

## Appendix 4: 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 Closure of The Hollies 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 the Hollies 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:** 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 to the other internal and commissioned Day Services – Norton Lodge, St Johns and Ty Waunarwydd or commissioned day services for individuals with non-complex needs.

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

- The Hollies Day Service closing.
- Alternative uses for the Hollies Day Service would be looked at and the potential to use the building to complement the co-located home would be explored.
- Current Service Users with complex needs in The Hollies Day Service would be offered a place in the nearest accessible day service to them. For The Hollies most would attend Llys Y Werin in Gorseinon, an externally commissioned service which is approximately 3 miles from the Hollies.
- Current Service Users of The Hollies 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 The Hollies 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 9 attendees at the Hollies Day Service.

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

Sex	
Female	7
Male	2

Ethnicity	
White	9

Age	
65-74	0
75-84	4
85+	5

Religion/Belief	
Not stated	7
CofE	2

Marital Status	
Married	2
Single	1
Widowed	6

## Disability

As of August 2018, there were 9 Services Users at The Hollies Day Service. All Service Users have since been assessed as having complex needs.

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 the Hollies Day Service:

There are 5 day service staff, but all staff hold dual roles with the co-located residential home. We hold the following information on the staff as follows (Null indicates where the information is not recorded):

AGE	GENDER	ANY DISABILITIES	WELSH SPEAKING	MARITAL STATUS	SEXUAL ORIENTATION	NATIONALITY	RELIGION	CARER
42	Female	No	No	Married	Null	Welsh	Null	Null
31	Female	No	No	Single	Null	British	Null	Null
52	Female	No	No	Married	Heterosexual/straight	Irish	Christian/Catholic	

55	Female	Yes	No	Married	Null	Welsh	Null	Null
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Whilst there were 5 posts affected, one post was vacant.

**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 the Hollies 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 the Hollies 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.

All clients currently using the Hollies Day Service have been assessed as having complex needs, therefore they will be offered an alternative location to continue to receive this provision if closure of The Hollies Day Service is agreed subject to any change of need. 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.

These existing service users will be offered an alternative site to receive a Day Service. This will be at the nearest accessible day service which, it is anticipated, would result in the majority attending Llys Y Werin in Gorseinon, an externally commissioned service which is approximately 3 miles from the Hollies. Social Services transport will continue to be provided as it is currently. All service users will be fully supported throughout any move to an alternative day service.

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

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 the Hollies 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 on 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 Hollies Day Service. 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 the Hollies 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.

- **Staff Impacts**

It is anticipated that if the closure of the Hollies Day Service is agreed there will be no impact on the staff who as part of their wider role in the residential care setting as Domestic Assistants also provide support in escorting service users to and from the day service. Instead it is proposed, subject approval of a Delegated Powers Report I that these four staff receive revised Job Titles to become full time (or appropriate hours as already contracted) Domestic Assistants within the residential care home setting. Mitigation in relation to staff is included within Section 4 of this EIA.

## Section 4 - Engagement:

Please consider all of your engagement activities here, e.g. participation, consultation, involvement, co-productive approaches, etc.

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

**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. 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. All attendees attended at least one meeting. One family member also attended both meetings and 2 community councillors were present at one meeting.
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

Respondents were also 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 which 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 then asked, **Considering the above, do you agree or disagree with the following?**

	<b>Strongly Agree</b>	<b>Tend to agree</b>	<b>Tend to disagree</b>	<b>Strongly disagree</b>
The criteria used to access each day service were the right ones	11	24	16	20
The proposal to close The Hollies Day Service	12	18	15	27

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 which are themed 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

Face to face meetings at The Hollies recorded the following feedback:

DATE OF MEETING	POINTS RAISED
<b>THEME 1 – FRIENDSHIPS &amp; SOCIAL CONTACT</b>	
11.6.18	Family members were concerned that people would be split up and lose friendships.
11.6.18	It was felt the proposals were about savings and in the future more people will not be able to cope and need support to meet other people.
<b>THEME 2 – DAY SERVICE USE</b>	
17.5.18	It was also queried why Hollies would close when we are paying Lllys Y Werin.
17.5.18	Family member raised another concern that the service is under promoted and that is why there are low numbers and staff are told to do this (social workers).
11.6.18	A family member felt that the day centres are under promoted by social workers and why not provide 5 days?
11.6.18	One family member proposed that day services could be open 5 days a week and should be advertised and there would be take-up
11.6.18	It was challenged that the decision discriminated against the Hollies as the service is further away from facilities and an easy target. In response, the key factor was the under-utilisation of the service and was a fair comparison.
11.6.18	It was questioned why referrals to the service had been stopped
11.6.18	A family member thought that anyone who wanted to attend a day service should be able to
<b>THEME 3 - ALTERNATIVES</b>	
11.6.18	The family member queried what else was around this area and how people would get there without transport.
11.6.18	Family member asked where people would go if the service closed
<b>THEME 4 - FINANCIAL</b>	
17.5.18	The issue of the Kingsway was raised and the waste of money

	when it could have been spent elsewhere.
11.6.18	The issue of money spent on The Kingsway, Castle Gardens and the Mansion House was raised
<b>THEME 5 - LOCATION</b>	
11.6.18	Concern over travel time was also raised
17.5.18	Family member pointed out that if service users are moved to Llys Y Werin in Gorseinon, the journey will be longer
11.6.18	Another point raised was that Pontarddulais and Gorseinon have their own culture.
<b>THEME 6 - NEEDS</b>	
17.5.18	Family members raised concerns that if their relative is moved they will be confused and it will be detrimental to their needs
11.6.18	It was raised that the Council do not realise that the people are in their 80s and 90s
11.6.18	A family member asked if an Equality Impact Assessment has been completed
11.6.18	Information on 750 houses being built in the area was discussed, and a point raised that there may be more old people living in the area.
11.6.18	Concern over needing support in which case likely to be complex

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

The key potential positive and adverse impacts of the proposed of the Hollies on people with protected characteristics particularly older people are set out below, alongside appropriate mitigation:

- Comments were made by the attendees and family members at the Hollies that people would be split up and lose friendships. Those with complex needs would be supported to move to an alternative day service together in the event that the service closed. For those with non-complex needs every effort would be made to ensure existing relationships could be maintained. It was therefore felt that the impact on isolation and social exclusion could be mitigated.
- Comments were made by attendees and family members at the Hollies that Pontarddulais has its own unique culture, and the culture would be different at an alternative day service. There was therefore a potential adverse impact on community cohesion. However, it was noted that several residents at the Hollies did not live in the Pontarddulais area and if relationships could be maintained, the impact on community cohesion could be mitigated.

Overall, there clearly is a risk of a negative impact on attendees at the Hollies Day Service due to the need to move on if it were to close. However, the above outlines how wherever possible 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.

Service from the beginning of the consultation, therefore minimising the number of people potentially affected if the proposals went ahead. At the time of writing the report there were 9 attendees at the Hollies. This would mean a maximum of 9 people would be affected if the proposals were to go ahead.

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 9 individuals who were still attending the Hollies at the end of the consultation, all 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.

There is clearly also a potential negative impact on those staff affected, but it was determined during the consultation that the 5 staff identified in the Hollies as at risk were no longer at risk. This was due to their dual employment in the co-located Residential Home.

In general whilst there was not majority support for the model or the proposal to close the Hollies, 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 the Hollies 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 the Hollies 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**

<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>



**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:*

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 the Hollies 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

Outcome 2: Adjust the initiative – low level of concern

Outcome 3: Justify the initiative – moderate level of concern

Outcome 4: Stop and refer the initiative – high level of concern.

**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 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	
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 the Hollies (if approved)	Head of Service	Early 2019	Hollies 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).