

Equality and Public Health Full Impact Assessment

Impact Assessment Id: #117

1.0 Screening Information

Project Name

Day Care Review

Name of Project Sponsor

Hannah Needham

Name of Project Manager

Katie Ryder

Name of Project Lead

Morgan Price

Please give a brief description of the project

The aim of this project is to identify potential options on how to remodel our day service offer to only offer services where the market is unable to respond and to feed this through into our reablement service of enabling and promoting independence of people in the community.

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.

The aim of this project is to identify potential options on how to remodel our day service offer to only offer services where the market is unable to respond and to feed this through enabling and promoting independence of people in the community.

WCC has provided internal day service provision for over 25 years this is broken down into Resource Centres and Connect Services.

Resource Centres operate Monday to Friday and provide a variety of activities to people with a Learning Disability. Many of these activities are building based with some community-based activities planned according to individual needs and preferences.

Connect Centre Services operate Monday to Friday and they provide mainly community-based day services to adults with a Learning Disability. Some of these services are based in building owned by Worcestershire County Council while others rent space from other buildings

In-house LD Day Services closed in March 2020 due to the reduction in demand and the updated government guidance relating to Covid-19. This was in line with external providers who took the same approach.

The staff have been providing welfare checks and staying in touch with as many families as possible. Through lockdown the staff supported to collect shopping and provide practical support to those in real need.

Since lockdown the staff who were not clinically vulnerable or clinically extremely vulnerable of Covid 19 have supported to take people out into the community, helping individuals with exercise and some staff have also been redeployed to support in other key areas such as Howbury, Homecare, Exmoor Drive and The Woodlands.

It was decided to commence engagement, in early July, with a small cohort of individuals who use the service to learn from the experiences throughout lockdown and consider more fully formed options for the future delivery of Day Support. The engagement was individual based, to understand how changes as a result of Covid-19 have impacted on service users personally, and how to best help them to adapt and access relevant support as well as how day services need to adapt in order to support them effectively. There were 43 individuals spread evenly across both types of provision. Individuals were randomly selected from both Connect and Resource Centres, living with family carer's, living in supported living and gender split.

The engagement findings will be considered with reference to any proposals developed now. We will carry out further engagement if cabinet accepts the recommendations in this report.

Although future proposals may lead to changes in provision for individual service users, the care will continue to be needs led, with a similar service offer available, potentially provided externally. Some individuals have already found alternative options to the Council's Day Services, 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 they received before Covid. Reviewing needs and finding the most suitable provision now available will mean that the support provided will reflect the level of current need. Each individual will have regular reviews and ongoing support to manage any changes to the Day Services they have previously accessed.

A further impact assessment will be carried out in respect of all proposals and the findings will be used to inform any future recommendations leading to a final decision regarding future service provision.

Please see case for change for further info.

Upload Business Case or Support documents

[□ Case for Change Day Care new V6.docx](#)

Project Outputs

Briefly summarise the activities needed to achieve the project outcomes.

- Cabinet report to be written and considered October 2020
- Comms and engagement with all staff, carers, partner organisations and individuals who would be affected by these changes, would be required through any process.
- Market analysis to take place (Commissioning led) to have a clear understanding of the market and where capacity is to enable the reassessment process.
- Consultation will need to take place with staff and service users from October 2020 pending Cabinet approval
- Following consultation any recommendations will require a Cabinet/Cabinet Member decision
- Where changes may be implemented individual reassessments with all individuals will need to take place to review their support plans.

Project Outcomes

Briefly summarise what the project will achieve.

In the short term the project will support those most in need by reopening the Resource Centres (with reduced capacity according to Covid guidelines) and continuing to support people in the community. In the longer term the project aims to achieve modern services, provided only where this cannot be provided by the market.

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

Communities

1.3 Specifics

Project Reference (if known)

Not Recorded

Intended Project Close Date *

April 2021

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 - Speakeasy Now, Worcestershire Association of Carers

Details of contributors to this assessment:

Name	Katie Ryder
Job title	Senior Project Manager
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Name	Morgan Price
Job title	Provider Services Manager
Email address	mprice1@worcestershire.gov.uk

3.0 Who will be affected by the development and implementation

Please identify group(s) involved:

Service User

Carers

Staff

3.1 Information and evidence reviewed

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

Speakeasy Now were used to gather this information and talk to both the individuals and carer's. We collected information for a range of people who use the service and are supported in either Shared Lives, Supported Living and family home settings and also individuals who have external Day Opportunities.

For part of the review we used two ways to gather further information.

The first was a more formal data collation process which was carried out in conjunction with commissioners, operational leads and with data extracted from an existing Learning Disability database, which had been re-aligned to include information pertaining to the covid 19 pandemic and mitigating risks for carer's and service users

The second exercise was more informal focusing more on day to day frontline services which was completed by the Resource Centre staff, at various levels. Key data from this established whether the current service was "fit for purpose" for those individuals currently using the Resource Centres, as well as considering alternative options for specialist care alongside some of the service changes occurring due to staff having to adapt to the covid restrictions.

In addition to the project group and on commencement of the review, it was agreed that to ensure full stakeholder involvement. A Communications and Engagement sub-group was established with a remit of ensuring engagement across all key areas of the review. Key areas of the focus and governance within this group, included:

- Completion of an Engagement and Consultation Project Plan which aligned to the overarching Day Opportunities Review Project Plan
- Updating the Communications & Engagement Plan incorporating chronological history of past engagement/ consultation
- Completion of a Stakeholder Engagement Plan which identified; key stakeholders, including; WCC internal leads, Carer's/Service users and voluntary sector as well as methods of engagement:

3.2 Summary of engagement or consultation undertaken

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

It was decided to commence engagement, in early July, with a small cohort of individuals who use the service to learn from the experiences throughout lockdown and consider more fully formed options for the future delivery of Day Support. The engagement was individual based, to understand how changes as a result of Covid-19 have impacted on service users personally, and how to best help them to adapt and access relevant support as well as how day services need to adapt in order to support them effectively. We plan to further engage following cabinet approval of approach for future delivery.

Ongoing meetings with WAC (Worcestershire Association of Carer's) and planned meetings with question and answer sessions and workshops with carer's are due to take place through January and February to ensure full engagement has taken place and the voice of the customer is heard.

3.3 Summary of relevant findings

Please summarise your relevant findings. *

- Feedback was received from 43 people.
- Most feedback was via Parent/ Family Carer or support staff/carer.
- Overwhelming majority enjoyed their day service and could not think of any changes they would like to make.
- Most wished to return. However, approx. 15% expressed concern over safety issues for the service user and/or other vulnerable members of their family in respect of infection risks. These carers were happy for the person to remain at home for at least another month or more.
- Respite for Carers provided by day service was a major factor. Approximately 10% of carers had experienced severe difficulty during closure.
- Lack of physiotherapy input for some users was identified. This has caused deterioration in muscle tone and flexibility.
- Almost all service users have missed the company of friends and staff.
- They like the variety of opportunities offered and the chance to get out of the house.
- For some, day services provide more autonomy and improves self-esteem.
- Many identified opportunities to be out in local communities as their most enjoyable pastime and the thing they missed most.
- Lack of stimulation in home setting has been a problem for approximately 40% of service users. This can be due to loneliness, isolation, difficulty in engaging, lack of support available to undertake activities, depression.
- Mental stimulation through opportunities for social interaction are extremely important for most service users.
- Physical activity is important for some but less so than mental stimulation

We have since completed a review on the Resource Centre and plan to complete the same for the connect services. The findings will be shared with Cabinet on the 4th February and the information will be in the public domain as of 28th January 2021. The connect information will be completed and shared mid Summer following a further return to Cabinet.

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 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 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 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 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

Risk identified	There is a risk that changes to internal Connect Day Services could have a negative impact on staff and Service users
Actions required to reduce/eliminate negative impact	We will continue to engage with SU's and staff to reduce any negative impacts and ensure the social workers complete individual led assessments.
Who will lead this action	Social Workers And Morgan Price To Ensure A Cohesive Approach.
Timeframe	Closure by 2021

How will you monitor these actions?

We will continue to engage with service users and staff

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

It will be reviewed following feedback from any engagement and consultations that result from the programme of work.

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.