk service and the Connect drop-in services.</p> <p>3. To commence formal consultation on the proposal to close the Wyre Forest Connect Long-term Learning Disability Day Service and the re-provision of services for the seven (subsequently reduced to five) individuals who currently use this service. The potential closure of Wyre Forest Connect will impact on</p> <ul style="list-style-type: none"><li>• Day Service</li><li>• Drop in</li><li>• Front Desk</li><li>• Changing Places personal care suite which is an</li></ul>



	<p>enhanced public disabled access toilet at the Wyre Forest Connect base</p> <p>4. In relation to the other six Connect Learning Disability Day Services and Leisure Link, Commissioners will work with the Council's Adult Social Care Provider Services to produce options to redevelop and remodel the services on a service by service basis to reduce the gap between the cost of the in-house services and the external sector.</p> <p>5. Permanently relocate Connect Droitwich, previously based at Kingfields in Droitwich, to the Wendron Centre, Bromsgrove.</p>
Where an existing policy is to be amended please summarise principle differences between the existing and proposed policies?	N/A

## Stage 2 - Information gathering/consultation

Please give details of data and research which you will use when carrying out this assessment:	<p><b>Phase 1 (pre June 2018 Cabinet):</b></p> <ol style="list-style-type: none"><li>1. Occupancy data of Resource Centres and Connect Day Services.</li><li>2. Unit cost comparison between Council-provided services and the cost of external services benchmarked against the Council's current external day services contract.</li><li>3. Public Health Analysis of usage and outcomes for Connect Short-term Service.</li></ol> <p><b>Phase 2 (post June 2018 Cabinet): Wyre Forest Connect closure proposal</b></p> <ol style="list-style-type: none"><li>1. Wyre Forest Connect Front Desk usage figures and referral type data.</li><li>2. Wyre Forest Connect Drop-in and Personal Care Suite - figures not routinely collected due to nature of service.</li></ol>
Please give details of any consultation findings you will use when carrying out this assessment:	<p><b>Phase 1 (pre June 2018 Cabinet):</b></p> <p>Pre-consultation engagement commenced on 29 January 2018 and has continued to March 2018. In total, 27 meetings have been held attended by approximately 92 carers and 142 staff. Speakeasy NOW have worked with the Council to engage with people using services, and have spoken to over 200 adults with learning disabilities. Individual conversations have also been held with carers, staff and service users where required. Wider stakeholders have been engaged at representative groups, through 1-1 meetings and through a survey on the Connect Short-term Service.</p>



	<p>A survey of social workers views of council provided day services has also been undertaken.</p> <p><b>Phase 2 (post June 2018 Cabinet): Wyre Forest Connect closure proposal</b></p> <ol style="list-style-type: none"><li>1. Consultation with carers of people who use Wyre Forest Connect Day Service by telephone, meetings and letter to ascertain impact of potential closure of service and including discussion of availability of potential alternative options.</li><li>2. Consultation led by Speakeasy through one to one meetings with people who use the Wyre Forest Connect Day Service to ascertain impact of potential closure of service.</li><li>3. Seven individuals with a fob to access the Personal Care Suite written to and asked about their usage and impact if no longer available. Also letters given to people who dropped in to use facility during the day.</li><li>5. Engaged with District and Town Council to explore options for maintaining personal care suite.</li><li>6. Questionnaire offered to people attending the drop in at Wyre Forest Connect during August 2018 to ascertain impact of drop-in service relocating or not being available.</li></ol>
Do you consider these sources to be sufficient?	Yes
If this data is insufficient, please give details of further research/consultation you will carry out:	Not applicable
Please summarise relevant findings from your research/consultation:	<p><b>Phase 1 findings:</b></p> <p>Overall, carers and service users emphasised how important the council provided services were to them.</p> <p><b>Resource Centres</b> The pre-consultation engagement work has generated a significant number of ideas and options for increasing usage, generating income and reducing costs to enable more efficient operation of these services e.g. by making better use of the buildings, facilities and staff expertise and experience, better marketing of services offered especially to younger people.</p> <p><b>Connect Short-term Service</b> Both the engagement work to date and the Public Health outcomes analysis have identified significant synergies between the work of the Connect Short-term Service and the work of the</p>



Three Conversation Model social work teams. Staff noted that they often fulfil "social work" roles in their activity in the short-term service and the ethos of promoting independence runs through both service areas. Connect workers use an asset-based/strengths-based approach, fitting with the Three Conversation Model ethos. Workers in the new Three Conversation sites have reported that the availability of Connect services has been an important factor in the success of their work to date and there is evidence of increased referrals to the Connect Services in areas where the Three Conversations Model is in operation.

### ***Connect Learning Disability Day Services***

There are significant variances between the costs, usage and therefore the financial sustainability of Connects Learning Disability Day Services across the county. The pre-consultation engagement work has generated a significant number of ideas and options for increasing usage, generating income and reducing costs to enable more efficient operation of the services, although it is acknowledged that the financial gap between the cost of the Connects Learning Disability Day Services and the external market cost is greater than that for Resource Centres. The financial sustainability gap for Wyre Forest Connect is significant, at £154,000 per annum. The number of regular attendees is very low and means that ongoing financial sustainability is unlikely to be achievable, particularly given the range of other external day services available in the Wyre Forest area.

### ***Leisure Link***

Leisure Link provides fortnightly social and sports clubs and a weekly music group. Although the service operates in Wyre Forest, it is accessed by people from a wider area (although predominantly north of the county) and has a membership of over 100 people. Approximately 65 people attend the social club, 25 the sports club and 9 the music group.

Although Leisure Link is not a statutory service, carers emphasised how valued the service, particularly the social club, is to those who attend and expressed their concerns if the service was not to continue. Many attendees have been attending for many years; people feel that the club increases independence and enables them to be themselves.

### **Phase 2 findings: Wyre Forest Connect closure proposal**

1. Consultation with people who use the Wyre Forest Connect Day Service (7 individuals subsequently reduced to 5). People who use the service expressed sadness if the service closed but all access services with alternative providers or Personal Assistants on other days. A transition to another provider would not be too difficult. Some were already beginning to identify where they would want to go.



2. Consultation with carers of people who use Wyre Forest Connect Day Service indicated a low level impact for carers as the people they care for already access alternative services other days of the week. Carers were able to appreciate the financial/ value for money driver to close the service based on the low level of usage.

People raised the following points:

- Would not want to be forced to go somewhere.
- People enjoy doing a variety of activities with different providers so although sad to lose the Connect, it won't impact too much as long as there is a suitable alternative.
- Would like a time to transition to new service
- Concerns raised about what would happen to staff.
- Friendships are important and need to be maintained.

The following reassurances to concerns expressed were given:

- No one would be forced to go somewhere they didn't want to.
- Suitable alternative provision is available and a social worker would work with them to build a new support plan if the decision is taken to close Wyre Forest Connect.
- We would envisage a transition involving tasters etc.
- There is potential for people to go to the same provider if they have a friendship that is important to them.

3. Wyre Forest Connect Front Desk Usage Figures.

There were 74 referrals recorded over a 6 month period September 17 to Feb 18, which equates to approximately 12 people a month using the service.

4. Questionnaire for the Connect Drop-in: 11 people completed a questionnaire during August 2018. 9 out of the 11 people attended weekly. 5 people had been using it for over 5 years, 4 for between 1 and 4 years and 2 for just a couple of weeks. All respondents saw it as a social opportunity and 4 mentioned using it as an opportunity to get information and advice from the staff. 8 out of the 11 had other social opportunities during the week. Everyone felt it would have an impact on them socially if it closed. Most would consider another venue if it were accessible.

5. Personal Care Suite: We received no response from the letters sent to the seven individuals who hold a fob to access the Personal Care Suite and there were no responses to the letters available on the front desk. One response to the drop in questionnaire noted concern at potential closure of the suite as they felt it was 'ideally located'.

6. Engaged with District and Town Council to explore options for maintaining personal care suite. We are still in discussion with the Town Council.

## Stage 3 - Assessing the equality impact of the policy

Based on your findings, please indicate using the table below whether the policy could have an adverse, neutral or positive impact for any of the protected groups:

Protected characteristic	Adverse	Positive	Neutral
Age	<input type="checkbox"/>	<input type="checkbox"/>	x
Disability	x	x	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>	<input type="checkbox"/>	x
Marriage and civil partnership	<input type="checkbox"/>	<input type="checkbox"/>	x
Pregnancy and maternity	<input type="checkbox"/>	<input type="checkbox"/>	x
Race	<input type="checkbox"/>	<input type="checkbox"/>	x
Religion and belief	<input type="checkbox"/>	<input type="checkbox"/>	x
Sex	<input type="checkbox"/>	<input type="checkbox"/>	x
Sexual orientation	<input type="checkbox"/>	<input type="checkbox"/>	x

<p>Please provide details of all positive and adverse impact you have identified:</p>	<p><b>Adverse impact on people with a disability</b>            Potential closure of Wyre Forest Connect including:</p> <ul style="list-style-type: none"> <li>• Day Service – potentially adverse impact on the five people who attend</li> <li>• Drop in – potentially adverse impact for those who attend in relation to their social outcomes</li> <li>• Front Desk – service which currently provides information, advice and support in Kidderminster no longer available</li> <li>• Changing Places personal care suite which is an enhanced public disabled access toilet at the Wyre Forest Connect base – reduction in facilities in the Wyre Forest area</li> </ul> <p><b>Positive impact on people with a disability</b>            Alignment of Short Term Connect to 3 Conversations Model social work teams will enable services to be focussed more effectively on outcomes such as health promotion and promoting independence, therefore supporting people to remain independent and healthy for longer.</p> <p>Ensuring that the Council's in-house Learning Disability Day Services are financially sustainable will contribute to increased choice and quality of available day services for people with a learning disability.</p>
<p>Where possible please include numbers likely to be affected:</p>	<p><b>Adverse impact on people with a disability</b>            Potential closure of <b>Wyre Forest Connect:</b></p>



**Day Service** – Initially 7 individuals and their carers but 2 have since left the service.

**Drop In** - By the nature of the drop in service, numbers are not routinely recorded but during August 2018 11 individuals completed questionnaires.

**Front Desk** – 74 people were recorded as using the service over a 6 month period September 2017 to February 2018, which equates to approximately 12 individuals a month.

**Changing Places Personal Care Suite** - Due to the nature of this service, usage figures are not routinely collected, but there are currently 7 people who are registered and have a fob to access these facilities.

### **Positive impact on people with a disability**

Alignment of **Short Term Connect** to 3 conversations model: There were 499 referrals to the Short-term Service during the period 1 April 2017 to 31 March 2018.

Increased choice and quality of available **day services for people with a learning disability**. Around 400 people currently receive a day service as part of a funded package of support from the Council. Of these, 218 adults currently receive a regular day service in either the Connect or Resource Centres.

Where potential adverse impact has been identified, can continuation of the proposed policy be justified?

Yes

If yes, please explain your reasons:

Closure of the following services operated from Wyre Forest Connect is estimated to generate a saving of £127,000.

**Wyre Forest Day Service** - For the five individuals and their carers identified at Wyre Forest, a choice of alternative provision is available in the locality. We cannot justify the cost of the provision for the individuals concerned when there is potentially alternative provision locally which could meet needs at a reduced cost. Feedback from carers and users during the consultation also recognised the importance of value for money and the availability of alternative options.

**Wyre Forest Front Desk** - Worcestershire County Council does not provide a front desk function in any other area except Wyre Forest and therefore current provision is not equitable across the county. Evidence suggests use is limited. There are alternative provisions of this type available in the area (for example Hub service provided at Kidderminster Library by Wyre Forest District Council, Age UK Bromsgrove, Redditch and Wyre Forest Citizens Advice Wyre Forest, Wyre Forest Customer Service Centre North Worcestershire Disability Information Advice Line). Impact on alternative providers should be low given numbers accessing front desk.



**Wyre Forest Drop In** – Feedback from questionnaire shows that people value this service predominantly as a social opportunity with the majority of respondents already accessing other social opportunities. It would be important to find alternatives for those who don't have any other social opportunity. For those who use it for advice and information, they would need to be signposted to other providers of advice and information. For both these areas, referral and access to the Short-term Connect Service could be facilitated as required.

**Wyre Forest Changing Places Personal Care Suite** - Other disabled toilets are available in Kidderminster, however the facility in Blackwell Street is the only 'Changing Places' personal care suite. However, there is limited evidence of the actual usage of the facility by members of the public. No responses were received to letters sent to fob holders. Interest from alternative providers for the service have been explored but it is likely that the facility will close if Connect closes. However, this is not a statutory duty of the County Council to provide.

Do you consider that this policy will contribute to the achievement of the three aims of the Public Sector Equality Duty?

Please indicate which of these aims is achieved through this policy: Yes this policy will help to meet aims two and three.

Please explain how the policy contributes to achievement of any aims you have selected:

**Aim Two** – Ensuring the sustainability of Council-provided Day Services will provide opportunities for people with learning disabilities to have a choice of how they spend their days and the activities they do. The Short-term Connect Service, if aligned more closely to the 3 Conversation Model, will support people with disabilities and older people to access solutions and services in their local communities that other people access.

**Aim Three** - Quality provision will try to integrate people into the communities where they live and encourage people with learning disabilities to undertake activities alongside those people who don't have a disability.

The Public Sector Equality Duty has the following three aims:

1. To eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the Equality Act 2010.
2. To advance equality of opportunity between persons who share a relevant Protected Characteristic and persons who do not share it.
3. To foster good relations between persons who share a relevant Protected Characteristic and persons who do not share it.

**Stage 4 - Action planning and time frames**

**Please list any actions you will take to mitigate any adverse impact you have identified:**

Planned action	By whom	By when	How will this be monitored
<b>Wyre Forest Day service</b>			
Alternative provision in the area researched and given to service users and carers.	Commissioning Managers	End of formal consultation - 21st September 2018	Any placements will be ongoing monitored via social work review
If a decision is made to close the service, a social work review will be offered to the 5 individuals impacted to identify and arrange most suitable alternative.	Social Workers	If decision to close taken, reviews will take place between end of November and 31 <sup>st</sup> December 2018.	Any placements will be monitored via social work review
Tasters and trials prior to any move	Social Workers and staff at WF Connect	Jan – Feb 2018	Any placements will be monitored via social work review
<b>Wyre Forest Personal Care Suite</b>			
Option for alternative management of suite to be explored with District Council, Town Council and the Swan Centre	Commissioning Managers	By November 2018	Dependent on whether alternative option identified.
<b>Front Desk</b>			
Alternative providers of information, advice and signposting in the area identified. (Age UK Bromsgrove, Redditch and Wyre Forest Citizens Advice Wyre Forest, Wyre Forest Customer Service Centre, North Worcestershire Disability Information Advice Line)	Commissioning Managers	By November 2018	Relevant referrals will come either through District Council Hub function or through County Council Access Points or direct to alternative providers who offer information and advice.
<b>Drop in</b>			
Alternatives ways of meeting 'drop in' function to be explored e.g. potential for information and advice function to sit alongside 3 CM's 'surgery'. Explore alternative social drop in's in the area. Referrals	Commissioning Managers	By November 2018	Relevant referrals will come through District County Council Access Points.



to Connect Short-term Service if required/ appropriate.			
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Please indicate how these actions will be taken forward as part of your team/service/directorate planning:	<p>Monitoring of outcomes for people eligible for assessment and/or support in relation to adult social care will be via existing services including Connect Short-term Service, Three Conversation Model and Learning Disability Social Work Teams, as appropriate.</p> <p>Future operation of Learning Disability Day Services in relation to meeting required outcomes will be monitored by Adult Services Commissioning Unit via an internal Service Specification. Future operation of Connect Short-term Service will be monitored in relation to Public Health outcomes via an internal Service Specification.</p>
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## Stage 5 - Monitoring & Review

How frequently will proposed action be monitored?	Review of internally-commissioned services monitored regularly in line with Commissioning Cycle.
How frequently will intended outcomes be evaluated?	Timeline for review of outcomes will be determined by the service specifications for the services but likely to be on either a monthly, quarterly or annual basis dependent on the specific service.
Who will be responsible for monitoring and evaluation?	Future operation of Learning Disability Day Services in relation to meeting required outcomes will be monitored by Adult Services Commissioning Unit via an internal Service Specification. Future operation of Connect Short-term Service will be monitored in relation to Public Health outcomes via an internal Service Specification.
How will you use the monitoring and evaluation results?	To be used a part of Review in line with Commissioning Cycle

## Stage 6 - Publication

**Worcestershire County Council requires all assessments to be published on our website. Please send a copy of this assessment to the Corporate Equality and Diversity Team for publication.**

	Signature	Date
<b>Completing Officer:</b>	<b>Amanda Blackton/Emma Allen</b>	02/10/2018
<b>Lead Officer:</b>	<b>Frances Kelsey</b>	02/10/2018
<b>Service Manager:</b>	<b>Morgan Price</b>	02/10/2018