

Appendix 5: Equality Impact Assessment (EIA) Report

This form should be completed for each Equality Impact Assessment on a new or existing function, a reduction or closure of service, any policy, procedure, strategy, plan or project which has been screened and found relevant to equality.

Please refer to the 'EIA Report Form Guidance' while completing this form. If you need further support please contact acesstoservices@swansea.gov.uk.

Where do you work?
Service Area: Adult Services
Directorate: People

(a) This EIA is being completed for a:

Service/ Function	Policy/ Procedure	Project	Strategy	Plan	Proposal
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

(b) Please name and describe here: Proposed Closure of Rose Cross Day Service Building

Following the commissioning review of Day Services for older people (2016) the preferred option is now progressing for decision – in summary the proposal is to shape the internal provision to focus on complex care and no longer deliver care for non-complex needs. The in-house service will be developed with reduced capacity refocussing day centres on higher dependency, complex/dementia care.

By adopting the preferred options and transforming in-house Day Services so that they focus on higher dependency, and complex/dementia care, the Council will be able to provide better care for people with complex needs.

Refocussing internal provision in this way will hopefully allow the Council to provide better services and care for its citizens.

By concentrating its resources on these specialisms, the Council will ultimately provide a better service for residents in Swansea, but will need less internal Day Services places to provide these specialisms.

It is therefore proposed that 2 day services for older people would close. Having undertaken an evaluation exercise to determine the relative suitability of each day service to deliver the preferred future model, it has been determined that the Hollies and Rose Cross Day Services would close as they are least fit for purpose to deliver the future model.

This EIA focuses on the closure of Rose Cross Day Service, which would happen if the proposed model is agreed by Cabinet.

(c) It was initially screened for relevance to Equality and Diversity on: December 2017 and March 2018. This EIA has been continually updated alongside the consultation process. The report outlines the final impact taking into account the outcomes of the consultation.

(d) It was found to be relevant to...

Children/young people (0-18)	<input type="checkbox"/>	Sexual orientation	<input type="checkbox"/>
Older people (50+).....	<input checked="" type="checkbox"/>	Gender reassignment	<input type="checkbox"/>
Any other age group	<input checked="" type="checkbox"/>	Welsh language	<input checked="" type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	Poverty/social exclusion.....	<input checked="" type="checkbox"/>
Race (including refugees).....	<input checked="" type="checkbox"/>	Carers (including young carers).....	<input checked="" type="checkbox"/>

Asylum seekers
Gypsies & Travellers.....
Religion or (non-)belief

Community cohesion
Marriage & civil partnership
Pregnancy and maternity

(e) Lead Officer

Name: Cathy Murray

Job title: Principal Officer, Service Provision

Date: 20th August 2018

(f) Approved by Head of Service

Name: Alex Williams

Date: 20th August 2018

Section 1 – Aims (See guidance):

Briefly describe the aims of the initiative:

What are the aims?

In line with the principles of the Social Services and Wellbeing (Wales) Act, the agreed model for Adult services in 2018 has the following aims at its core:

- Better Prevention
- Better Early Help
- A new approach to assessment
- Improved cost effectiveness
- Working together better
- Keeping people safe

It was agreed through an options appraisal and consultation that in order to best meet these strategic priorities a remodelling of our internal and commissioned services was needed with a focus on complex needs. The focus of the service would be about aiming to achieve better outcomes and greater independence for both service users and carers at its core.

In order to meet the aims above our proposed model for Day Services for Older people will refocus internal and commissioned Day Service provision on complex care and no longer deliver care for non-complex needs.

Shaping the service in this way supports the key principles of prevention and early intervention by ensuring those with complex needs are supported to remain at home for longer as well as provide much needed respite for carers.

It will allow Swansea Council to provide and commission a specialist service for those with complex needs - ultimately aiming to provide better care for Swansea residents. We will be able to upskill staff to concentrate on providing this specialist service in a way that we are currently unable to do as a result of needing to cater for people with a range of complex and non-complex needs.

By refocussing the services in this way, less capacity will be needed and therefore, again subject to consultation, it is proposed that the Hollies and Rose Cross Day Service buildings would close, although provision will be maintained on the remaining day service sites.

The proposed model would also result in no new referrals to the other internal and commissioned Day Services – Norton Lodge, St Johns and Ty Waunarlwydd or commissioned day services for individuals with non-complex needs.

As a result, if approved by Cabinet, following public consultation this would result in:

- Rose Cross Day Service closing.
- The Day Service is located within a lounge integral to Rose Cross Residential Home. In the event that the Day Service were to close the lounge would revert back to additional communal space for the home, which would enhance their stay whilst at Rose Cross.
- Current Service Users with complex needs in Rose Cross Day Service would be offered a place in the nearest accessible day service to them. For Rose Cross most would attend St Johns in Manselton, which is approximately 1 mile from Rose Cross.
- Current Service Users of Rose Cross Day Service who have non-complex needs would cease using our internal or commissioned Day Services. An individual move on plan would be determined for each service user affected to ensure any needs/outcomes were met.

- In line with the model, there would be no further referrals to the other internal Day Services – Norton Lodge, St Johns and Ty Waunarlwydd or commissioned day services for individuals with non-complex needs.

Who has responsibility?

Alex Williams (Head of Adult Services)

Who are the stakeholders?

- Service Users
- ABMU Health Board representatives (including Older People Mental Health and Therapies)
- Carers / Families
- Cabinet and Elected Members (including political and opposition majority, representing areas across Swansea)
- Provider Staff (including, Managers, Care Officers and Drivers)
- Future Day Care Service Users representatives (Network 50+, Age Cymru, Alzheimer's Society, SCVS Swansea Dementia Friendly Forum, Advocacy Officer and Minority Ethnic Elders - SBREC)
- Integrated Community Services staff (Social Work Team Leaders, Social Workers and Care Management Officers)
- Officers from Social Services (including key Budget Holders, Commissioning, Safeguarding, Direct Payments, Local Area Coordinator).
- Officers from Corporate departments (accountancy, human resources, legal, commercial & commissioning unit, health & safety, housing, scrutiny and property)
- Union representation (GMB, UCATT and Unison)
- Older People's Commissioner
- Council Sheltered Housing complexes
- Other organisations e.g SCVS, Carers centre, Age concern, Disability Liason Group, Contracted independent providers , Swansea Dementia Forum , 50+ Network , Ageing Well Steering group

Section 2 - Information about Service Users (See guidance):

Please tick which areas you have information on, in terms of service users:

Children/young people (0-18)	<input type="checkbox"/>	Sexual orientation	<input type="checkbox"/>
Older people (50+).....	<input checked="" type="checkbox"/>	Gender reassignment	<input type="checkbox"/>
Any other age group	<input checked="" type="checkbox"/>	Welsh language	<input checked="" type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	Poverty/social exclusion.....	<input type="checkbox"/>
Race (including refugees).....	<input checked="" type="checkbox"/>	Carers (including young carers).....	<input type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	Community cohesion	<input type="checkbox"/>
Gypsies & Travellers.....	<input type="checkbox"/>	Marriage & civil partnership	<input type="checkbox"/>
Religion or (non-)belief	<input checked="" type="checkbox"/>	Pregnancy and maternity	<input type="checkbox"/>
Sex.....	<input checked="" type="checkbox"/>		

Information about Staff at Rose Cross Day service (See guidance):

Please tick which areas you have information on, in terms of service users:

Children/young people (0-18)	<input type="checkbox"/>	Sexual orientation	<input type="checkbox"/>
Older people (50+).....	<input checked="" type="checkbox"/>	Gender reassignment	<input type="checkbox"/>
Any other age group	<input checked="" type="checkbox"/>	Welsh language	<input checked="" type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	Poverty/social exclusion.....	<input type="checkbox"/>
Race (including refugees).....	<input type="checkbox"/>	Carers (including young carers).....	<input type="checkbox"/>
Asylum seekers	<input type="checkbox"/>	Community cohesion	<input type="checkbox"/>
Gypsies & Travellers.....	<input type="checkbox"/>	Marriage & civil partnership	<input type="checkbox"/>
Religion or (non-)belief	<input type="checkbox"/>	Pregnancy and maternity	<input type="checkbox"/>
Sex.....	<input checked="" type="checkbox"/>		

Please provide a snapshot of the information you hold in relation to the protected groups above:

Information held on Service Users:

Within Adult services we hold client records for all service users on the PARIS client management system which provides greater detail around all of the protected groups. Unfortunately these records do not capture all of the service user information as a mandatory requirement nor can it easily disaggregate records to specific services i.e we cannot pull information on clients based on the services they use.

Therefore, in-house Day Services staff capture information on their clients manually on site to ensure that the information is as accurate as possible. This information is not as detailed as we would like and as highlighted above does not cover all protected characteristics.

As of August 2018, there were 35 attendees at Rose Cross day Service.

The information that we held on these attendees was as follows:

Sex	
Female	26
Male	9

Age	
65-74	8
75-84	11
85+	16

Marital Status	
Engaged	2
Married	8
Partner	1
Single	2
Widowed	22

Ethnicity	
Asian	1
Polish	1
South African	1
White	32

Religion/Belief	
Not stated	24
CofE/Church of Wales	8
Christian	1
Catholic	1
Bhuddism	1

Disability	
Yes	34
No	1

Disability

As of August 2018 there were 35 Services Users for Rose Cross Day Service, 33 service users had been assessed as having complex needs.

For clarity, an individual will be defined as having complex needs and eligible to access a day service if they have needs attributable to one or more of the following features and only a day service can meet that need rather than some other means of support:

- Require support to remain at home due to high levels of daily living, personal care support and health needs including dementia; failure to provide day service may lead to inability to remain at home.
- Require support to enable reablement or maintenance of daily living skills to enable the person to remain in the family home.
- Evidence to support the well-being of older people where there is a risk of loneliness, isolation and depression which could lead to significant mental ill-health.
- Respite required for family and carers where there is a risk of the family situation breaking down

Information held on Staff at Rose Cross Day Service (NULL indicates the information is not recorded):

AGE	GENDER	ANY DISABILITIES	NATIONALITY	WELSH SPEAKING	MARITAL STATUS	SEXUAL ORIENTATION	RELIGION	CARER
53	F	No	Null	No	Divorced	Heterosexual/straight	No religion	Null
45	F	No	Null	No	Null	Null	Null	Null
36	F	No	Null	No	Null	Null	Null	Null
66	M	No	British	No	Married	Heterosexual/straight	Christian	Null
31	F	Yes	Null	No	Null	Null	Null	Null
41	M	No	Null	No	Married	Null	Null	Null

Any actions required, e.g. to fill information gaps? –

As described manual records need to be maintained in relation to service user details on site at Rose Cross Day Service.

Swansea Council alongside regional partners including the Local Health Board are progressing with the implementation of the Welsh Community Care Information System – this will hold client records for all local authority and Health services and replace the current PARIS client management system used within Adult Social Services. The new system will be developed to better capture and easily extract information around our service users and protected characteristics.

Staff are encouraged to provide their profile details on our IT system, however this is not mandatory. We will continue to publicise and encourage all our staff to complete.

Section 3 - Impact on Protected Characteristics (See guidance):
Please consider the possible impact on the different protected characteristics.

Current & future Service Users & Carers

	Positive	Negative	Neutral	Needs further investigation
Children/young people (0-18) →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Older people (50+) →	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Disability →	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees) →	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Asylum seekers →	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gypsies & travellers →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Religion or (non-)belief →	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sex →	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation →	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Gender reassignment →	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Welsh Language →	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Poverty/social exclusion →	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Carers (inc. young carers) →	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community cohesion →	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Marriage & civil partnership →	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity →	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Thinking about your answers above, please explain in detail why this is the case.

Negative impact

- Older people
- Disability
- Carers (inc. young carers).

We recognise that the proposed closure of Rose Cross Day Service specifically cannot be viewed as having a positive impact on current residents (many of whom have a disability) and carers. With this in mind of paramount importance is how move on arrangements for residents is managed to ensure all current residents with complex experience minimal impact to their wellbeing.

Following the recent assessments we know that 33 of the total 35 individuals who access Rose Cross Day Service have complex needs, therefore they will be offered an alternative location to continue to receive this service subject to any needs changing. All service users that have been assessed as having eligible needs are entitled to have those needs met. Where the eligible need is a complex need then that need can be met by the provision of a day service. Where the eligible need is not a complex need then that need can be met by the provision of other services, which may include signposting and support to access community services.

Current Service Users of Rose Cross Day Services who have been assessed as having complex needs would be offered a place in the nearest accessible day service to them. For Rose Cross, the majority would be relocated to St Johns in Manselton which is approximately one mile from Rose Cross. All service users will be fully supported throughout any move to an alternative day service.

Where the current service users have been assessed as not having complex needs, the Service User would cease using our internal Day Care services, but would be offered alternative support to meet their needs.

As part of the social work assessment, an individual move on plan would be determined which would ensure that any remaining needs and outcomes were met through access to appropriate support/ social opportunities on leaving the service. If the individual lived in an area served by a Local Area Coordinator, support would be sought through them if appropriate. This plan would then be put in place and reviewed for a period of time to make sure no safeguarding issues emerged. The individual would have a clear point of contact with the service should their needs change over time and greater support was required.

This move on plan might for example involve identifying other opportunities for social activities and interaction either within their local communities or network of family and friends, and the social worker would work with them to put adequate arrangements in place to facilitate this.

We have demonstrated in Section 4 of this EIA how we have mitigated against the negative impact on these areas.

Neutral Impact:

- Race
- Asylum seekers
- Religion or (non) belief
- Sex
- Sexual Orientation
- Gender Reassignment
- Welsh Language
- Marriage and civil partnership
- Pregnancy and maternity
- Poverty/Social Exclusion

Although we have limited information on the individual protected characteristics of attendees, all eligible needs of current attendees at Rose Cross will be met, regardless of protected characteristic. All attendees will be supported to move on in line with their needs. There will be a disproportionate impact on females, as the majority of the attendees are female; however again all needs will be met regardless of gender.

The current provision of Day Services will remain unchanged in relation to these areas. Impact will only be attributable to assessment of whether the individual has complex or non-complex needs. As the proposed model describes we will continue to provide services to those with complex health needs and those older people with learning disabilities, mental health problems, sensory impairment or physical disabilities where these services are the only means of support to meet their outcomes, regardless of protected characteristics.

There will be a neutral impact on poverty and social exclusion as all those eligible for a service will still receive them, regardless of their financial circumstances.

Needs further investigation:

- Children/young people (0-18)
- Any other age group
- Gypsies & Travellers
- Community Cohesion

It is recognised that not enough information is held in relation to the areas listed above to

fully understand the impact of the proposals relating to the Rose Cross. However, the impact on gypsies and travellers is likely to be limited, but we don't know for certain whether any resident has come from a gypsy and traveller community. The impact on children, young people and any other age group is also likely to be limited due to the age range of those that attend the Hollies, but there will be an impact on carers of other ages.

It is unclear how the proposed closure will impact on community cohesion, but the day service itself does have limited links with the local community.

These areas will continue to be monitored as the EIA will remain open until such time as Rose Cross Day Service is closed, and these areas will be investigated further. However, it is considered that there is unlikely to be a significant impact on these areas as all attendees are known to us and any adverse impacts can be mitigated.

- **Potential Staff Impact**

There are 6 staff that currently work at Rose Cross Day service that will be affected if a decision is made to close this home (one has retired since the start to the consultation).

The majority of staff are female, so there is a disproportionate impact on females.

Staff have attended meetings and have been kept informed throughout the consultation and encouraged to take part in the 12 week staff consultation process. One to One meetings have also been offered to staff with management, HR and Unions to explain how the proposal will affect them and the redeployment process. Monthly meetings have been held by management/HR with Unions.

Staff have been offered to attend relevant training courses e.g. Selling You.

Swansea Council is committed to minimising compulsory redundancies. All staff at risk have been given access to the Redeployment list (our normal procedure for staff at risk. They have also been provided with a list of vacancies within the service area and advised that anything advertised will now be a temporary contract so vacancies will be made available to these staff at risk.

If a decision is made to close Rose Cross Day Service staff will be issued with formal notice, with Rose Cross Day Service likely to close by January 2019.

Section 4 - Engagement:

What engagement has been undertaken to support your view? How did you ensure this was accessible to all?

A 12 week stakeholder consultation commenced on 30/04/18 and concluded 23/07/18. Documents were provided in English and Welsh and were available in large print on request. We identified the preferred language of the affected Services Users when communicating with them during the consultation.

Consultation information was provided via Corporate Communications to staff, and details were included on the intranet and internet, through the Media, Facebook and Twitter.

A Stakeholder Map was created with the service which identified stakeholders and has been used by the service to evidence engagement with the stakeholders.

Consultation with stakeholders was as follows:

- All Councillors were briefed regarding the proposals
- Ward Councillors - Cllr Child, the Cabinet Member, has spoken to or offered to speak to relevant Ward Councillors
- AM/MPs - letter issued to raise awareness of consultation
- Older Peoples Commissioner - letter issued to raise awareness of consultation
- Trade Unions – Initial meeting held with Management/HR and Unions. Meetings ongoing as necessary
- Library Managers briefed and provided copies of hardcopy questionnaires and displayed in all libraries
- Contact Centre Manager briefed to inform all relevant Contact Centre/Switchboard staff of consultation. Hardcopy questionnaires available in CC and Guildhall reception
- Email or letters sent to all identified relevant stakeholders raising awareness of the consultation and offering to attend any meetings if required
- Ty Conwy and Llys y Werin (commissioned day services) were made aware of consultation and hardcopy questionnaires provided
- Head of Adult Services met with Disability Liaison Group to raise awareness of consultation
- Swansea Council sheltered complexes – hardcopy questionnaires issued

Consultation with affected Services Users and their families/carers was as follows:

1. Bilingual Letters issued pre consultation and letters/questionnaires issued during consultation.
2. Consultation meetings took place at Rose cross on 8th May, 16th May and 21st May. It was recognised that not all attendees go to the service every day, so it was ensured that each attendee could attend at least one meeting. No family members chose to attend, but day service staff made sure that they had contacted each member so that they were aware of the consultation.

3. 1 to 1s arranged as necessary at various times.
4. Social Workers meeting with relevant affected Service Users to complete reviews to help determine if they had complex or non-complex needs to help inform their response to the consultation.
5. Other Council Day Care venues and Service Users made aware of consultation by management and Welsh/English hardcopy questionnaires provided.

A separate staff and Trade Union 12 week consultation ran concurrently to the wider stakeholder consultation. The staff consultation commenced on 30/04/18 and ended on 23/07/18, this exceeded the legal requirement of a 30-day consultation. All staff affected were met with on 30th April, and 1 to 1 meetings between staff, management, HR and Unions (if they wanted support) were held with all affected staff during the consultation period.

What did your engagement activities tell you? What feedback have you received?

Info received	No. rec'd
Online Questionnaire	42
Hardcopy Questionnaires	50
Letters	0
Emails	0
TOTAL	92

92 respondents completed the questionnaire either online or on paper. The responses to both the paper and online questionnaire are amalgamated below.

(NB: numbers for each question differ as do the stats as some people chose not to answer all questions)

Regarding the overall proposed service model the following question was asked of all stakeholders:

Do you agree or disagree with the proposed changes to Day Services for Older People (focus on providing our services to those with complex care needs)? Please expand your answer

Strongly agree	Tend to agree	Tend to disagree	Strongly disagree
11	26	20	30

67 comments were received summarised into themes as below:

- Lack of logic of the rationale behind the proposed changes x 9
- Prevention/Isolation x 32
- Lack of viable alternatives x 7

- Don't just focus on complex needs because x 11
- Do focus on complex needs (agree with model).... X 14
- Do focus on complex needs, however (agree in part)..... x 8
- Create alternatives
- Betraying older people x 3

Respondents were then asked, **Are there any other options you feel the Council should have looked at in relation to Day Services for Older People?**

59 comments were received and can be themed as follows:

- Support to make alternatives more realistic x 9
- Co-production x 6
- Day services should remain for those who need them X 19
- Change the way services are procured x 1
- Increase the budget x 2
- Joint working across health and other local authorities x 1
- Introduce charges to keep the services open x 3
- Save money from elsewhere in the budget x 1

Respondents were asked, **Considering the above, do you agree or disagree with the following**

	Strongly Agree	Tend to agree	Tend to disagree	Strongly disagree
The criteria used to access each day service were the right ones	11	24	16	20
The proposal to close Rose Cross Day Service	8	20	12	30

Finally respondents were asked, **If you disagree with either of the above please explain why and give any alternatives that you would like the Council to consider**

56 comments were received and are summarised as follows:

- Isolation will lead to decreased wellbeing x 8
- Local services x 8
- Lack of Logic
- Resistance to change x 11
- Use alternative venues and volunteers x 2
- Take funding from elsewhere x 1

- Don't use condition of building as a criteria x 1
- Be clearer about how the remaining services will be equipped to meet the increase in complex needs x 1

Limited feedback was received at the face to face meetings at Rose Cross Day Service, but the following has been recorded.

DATE OF MEETING	POINTS RAISED
THEME 1 – ALTERNATIVES	
16.5.18	Service users queried if they did not go to another day service they would still need somewhere to go, especially for those with no family living nearby.
THEME 2 – NEEDS	
16.5.18	Service users also raised a concern that they have specific needs, e.g. hearing loss and it takes time for people to understand this.

How have you changed your initiative as a result?

No adverse impacts of the proposal to close Rose Cross Day Service on people with protected characteristics particularly older people and carers specifically in relation to Rose Cross were highlighted in the consultation. However, the overall responses received give us an indication of the potential impacts on attendees at Rose Cross.

Overall, there clearly is a risk of a negative impact on attendees at Rose Cross Day Service due to the need to move on if it were to close. However, the Council will seek to mitigate those risks and in some cases a move could be positive as they may find they are happier in any new environment with the ability to develop new relationships and have a positive impact on their wellbeing. Any move will need to be carefully planned following a thorough social work assessment and each individual supported during and following any actual move. The Council has prior experience of doing this from when the Beeches Day Service was amalgamated with Abergelli Day Service. This approach was successful and no adverse ongoing effects were experienced by former attendees at the Beeches.

In addition, during the consultation period, all those affected had a social work assessment to determine whether or not they had complex needs to help inform their response to the consultation. Of the 35 individuals who were still attending Rose Cross Day Service at the end of the consultation, 33 had been defined as having complex needs so in all likelihood would be offered an alternative day service as long as needs did not change.

The impact was also minimised by putting a hold on any new admissions to Rose Cross Day Service from the beginning of the consultation, therefore minimising the number of people potentially affected if the proposals went ahead.

There is clearly a potential negative impact on those staff affected, but this can be mitigated through the Council's redeployment policies, and the Council is confident that there are sufficient alternative vacancies elsewhere in Adult Services to accommodate them. There were 7 staff potentially at risk. At the time of writing the report, one of the staff had retired. No equalities issues had been raised through the 1 to 1 meetings with each member of staff that needed to be addressed.

In general whilst there was not majority support for the model or the proposal to close Rose Cross, there was still a level of support for the model itself which was demonstrated in some of the comments put forward. No viable alternatives were put forward which would allow

people to maintain independence and remain at home for longer in line with the principles of the Social Services and Wellbeing (Wales) Act at the same time as achieving the necessary savings required.

On balance therefore remodelling as per the proposals will allow the Council to effectively meet the requirements of both the Social Services and Wellbeing (Wales) Act and Well Being of Future Generations (Wales) Act by providing a model of care that is sustainable for the future, and effectively meets the needs of an ageing population with more complex needs. The Council is therefore confident that the recommendations put forward in this report are appropriate despite there not being majority support for the proposals.

There were no proposed changes to the proposal to close Rose Cross in light of the consultation responses.

Any actions required (e.g. further engagement activities, mitigation to address any adverse impact, etc.):

A communication plan for the ongoing engagement with stakeholders throughout the process will continue – reaffirming the purpose of the model of delivery and latest updates around decisions. This communication plan will form a key part of the overall project plan should the proposals proceed.

Individual social work assessments will need to take place with all those affected at Rose Cross Day Service.

A communication plan for the ongoing engagement with stakeholders throughout the process will continue – reaffirming the purpose of the model of delivery and latest updates around decisions.

Section 5 – Other impacts:

Please consider how the initiative might address the following issues - see the specific Section 5 Guidance

Foster good relations between different groups	Advance equality of opportunity between different groups
Elimination of discrimination, harassment and victimisation	Reduction of social exclusion and poverty

Please explain any possible impact on each of the above.

The service model for Adult Services aims to impact on all of the above.

In general terms The Social Services and Wellbeing (Wales) Act 2014 provides the legal framework for improving the wellbeing of people who need care and support, carers who need support and for transforming social services in Wales. It reforms social services law, changes the way people's needs are assessed and the way in which services are commissioned and delivered. People with care and support needs will have more of a say in the care and support they receive and there is an emphasis on supporting individuals, families and communities to promote their own health and wellbeing.

The Act introduces common assessment and eligibility arrangements, strengthens collaboration and the integration of services particularly between health and social care, and provides an increased focus on prevention and early help. Local Authorities and health boards come together in new statutory partnerships to drive integration, innovation and service change.

The Act also promotes the development of a range of help available within the community to reduce the need for formal, planned support. Local Authorities need to work with people to develop solutions to immediate problems and reduce the need for complex assessment and formal provision of care. Where people have complex needs, which require specialist and/or longer term support, local authorities will work with people and their families to ensure that high quality and cost effective services are available at the right time and in the right place.

Local Authorities and their partners need to make sure that people can easily get good quality information, advice and assistance, which supports them to help themselves and make the best use of resources that exist in their communities without the need for statutory support.

Local Authorities also need to ensure a shift from a deficit and dependency model to a model, which promotes wellbeing and independence focused on individual outcomes rather than service targets and objectives.

There will be stronger powers to keep people safe from abuse and neglect.

The Adult services model has interpreted this requirement and embedded into all service development, including the proposed model around Day Services.

Our vision for health, care and wellbeing in the future is that:

“People in Swansea will have access to modern health and social care services which enable them to lead fulfilled lives with a sense of wellbeing within supportive families and resilient communities. We will help people to keep safe and protected from harm and give opportunities for them to feel empowered to exercise voice, choice and control in all aspects of their lives. Our services will focus on prevention, early intervention and enablement and we will deliver better support for people making best use of the resources available supported by our highly skilled and valued workforce”.

Our proposed new model for Day Services supports this vision and the overarching Swansea Council model for Adult Social Care agreed in 2016.

What work have you already done to improve any of the above?

Using this vision as our touchstone a number of positive steps have been taken to address the 4 priorities listed. These include the development of integrated community Hubs which offer community based services staffed by Social Workers, Nursing staff, Occupational Therapists, Physiotherapists and other community support resources from both the Local

Health Board and Local Authority – their purpose is to offer a consistency of approach regardless of the individual’s geographical location, staff member providing contact and services which are offered.

It also promotes a service around the individual ensuring that everyone who needs to be involved is available to offer a timely intervention if needed

This model also provides greater consistency in our approach to safeguarding – ensuring that the vulnerable have the most robust processes and professional framework in place to keep them safe from abuse.

It has also enabled us to develop alternative models to traditionally managed care like Day Services – these include the Local Area Co-ordinators who work within the community and build upon the strengths that community can bring in assisting with achieving an individual’s personal outcomes. Our close working with the 3rd sector explores these options further and can help with the future development of other forms of support outside of traditional services available to the individual and the community around them. All of which facilitating the person’s ability to remain as independent as possible within their own communities for longer

The remodelling of Day Services alongside the other commissioning reviews of services allows us to refocus our limited resources into the most complex of needs and shift investment into the more sustainable and long term investment of building on those assets which already exist within the community.

Is the initiative likely to impact on Community Cohesion? Please provide details.

The offer of alternative community based support to those potentially no longer eligible for Day Services will assist with the maximisation of existing schemes and development/potential investment in expansion of these available community based services. This forms part of the wider Prevention Strategy and overall service model for Adult Services in Swansea. It is also a corporate priority across Swansea Council.

How does the initiative support Welsh speakers and encourage use of Welsh?

Across all adult services the ‘Active offer’ is in place - at its heart is the idea that being able to use your own language must be a core component of care – not an optional extra.

In an aim to achieve this Adult Services alongside the whole council are working towards mainstreaming welsh language services as an integral part of service planning and delivery. This continues to be a priority regardless of outcomes tied to this proposal.

Actions (to mitigate adverse impact or to address identified gaps in knowledge).

N/A

Section 6 - United Nations Convention on the Rights of the Child (UNCRC):

Many initiatives have an indirect impact on children and you need to consider whether the impact is positive or negative in relation to both children’s rights and their best interests. Please read the UNCRC guidance before completing this section.

Will the initiative have any impact (direct or indirect) on children and young people (think about this age group holistically e.g. disabled children, those living in poverty or from BME communities)? If not, please briefly explain your answer here and proceed to Section 7.

All initiatives must be designed / planned in the best interests of children and young people.

Best interests of the child (Article 3): The best interests of children must be the primary concern in making decisions that may affect them. All adults should do what is best for children. When adults make decisions, they should think about how their decisions will affect children. This particularly applies to budget, policy and law makers.

Please explain how you meet this requirement:

Yes – we recognise that we need to ensure that all carers (regardless of age) are supported. For this reason, we have joint commissioning arrangements for Adult Services and Child and Family Services for services that support carers.

Actions (to mitigate adverse impact or to address identified gaps in knowledge).

We recognise that we need to ensure that all carers (regardless of age) are supported. For this reason, we have joint commissioning arrangements for Adult Services and Child & Family Services for those which support young carers. This proposal will ensure much needed respite for those carers supporting individuals with complex needs will continue to be provided.

Impact on this group will continue to be monitored if the proposal is approved. Communication and engagement with alternative provisions for non-complex clients will be managed as part of transition if the proposal is approved.

Section 7 - Monitoring arrangements:

Please explain the monitoring arrangements for this initiative:

Monitoring arrangements:

EIAs to be continually updated in line with decision making and further consultation

Corporate communications team and Access to Services team will continue to be engaged in process with key updates provided as and when possible

Social work assessments for attendees at Rose Cross and to manage impact of change (if approved)

Ongoing project monitoring of overarching project plan to ensure project is delivered in line with objective and any adverse impacts are mitigated.

Implementation of model and affected processes to be mapped and planned appropriately (if approved)

Actions: Known next steps listed in above section

Ongoing update of EIA.

(Dependent on decision) commencement of social work assessments for existing service users

(Dependent on decision) finalisation of revised project plan.

(Dependent on decision) implementation of proposed model and associated day service closure.

(Dependent on decision) monitoring of outcomes and impact on non-eligible clients to be developed and produced

Section 8 – Outcomes:

Having completed sections 1-5, please indicate which of the outcomes listed below applies to your initiative (refer to the guidance for further information on this section).

- | | |
|---|-------------------------------------|
| Outcome 1: Continue the initiative – no concern | <input type="checkbox"/> |
| Outcome 2: Adjust the initiative – low level of concern | <input checked="" type="checkbox"/> |
| Outcome 3: Justify the initiative – moderate level of concern | <input type="checkbox"/> |
| Outcome 4: Stop and refer the initiative – high level of concern. | <input type="checkbox"/> |

For outcome 3, please provide the justification below:

For outcome 4, detail the next steps / areas of concern below and refer to your Head of Service / Director for further advice:

Section 9 - Publication arrangements:

On completion, please follow this 3-step procedure:

1. Send this EIA report and action plan to the Access to Services Team for feedback and approval – accesstoservices@swansea.gov.uk
2. Make any necessary amendments/additions.
3. Provide the final version of this report to the team for publication, including email approval of the EIA from your Head of Service. The EIA will be published on the Council's website - this is a legal requirement.

EIA Action Plan:

Objective - What are we going to do and why?	Who will be responsible for seeing it is done?	When will it be done by?	Outcome - How will we know we have achieved our objective?	Progress
Inform Rose Cross attendees and their families, and staff of outcome of Cabinet Decision	Head of Service	Post Cabinet on 20/09/18	Letters issued	
Inform key stakeholders of outcome	Head of Service	Post Cabinet on 20/09/18	Letters/emails issued	
Revise overall project plan (if approved)	Project Management Support	Post Cabinet on 20/09/18	Project plan completed	
Commencement of Social Work Assessments to manage impact of change (if approved)	Principal Officer for Service Provision	Post Cabinet on 20/09/18	Monitoring that all assessments are taken	
Support before, during and after moves from Day Services (if approved)	Allocated Social Workers	Post Cabinet on 20/09/18	Ongoing monitoring by social workers	
Closure of Rose Cross Day Service (if approved)	Head of Service	Early 2019	Rose Cross Day Service closes	
Ongoing revision to EIA	Project Management Support	Ongoing	Evidence of EIA being updated.	

* Please remember to be 'SMART' when completing your action plan (Specific, Measurable, Attainable, Relevant, Timely)