

Equality Impact Assessment

Title	
ASC- 004 Review of Day Services	
Start Date	29.3.11
Lead Officer for this assessment	Jon Wilson
List of other officers involved	Wendy Lippmann

1a.	What is being considered (include rationale where appropriate)?
	<p>In common with many other local authorities there is a need to fundamentally change the nature of social care provision to provide more flexible, cost effective provision and deliver Personal Budgets (an allocation of funding to meet individual needs which can be taken as a direct payment by the service user or managed on their behalf by the local authority). Services should be able to offer choices to people and be able to adapt quickly to provide the kind of services that individuals want to purchase with their Personal Budget.</p> <p>Future delivery of adult social care will see an increased use of personal budgets and it is expected that there will be a reduction in people using traditional day services. These changes warrant a review and re-organisation of the model of day service delivered by the council and a range of external providers. This review takes into account that there are more people with complex needs in the population and the incidence of dementia is increasing. The numbers of disabled people requiring services is growing and the need for respite care for carers of learning disabled people and older people is continuing to rise.</p> <p>Benefits expected from the Review are:</p> <ul style="list-style-type: none"> • More effective use of resources, within internal day services and services commissioned from the external market • A focus of resources on those people who need day services the most • A reduction in management and ancillary costs • A sharing of best practice across all services to enhance quality <p>The costs of day services directly run by the Council have been reviewed. The previous method of costing the services gave a different cost for each client group, related to the resources that were utilised by the respective day services for people with learning disabilities, people with mental health issues, people with physical disabilities and older people. This resulted in a wide variance across the client groups, and will be no longer relevant as resources (ie staffing, buildings, transport) become integrated into one overall day service. The new prices reflect the level of support needs that the client has – this is preferable as it offers equity across the client groups.</p>
1b.	Consider whether all service users are affected equally:
	(i) Are there any adverse or negative impacts on people with protected characteristics? Give details and justification below:
	<p>Age:</p> <p>1. Older people currently access day services over seven days a week in some of the day services attached to Older Persons Care Homes run by the Council. Consultation proposed that the day services will only operate Monday to Friday, to bring Older Peoples' services in line with other client group services. Where this has already happened on a small scale, within Older Persons' services, there have not been any complaints raised by service users (e.g. Patchills day service users moving into Red Oaks day service, Mansfield). However as a result of consultation it has been agreed that services should continue to be available to people at weekends, and provided to those who currently use services at the new multipurpose bases.</p> <p>2. Older people currently attend day services based in Eastwood, Hucknall and Selston. These services will transfer into larger multi-purpose day service buildings in Sutton-in-Ashfield or Chilwell. During the consultation for the Review, these clients indicated that they would prefer not to move away from their local</p>

area. However, there are benefits for clients that will be gained by this move (see point 2 in the following section), as well as service efficiencies. If clients do not wish to move to the alternative service venue offered, they could choose to take their Personal Budget as a Direct Payment, in order to purchase an alternative local day service from the external sector (with the help of a service broker from NCC if required).

Disability:

3. People with learning disabilities who currently access a day service run by the Council in Hucknall will transfer to the larger multi-purpose day service in Sutton-in-Ashfield. Most of the clients will already be familiar with this building as the Hucknall base is a satellite unit of the Sutton-in-Ashfield service. This is justified on the grounds of the savings to be made on staffing and rental costs.

5. The proposal to limit use of day service to a maximum of two days per week, for people who live in residential care, only affects people with learning disabilities, as other clients who live in residential care are not provided with day services. This change is based on the fact that care within residential homes is already funded and provided for 24 hours, 7 days a week so people will continue to have their need for care met. Where there are significant safeguarding concerns, residents will be able to access a higher level of day services. Community Access Workers (based in Community Learning Disability Teams) will work with the residential homes to ensure that they and their residents are aware of opportunities and activities available in the community during the week.

6. Some people have indicated through the consultation exercise that they would be less likely to want to attend a day service in a building alongside clients from other groups. This is due to worries about the numbers of people attending, stigma and noise, particularly the need for a calm atmosphere, to minimise anxieties. This will be addressed by support from staff and the development of quiet areas within each multi-purpose day service building.

8. Some people with mental health issues, people with physical disabilities and older people currently attend services which are open for 52 weeks per year, whilst learning disability services operate for 46 weeks per year. This review proposes that all services will operate for 50 weeks per year, with service closures at Christmas and New Year. This provides for a consistent service offer to all client groups. Individual assessments will be carried out to determine if people (or their carers) need additional support to be offered to them during holiday weeks. Where this is the case, people will be eligible for additional personal budget to receive respite care or care at home.

Social exclusion :

9. Some people (such as North Broxtowe, Hucknall, Selston,) will be affected by having their service transferred to a multi-purpose base, which may incur increased travel times. However where an individual requires transport to receive a service and this was not the case before the review the Council will not request any charge for this transport.

Gender (including pregnant women, nursing mothers, transgender) : None

Race: None

Religion or Belief: None

Sexual Orientation: None

(ii) Are there any positive impacts on people with the above protected characteristics? Give details below:

Age

1. Older people currently use day services within the premises of Care Homes operated by Nottinghamshire County Council and attend stand-alone day services in Eastwood and Selston. These smaller day services will be transferred into a larger, multi-purpose day service building within the district. These clients will

experience a greater range of activities, facilities and specialist equipment, as well as improve their opportunities for socialising with a wider range of people.

Disability

2. People with learning disabilities have commented during consultation that they like meeting new people and making new friends. Service users at Willow Wood and Red Oaks have already enjoyed socialising with the older people who moved into the larger day service bases in 2010.

3. People with mental health issues will benefit from a new Co-produced Model of day services, to be implemented across the County. This will allow people who may be assessed as not eligible for social care services to continue to receive support, whilst at the same time they use their experience and expertise to help others and also to have a say in how services are run

4. Staff will be integrated into one overall team within each service; this will improve the sharing of best practice and skills across the staff group, which will benefit users who have multiple needs (eg Younger adults with Downs Syndrome who experience early onset ageing behaviours, people with physical disabilities and mental health needs).

5. During the consultation, some people with a learning disability who lived in residential care said that they might like to spend more time at home.

6. The changes to the way unit costs are calculated will make the pricing of day services more equitable as they are to be based on individual need not the type of disability a person has. Where people contribute to their personal budget or pay the full cost of their services, with Physical Disabilities and people with mental ill health are likely to see a reduction in cost. People with learning Disabilities will be largely unaffected as the vast majority of people do not make a contribution (due to their financial assessment) and the new costs are comparable to existing costs. The low rate of £7.50 per session is comparable to the existing cost for older people, the majority of whom will be in this category

Social Exclusion :

7. Some people will experience reduced travel times when a local day service base becomes a multi-purpose facility. For example, people with learning disabilities and complex needs who live in Newark currently have to travel to Whitewater at Ollerton for their day service. In the future, they will be able to receive a day service from the multi-purpose day service at Balderton instead, which is significantly closer.

Other people may experience less time on the journey, because the same vehicles will be used for all client groups. This means that the bus may be filled up relatively quickly from the local area, before travelling directly to the day service. At the moment, it can take a lot of time to pick up enough people before the bus travels to the day service.

8. It is expected that it will be easier for community services and organisations to become involved with day service clients in their local area, because there will be one point of access through the multi-purpose day service. At the moment, the day services are dispersed and segregated, so it is more difficult for local organisations to make contact and understand how services work.

Promoting the use of buildings and making resources available to the local community when they are not being used for day services will help other community groups, and voluntary organisations to provide low level services and preventative services to vulnerable people

Gender : None

Race : None

Religion or Belief : Current provision of culturally-sensitive day services will continue.

Sexual Orientation : None

2a.	Give details (including feedback) of any consultation that has taken place/or is planned with service users.
<p>Consultation between October 2010-January 2011 was open to all user groups and carers. There were 44 meetings held in total about the Day Service Review, where information was presented and handed out about the Review proposals, and questions and comments were taken. 1025 service users and carers attended, from all client groups. Presentations to people with learning disabilities and deaf people were in accessible formats. 380 additional people were posted the proposal information. The information was also translated into braille and 4 other languages for specific clients.</p> <p>Of the 1517 responses received on the County Council website :</p> <ul style="list-style-type: none"> • 796 people said they agreed with the review proposals • 554 people disagreed • 167 didn't agree or disagree <p>Proposals that were supported:</p> <ul style="list-style-type: none"> • To use buildings and transport more effectively • To move into larger day service buildings with more facilities after residential home closure, with friends and familiar staff • To have an on-site catering service and pay a fair price for this <p>Issues arising:</p> <ul style="list-style-type: none"> • Possible reduction of a break from caring for family carers • Reduction in day service provision and of local services may lead to social isolation • Reduction in staffing levels may impact on the quality of service • Noise levels within multi-purpose buildings <p>Appendix A to the County Council Report gives a response to these issues and indicates how the savings proposals and options have addressed the issues.</p>	

3a.	What is the profile of your current staff by age group, disability, gender, race and ethnicity, religion or belief, sexual orientation?
Not available at this point.	
3b.	Give details of how the proposed service changes (if applicable) will affect staff? Will staff in any particular equality group be affected more than any other?
<p>There will be reductions of up to 118 fte staff by March 2013.</p> <p>There are no particular equality issues for staffing as a result of this review.</p> <p>The County Council enabling process will be used to ensure all staff have a fair and equitable opportunity for posts within the revised staff establishment. Staff will be matched against posts in accordance with how their current skills and knowledge matches to the needs of the future multi-purpose day service.</p> <p>All staff will be offered the opportunity to express an interest in</p> <ul style="list-style-type: none"> • Voluntary redundancy • Reduced hours • Redeployment <p>All staff reductions will be processed in accordance to the council's Human Resources policies.</p>	

4a.	What is your action plan to reduce or remove any adverse impacts identified in the above sections?
	<p>1. Where people's service changes, they will be offered an equivalent day service at the nearest available base and given the opportunity to visit it and have an agreed transition process. Staff that they know will transfer with them.</p> <p>2. Where people do not want to accept the multi-purpose day service model being developed by the Council, or the transport arrangement on offer, they will be able to purchase an alternative service using their Personal Budget.</p> <p>3. People who are assessed as needing support, during weeks when the day services are closed (Christmas and New Year), will be able to use their Personal Budget to purchase the necessary support from alternative providers.</p> <p>5. Community Access Workers in each District will work with residential homes and residents, to signpost people to community activities as their day service allocation is reduced.</p> <p>6. There will be quiet areas available within each multi-purpose day service building so that people who need a calm environment can be supported appropriately.</p> <p>7. Review this EIA in 12 months to establish whether any adverse impacts have emerged,</p>
4b.	How can this be measured/evaluated?
	<ul style="list-style-type: none"> • Analysis of feedback relating to this service from the final consultation report • Analysis of any complaints, comments, suggestions from the customer relations service reports relating to this service • Performance reports from front line workers to determine whether there has been any adverse impact

5a.	Date of Next Review: June 2012, or on approval of the design of the new service
5b	If review is not required, explain why.