

## Appendix 3: 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](mailto:acesstoservices@swansea.gov.uk).**

<b>Where do you work?</b>
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 Model for Day Services for Older People:

Following the commissioning review of Day Services for Older People (2016) the preferred option is now progressing for decision. In summary the preferred option proposes to re-shape the internal day service provision and externally commissioned services to focus only on complex care needs and no longer provide day services to those with non-complex needs.

By adopting the preferred option and transforming in-house and commissioned Day Services so 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 and commissioned provision in this way will hopefully allow the Council to provide better services and care for its service users and consequently will need less internal Day Services to provide these specialisms. Therefore, the proposal is to close Rose Cross and The Hollies Day Services – separate EIAs have been undertaken in relation to these proposed closures.

**(c) It was initially screened for relevance to Equality and Diversity on:**

January 2015, December 2017, 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 .....	<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 type="checkbox"/>		

**(e) Lead Officer**

**Name:** Cathy Murray

**Job title:** PO Service Provision

**Date:** 20<sup>th</sup> August 2018

**(f) Approved by Head of Service**

**Name:** Alex Williams

**Date:** 20<sup>th</sup> 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 for non-complex needs 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?

Head of Adult Services – Alex Williams

#### Who are the stakeholders?

- Service users
- Carers / Families
- ABMU Health Board representatives (including Older People Mental Health and Therapies)
- Cabinet and Elected Members (including political and opposition majority, representing areas across Swansea)
- Provider Staff (including, Managers, Care Officers and Drivers)
- External Day Care providers (Gwalia, Swansea Carers Centre and Red Cafe)

- 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 Liaison 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 checked="" type="checkbox"/> |
| Asylum seekers .....               | <input type="checkbox"/>            | Community cohesion .....             | <input type="checkbox"/>            |
| Gypsies & Travellers.....          | <input type="checkbox"/>            | Marriage & civil partnership .....   | <input checked="" type="checkbox"/> |
| Religion or (non-)belief .....     | <input checked="" 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:**

Currently there are 5 internal Day Services with a total of 440 places per week. 2 external day services are commissioned with further capacity; currently there are 100 places in Llys Y Werin and 54 places for Ty Conway per week.

The average number of service users per week across all internal day services was 78 attendees. (March 2018)

As part of the commissioning review, information on age groups and level of usage was captured as follows:

Site	Age Range 2009	Age Range 2015	Age Range August 2018	Number of SU's per site 2009	Number of SU's per site 2015	Number of SU's per site August 2018
Norton Lodge	86-100	<b>73-102</b>	<b>71 - 97</b>	143	<b>73</b>	<b>75</b>
Rose Cross	76-85	<b>66-94</b>	<b>65 – 85+</b>	65	<b>36</b>	<b>35</b>
St Johns	86-100	<b>57-99</b>	<b>59 - 95</b>	114	<b>84</b>	<b>91</b>
Hollies	76-100	<b>74-92</b>	<b>75 – 85+</b>	56	<b>25</b>	<b>8</b>
Ty Waunarlwydd	86-100	<b>61-100</b>	<b>57 - 96</b>	93	<b>50</b>	<b>61</b>
<b>Total</b>				<b>471</b>	<b>268</b>	<b>270</b>

In-house Day Services staff capture information on their clients manually on site. This information has been collated as part of the Impact Assessment reports for those Day services identified for potential closure.

In support of the proposed model for day services future service user demand and level / complexity of need has also been considered to ensure we propose a model which is fit for purpose and sustainable.

A regional population assessment was conducted by Western Bay (covering Neath Port Talbot, Bridgend and Swansea Localities) which has helped to better understand the future need in our locality amongst older people and carers, key extracts include:

- By 2041 the number of people over 65 is expected to increase by 37%
- By 2035 the number of people over 85 is expected to increase by 119%

Projection tools used this information to predict the following around the level of need of our regional population:

- By 2020 the population aged over 65 would exceed 111,070 in the region with around 45% of this group living alone. Of that group it is predicted 18.5% would be unable to manage at least one mobility activity on their own (including going outdoors).
- The number of people with dementia is also predicted to significantly increase across the region due to the increased life expectancy and ongoing improvement of diagnosis of the condition. People with dementia are likely to have complex needs

The population assessment does not break down the data into individual protected groups. We know however that very few people from BME communities access our services. The main reason for this is that people from BME communities tend to be cared for at home by extended family networks and are less likely to approach us for statutory support

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

Continued monitoring of those who access Day Services/Social Services by protected group.

As described manual records need to be maintained in relation to service user details on site at the Day Services.

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.

**Section 3 - Impact on Protected Characteristics (See guidance):**

Please consider the possible impact on the different protected characteristics.

**Current Service Users & Carers**

	Positive	Negative	Neutral	Needs further investigation
Children/young people (0-18) →	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Older people (50+) →	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any other age group →	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Disability →	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Race (including refugees) →	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sex →	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sexual Orientation →	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gender reassignment →	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input 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 type="checkbox"/>	<input checked="" type="checkbox"/>
Carers (inc. young carers) →	<input checked="" type="checkbox"/>	<input 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 checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pregnancy and maternity →	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Our proposal aims to ensure sure that those with the most complex level of need have the need met in the best way possible.

An individual would be defined as having complex needs and eligible to access a day service if they had needs attributable to one or more of the following features and only a day service could meet that need rather than some other means of support:

- 1) 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.
- 2) Require support to enable reablement or maintenance of daily living skills to enable the person to remain in the family home.
- 3) 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.
- 4) Respite required for family and carers where there is a risk of the family situation breaking down.

We would continue to assess needs of service users on an individual basis through our Social Work assessment process and 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.

Positive Impact:

- Older People (50+)
- Children/young people (0-18)
- Any other age group
- Carers
- Disability
- Race
- Religion or (non) belief
- Sex
- Sexual Orientation
- Gender Reassignment
- Marriage and civil partnership
- Pregnancy and maternity

The model has been developed to provide the necessary resource and capacity to deliver the best possible Day Services to those most in need across Swansea. The principle is that there is an increased level of complex needs, particularly with older people with dementia in Swansea. This demand, alongside other complex health issues, will only continue to grow in the years to come – realigning Day Services now will provide Swansea Council with the opportunity to upskill staff and create the necessary Day Service environment which will support the outcomes of service users and carers. This is a positive impact on current service users, their carers and future clients alike by ensuring the service is fit for purpose and sustainable at that level for future years.

In addition the proposed model will continue to provide Day Services provision to all those where it is the only means of support to meet their outcomes including older people with learning disabilities, mental health problems, sensory impairment or physical disabilities, regardless of protected characteristic.

For these clients services will be improved with more specialist support which will better meet their needs. All current and future clients with complex needs determined following a social work assessment will be offered a place in a day service going forward.

We do however recognise that although the proposed model is positive in principle for the above reasons there is potentially a perceived negative impact for those service users at the identified sites for potential closure as those current attendees with non-complex needs at the Hollies and Rose Cross Day Services may no longer be eligible for a day service. The detail surrounding this and the actions to minimise disruption are detailed in the specific impact assessment reports relating to Rose Cross and the Hollies Day Services. For all future potential clients who do not meet the service criteria for complex needs, information on existing alternatives will be shared and options for alternative ways that needs can be met will be discussed with the support of either the Common Access Point or a social worker as part of a social work assessment.

Neutral Impact:

- Asylum Seekers

- Welsh Language
- Poverty/Social Exclusion

Asylum seekers with no recourse to public funds would not be eligible for social care services, unless their human rights were breached.

There will be a neutral impact in relation to Welsh Language. As part of the wider Swansea Council objectives, Adult services will continue to develop and review its Welsh Language strategy focusing on the wider implementation of the 'active offer' as defined within 'More than just words' guidance. This is an ongoing area of development which will only improve but is unaffected by the proposed model of delivery. For the purposes of consultation information on language is held for service users and all correspondence and consultation materials will be available in Welsh Language format.

There is unlikely to be any impact on poverty and social exclusion as all those with eligible needs will receive a service/support, regardless of their financial means.

Needs Further investigation:

- Gypsies & Travellers
- Community Cohesion

It is recognised that not enough information is held in relation to the above areas listed to fully understand the impact of the revised model for Day Services. However the principles of the overall proposed model maintain the objectives of building a sustainable service which will be best able to meet the needs of those with most complex support requirements throughout Swansea. Improved information gathering on these areas across Social Services and partner organisations will assist with this learning.

In relation to gypsies and travellers we currently do not capture information on this in relation to our residents, but the numbers are likely to be low or negligible as gypsy and traveller communities would generally care for family members within their communities rather than access the formal care system, unless circumstances meant that they were unable to manage.

Community Cohesion has been recognised and evaluated as part of the criteria when assessing the options for Day service closures (detailed in separate Equality Impact Assessments).

This assessment included a wider discussion around Day Service's community links and active engagement of staff, premises and service users with the wider community via partner and voluntary organisations. There have been excellent examples of this work in practice with a number of day services which potentially have a positive impact on community cohesion. For example, St Johns Day Services has very strong links with the community and interactive projects with a wide cross section of local groups, statutory agencies and the local church. However, impact outside of service user engagement and impact on achievement of personal outcomes has not been formally expanded to fully understand wider implications and benefits. The Model and proposed reduction in Day Services may or may not have a positive impact on community cohesion though we have already made strides to ensure that community cohesion improved. This will be taken forward for further consideration as part of the wider implementation if approved.

The EIA will remain open until such time as the model is implemented, and these areas will be investigated further. However, it is considered that there is unlikely to be a significant impact on these areas which isn't already being addressed.



## Section 4 - Engagement:

Please consider all of your engagement activities here, e.g. participation, consultation,

### **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 the sites earmarked for closure with residents and families. Meetings took place at the Hollies on 17<sup>th</sup> May and 11<sup>th</sup> June. Meetings took place at Rose cross on 2<sup>nd</sup> May, 16<sup>th</sup> May and 21<sup>st</sup> May. It was

**involvement, co-productive approaches, etc.**

recognised that not all attendees go to the service every day, so it was ensured that each attendee could attend at least one meeting. The details of who attended the meetings is included in the specific Equality Impact Assessment in relation to Parkway.

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 30<sup>th</sup> 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
<b>TOTAL</b>	<b>92</b>

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**

<b>Strongly agree</b>	<b>Tend to agree</b>	<b>Tend to disagree</b>	<b>Strongly disagree</b>
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

**The next question asked was, 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 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

Other themes and feedback across the model proposal and specific closure proposals included:

- Isolation will lead to decreased wellbeing x 8
- Local services x 8
- 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

Staff were encouraged to take part in the consultation, alongside service users and other stakeholders. Aside from responses counted in these overall totals there was no formal response received from staff or Trade Union representatives during the consultation process.

**How have you changed your initiative as a result?**

The key potential positive and adverse impacts of the overarching model for day services on people with protected characteristics particularly older people are set out below, alongside appropriate mitigation:

- There was a level of support for the model and agreement that the Council should focus on complex needs to ensure those most in need continued to receive services and that they were financially sustainable for the future. This had a positive impact on older people, people with disabilities and their carers.
- There was a suggestion that community-based options often provided a better solution for people than a traditional day service, which again led to a positive impact on older people, people with disabilities and their carers.
- There was a feeling that day services acted as preventative services which were often the only chance that older people had to socialise and taking this away would lead to further loneliness and isolation and have a detrimental impact on wellbeing. There was also a concern that there were a lack of viable alternatives. Services would still be provided for all those with complex needs and those with non-complex needs would be robustly supported to find suitable alternatives with the help of Local Area Coordinators in some areas of Swansea and the third sector. The Council recognises its duty to promote wellbeing, and the change to social work assessment would allow the Council to do this. It was therefore felt that the possible adverse impact on older people, people with disabilities and those isolated and socially excluded could be mitigated effectively.
- There was potential to create alternatives to day services through co-productive approaches to which older people could contribute, but support was needed including suitable transport. This approach could have a positive impact on older people and people with disabilities and the Council was committed to providing an appropriate level of support.
- There was a belief that the Council should not focus on complex needs only because it was felt that there were no alternatives and the proposed closures would impact negatively on the respite needs of carers. The Council was able to mitigate this, as the criteria used to assess complex needs took account of the needs of carers, and individuals would still be eligible to attend a day service if it was the only way to provide respite and there was a risk that family relationships could break down.
- Despite concerns over social isolation and the impact on carers, some respondents still stated that they were in support of the proposals having taken account of this potential negative impact which suggested that the proposals would have a positive impact on older people, people with disabilities and carers.
- There was a perception from a small number of respondents that older people had been betrayed having contributed all their lives through taxes only to be denied the support they need. This could be mitigated as all those with eligible social care needs would have their needs met.
- Concern that the proposals were about savings and in the future more people will not be able to cope and need support to meet other people. The Council has a duty to meet the eligible social care needs of vulnerable adults, so this could be effectively mitigated.

In addition to the above, the potential impact was minimised and adverse effect mitigated by taking a decision to not review those with non-complex needs in the remaining day services in line with the preferred future model. Those service users with non-complex needs would be allowed to remain in the service, until they naturally moved on. Only those attendees at Rose Cross and the Hollies Day Service would consequently be directly affected.

In general whilst there was not majority support for the model or the proposal to close the Hollies and Rose Cross Day Services, 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.

There is clearly a risk if the proposed model is approved, that there could be a negative impact on those individuals currently attending Rose Cross and the Hollies Day Services due to the need to move on. However, this risk can be mitigated as much as possible by ensuring robust social work assessment identifies those move on plans and all those affected are supported before, during and after any move. In addition, there could be a positive impact on the wellbeing of current attendees at Rose Cross and the Hollies Day Services as they may be happier elsewhere and build positive relationships as part of any move.

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 model as a consequence of the consultation responses as the impact would be minimised by restricting any potential moves to those attending Rose Cross and the Hollies (a maximum of 43 attendees), and all remaining adverse effects could be effectively mitigated.

**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 the Hollies and Rose Cross Day Services; full details of this will be included in the specific Equality Impact Assessment relating to these services.

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**

<b>Foster good relations between different groups</b>	<b>Advance equality of opportunity between different groups</b>
<b>Elimination of discrimination, harassment and victimisation</b>	<b>Reduction of social exclusion and poverty</b> Page 249

**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 3<sup>rd</sup> 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:**

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.

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

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 the Hollies and Rose Cross Day Services 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:**

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 those no longer attending day services 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](mailto: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 and Hollies 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	
Inform other Council day service users	Head of Service	Post Cabinet on 20/09/18	Letters issued	
Revise overall project plan (if approved)	Project Management Support	Post Cabinet on 20/09/18	Project plan completed	
Stop all new referrals for day services for non-complex needs (if approved)	Principal Officer for Service Provision	Post Cabinet on 20/09/18	No new referrals	
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 the Hollies and Rose Cross Day Services (if approved)	Head of Service	Early 2019	Hollies and Rose Cross Day Services close	
Remodelling of remaining services in line with preferred model	Principal Officer for Service Provision	Early 2019	Revised model to deliver complex needs only	
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).**