

# **Better Lives for People of Leeds**

## **Day Centres for Older People**

### **EQUALITY IMPACT ASSESSMENT**

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## **Section 1**

### **1.0 Introduction**

- 1.1 Leeds City Council is reviewing the ways it provides day care for older people – specifically day centres directly run by the council.
- 1.2 Proposals are that in future the council will no longer run some of its day centres. It will however continue to ensure that older people’s care needs are met with a wider range of more flexible day time activities.
- 1.3 This paper outlines the Equality Impact Assessments that have been carried out in the context of these proposals to ensure that they do not unfairly impact on people from the different equality groups. It has been completed as a parallel process to the consultation on the proposed changes.
- 1.4 The lead officer for this assessment is Cath Roff, Director – Adult Social Care. Members of the assessment team are:
- Anna Clifford – Programme Manager, Adult Social Care
  - Richard Graham – Senior Quality Assurance Officer, Adult Social Care
  - Pauline Ellis – Senior Policy and Performance Officer, advisor to the assessment.

### **2.0 Current Services / Background**

- 2.1 In September 2015 the Council’s Executive Board agreed to proceed with formal consultation on the third phase of the Better Lives Programme. This included the following proposals for the in-house facilities:
- decommissioning of three homes (Siegen Manor, Middlecross and The Green) and their adjoining day centres
  - decommissioning of a further two day centres (Radcliffe Lane and Springfield) and the recommissioning of Wykebeck Valley day centre as a specialist dementia service
- 2.2 The criteria for determining the future options for the local authority provided residential and day services were considered and agreed by the Executive Board on 15 December 2010. The criteria formed the basis for reviewing each of the services during the three phases of the programme. The proposals for each service were assessed with due regard to equality through an Equality Impact Assessment. The impact of the proposals was considered and assessed both in terms of those individuals directly affected and future users of the services (detail of the report: ‘Future Options for Long Term Residential and Day Care for Older People’ and the related appendices are available at:

<http://democracy.leeds.gov.uk/documents/g4890/Public%20reports%20pack%2015th-Dec-2010>).

2.3 The following impacts for people living in the general population were identified:

- The review of day care service is in line with the personalisation of adult social care services. Future delivery of adult social care will see an increased use of personal budgets and a reduction on people using traditional day services.
- Currently a high level of resource is committed to a service which is underused. The impact of this is that it locks up resources in the existing service which could be used to support older people's day activities in other ways. The proposals aim to free up this resource to be reinvested in services for future and current users who would prefer to receive an alternative to a centre based day service.
- Supporting older people with care needs must be seen in the context of other work which is being done to promote the independence, well-being and choice of older people in Leeds. The proposals will allow resources to focus more on increased take-up of preventative services which will enable older people to remain living safely and independently in their own homes for longer.

2.4 The adverse impacts of the change have been lessened and potentially removed through putting in place a range of mitigating actions. These actions include the following:

- An assessment team has been established to undertake assessments of service users in accordance with the council's Assessment and Transition Protocol.
- A Leeds-specific Care Guarantee will apply that outlines the principles that residents affected by the closures could expect from the Council to ensure their dignity, choice and rights were protected
- People who do not have the capacity to make an informed decision will be given access to an independent advocate arranged by Adult Social Care.
- Risk assessments will be carried out to ensure that clinical and therapeutic needs of those directly affected are responded to urgently and with sensitivity.

2.5 The Executive Board report describes in detail the outcomes for service users directly affected in phase 1 and 2 of the programme.

### **3.0 Proposals**

3.1 An options analysis has been completed and proposals developed for the six day centres. One of these centres (Wykebeck Valley) has been identified to be developed as a specialist day centre following the options analysis and consultation has taken place on this option.

3.2 The proposed options for the other five day centres were the basis for detailed consultation with those directly affected. Full details of the consultation and an analysis of responses are attached in the Consultation Report.

3.3 It is intended that the review of these services will balance the need to achieve savings with opportunities to develop the service to ensure that it adds value and contributes to the health and well-being of older people.

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3.4 Leeds City Council will wherever possible seek to avoid any unintended consequences of any proposals developed that have a negative impact. This could be disproportionate impacts on different geographic locations, communities and the voluntary and community sector.

### **4.0 Scope of the equality, diversity, cohesion and integration impact assessment**

4.1 This EIA will consider and assess the impact of the options for:

- Current users of the day centres and their carers affected by the proposed options, as future users were consulted in the equality impact process for the first phase of this programme.

4.2 This EIA is intended to support the decision making process by:

- Identifying the potential impact of any changes/ decisions on each protected characteristic
- Setting out actions to minimise/ mitigate any adverse impacts

4.3 Proposals have been subject to Equality Screening and this concluded that the proposed options will potentially give rise to equality impacts particularly to those older and disabled people, their families and carers, who attend day centres currently provided by the in-house service. Staff will also be affected, particularly women who make up 83% of the workforce. If the proposals are agreed, a full EIA on organisational change will consider impacts on staff and therefore staff are not included in the scope of this EIA.

4.4 To mitigate against any adverse impacts and ensure that any such impacts are minimised, it was agreed that each option would be subjected to an equality impact assessment. The assessments will then be considered through the council's decision making process. These are outlined in Section 2 of this report.

4.5 It is proposed that should agreement be given to progress with the proposals, an implementation plan will be developed in line with the Assessment and Closure Protocol. This would show how any closures would be managed over the timescales and how service users and their carers are to be supported to safeguard human rights, minimise distress and maximise the benefits to individuals. This will relate particularly to the monitoring arrangements in relation to the proposed changes.

### **5.0 Fact Finding – what do we already know?**

#### **5.1 Demographics**

5.1.1 Leeds is the second largest Metropolitan District in England with an estimated population in excess of 750,000 people. The country is faced with an increase in the proportion of older people in its population. There are currently 10.3 million people aged 65 or over in the UK and this figure is expected to rise by 65% in the next 25 years to over 16.4 million in 2033 (ONS, 2009/11). This represents 21% of the total population.

5.1.2 The increase is reflected in Leeds, where there are currently 116,600 people over the age of 65, representing 14.6% of the overall population of the city. This figure will increase to 129,800 by 2020 (15.3% of population) and by 2030 the figure will reach

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153,800 (16.9% of population) (ONS subnational population projections, March 2012).

- 5.1.3 Leeds is clearly becoming a more diverse place. Stonewall, the lesbian, gay and bisexual charity, estimates that large cities such as Leeds with an established gay scene, businesses and support network may be made up of at least 10 per cent lesbian, gay and bisexual people.
- 5.1.4 Leeds population broken down by religion or belief is 55.9% Christians, 5.4% Muslims, 1.2% Sikh, 0.9% Jewish, 0.9% Hindu, 0.4% Buddhist other religion 0.3% and 28.2% no religion or 6.7% not stated.
- 5.1.5 Leeds is now home to over 130 different nationalities. The 2011 Census estimated that 18.9 per cent of the total resident population comprised people from black and minority ethnic communities (including Irish and other white populations), a rise of 8 per cent from the 2001 Census.
- 5.1.6 Many citizens in the over 65 age group continue to contribute to the economic prosperity of Leeds and the social fabric of its diverse communities. This is reflected in the number of people who continue to work beyond 65 either in paid employment or as volunteers. The over 65 year-olds who act as informal or family carers also play an important part in our society. However it is estimated that almost all people currently aged 65 will need healthcare, and 66% of men and 84% of women will need some social care before they die (Personal Social Services Research Unit, 2011).
- 5.1.7 Dementia is one of the main causes of disability in later life, with over 820,000 people estimated to be suffering from late onset dementia in the UK in 2010. By 2025, the number is expected to rise to one million (ONS, background paper 7). In Leeds there are an estimated 8,500 people with dementia and this figure is estimated to increase to 12,000 by 2028, a 35-40% increase in 15 years (Leeds Dementia Strategy 2013).

## 5.2 Trends

- 5.2.1 Although there are an increasing number of older people in Leeds, the demand for day care has fallen as people have chosen to have their wellbeing and care needs met by alternative means available within their own communities.
- 5.2.2 Helping older people to remain independent and become involved in social activities in their own communities are key factors in improving a person's well-being and avoiding social isolation. In Leeds this has led to the development and continued investment in Neighbourhood Networks that now provide a comprehensive range of activities and services for older people across the City.
- 5.2.3 The policy to support people to live independently and have choice and control over their care and support services is evidenced in Leeds by the introduction of a range of community based services. In addition to personal budgets and the Neighbourhood Networks, Leeds has invested into a range of services provided to older people in their own homes. These include reablement, intermediate care, assistive technology, daily living equipment and home adaptations. The development of these services represents a change in emphasis away from building-based services, where the person is required to fit in with the service, towards a personalised service that responds to individual needs.
- 5.2.4 It is recognised that people's health, wellbeing and care needs cannot be separated and that efficiencies can be achieved by jointly commissioning and providing services. This has led to a number of initiatives that have been developed by Leeds

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City Council and in partnership with other statutory and third sector organisations such as the NHS and Neighbourhood Networks and include Holt Park Active Wellbeing Centre and integrated health and social care assessment and care management teams.

### 5.3 Other Datasets

5.3.1 In addition to the above, the EIA considers data from the following:

- Key strategies and policies relating to the proposals, including the Better Lives Strategy (<https://betterlivesleeds.wordpress.com>) and the Best Council Plan 2015-2020 ([www.leeds.gov.uk/docs/BestCouncilPlan](http://www.leeds.gov.uk/docs/BestCouncilPlan))
- Quantitative information relating to the profile of current service users and carers. This is included within each assessment in section 2
- Feedback from consultation with those directly affected (see appended consultation report)
- Comments from all stakeholders through submissions, complaints and suggestions received throughout the course of the consultation (see appended consultation report)

### 6.0 Are there any gaps in equality and diversity information?

6.1 Adult Social Care, where possible, will obtain full equality information around the profile of service users and determine the likely impacts given that profile. Due regard will be taken of this information during the implementation phase, should these proposals be agreed. A review of the impact will also be undertaken post implementation, considering any impact on equality groups.

### 7.0 Consultation & Involvement

7.1 Detailed consultation on the proposals took place between 1st October and 23rd December 2015. The aim of the consultation was to consult with those directly affected and as a priority the existing users of day centres and their families and carers. Detailed consultation also took place with affected staff and Trade Unions, with related stakeholders within the locality, including elected members and partner organisations.

7.2 As part of the consultation with service users and their families and carers a questionnaire has been used in one to one interviews as a tool to capture responses to the proposed option for each individual day centre. The aim was to:

- Capture people's responses to the proposed changes
- Determine the impact on individuals and how this might be reduced as plans are developed.

7.3 The findings from the consultation are outlined in full in the Consultation Report appended. Key themes are outlined in the individual Equality Impacts Assessments options in section 2 of this report.

### 8.0 Equality Impacts Identified

8.1 The table below highlights the range of impacts on equality characteristics, stakeholders and other potential barriers.

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- 8.2 Data on current users indicate that the proposed options potentially give rise to impacts mainly in respect of age; gender, race, disability, carers and socio-economic.
- 8.3 Data relating to sexual orientation and gender reassignment is not available; however no disproportionate impacts have been identified for these equality characteristics through consultation with current users of day centres and carers.

<b>Equality characteristics</b>		
<input checked="" type="checkbox"/> Age	<input checked="" type="checkbox"/> Carers	<input checked="" type="checkbox"/> Disability
<input checked="" type="checkbox"/> Gender reassignment	<input checked="" type="checkbox"/> Race	<input checked="" type="checkbox"/> Religion or Belief
<input checked="" type="checkbox"/> Sex (male or female)	<input checked="" type="checkbox"/> Sexual orientation	
<input checked="" type="checkbox"/> Other		
<b>Low socio-economic groups</b>		
<b>Stakeholders</b>		
<input checked="" type="checkbox"/> Services users	<input checked="" type="checkbox"/> Employees	<input checked="" type="checkbox"/> Trade unions
<input checked="" type="checkbox"/> Partners	<input checked="" type="checkbox"/> Members	<input checked="" type="checkbox"/> Suppliers
<b>Potential barriers for current users</b>		
<input checked="" type="checkbox"/> Built environment	<input checked="" type="checkbox"/> Location of premises and services	
<input checked="" type="checkbox"/> Information and communication	<input checked="" type="checkbox"/> Customer care	
<input checked="" type="checkbox"/> Timing	<input checked="" type="checkbox"/> Stereotypes and assumptions	
<input checked="" type="checkbox"/> Cost	<input checked="" type="checkbox"/> Consultation and involvement	
<input checked="" type="checkbox"/>	<b>specific barriers to the strategy, policy, services or function:</b>	
	<ul style="list-style-type: none"> <li>• Capacity of the voluntary and private sector</li> </ul>	

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- 8.4 The following provides an overview of the relevance of the proposals to the equality characteristics and where identified, action to mitigate any impact.
- 8.5 **Age:** The proposals for change are aimed at providing improved services to older people of the 65+ age group. The overall aim of this proposal is to reform and modernise services for older people. It is embedded in key modernisation strategies and strategies specific to older people which highlight the importance of enabling older people to remain in their own homes for as long as possible.
- 8.6 **Disability:** By the nature of the day centre service, all service users are older people and have disabilities associated with ageing. As part of the review, the council will consider that its role in ensuring the need for specialist provision in key areas such as the increasing need for dementia services and intermediate care is met. In relation to day services, service user profiling will be undertaken to identify those people with personal care and high dependency needs to ensure that their needs continue to be met.
- 8.7 **Gender:** Compared with the general population, statistical data of current service users suggest that the service has a high proportion of female service users. The service will be provided to people irrespective of, but with respect for gender specific needs and this will be taken into consideration in any needs assessment.
- 8.8 **Race:** Statistical data of current service users indicates lower usage by people from BME groups. In the first phase of this programme, two day centres were recommissioned as specialist facilities to provide personalised services for older people from BME backgrounds and their carers. Work is on-going within Adult Social Care to understand the low take-up of services by, and representation of, ethnic groups. In relation to current BME service users this provides an opportunity to consult with them on relocation which could result in a positive impact.
- 8.9 **Religion or belief:** The services will be provided to people irrespective of, but with respect for religion and belief, as this will be taken into consideration in any needs assessment
- 8.10 **Carers/ families:** The review will seek to identify changes which promote independence and choice and facilitate support for carers.
- 8.11 **Cohesion:** Integrating people into communities wherever possible will enable them to access universal services and make links with their own communities
- 8.12 **Social Exclusion:** The service proposals will need to ensure that socially excluded people are not disproportionately disadvantaged as a result of these changes.
- 8.13 **Sexual orientation:** No specific issues have been identified in relation to sexual orientation. The service will be provided to people irrespective of, but with respect of their sexual orientation, as this will be taken into consideration in any needs assessment.
- 8.14 **Gender reassignment:** No specific issues have been identified in relation to gender reassignment. The service will be provided to people irrespective of, but with respect of their gender reassignment, as this will be taken into consideration in any needs assessment.

## Section 2

### Equality Impacts Assessments on proposed options

**Proposal:** To decommission the facility and transfer service users to other services of their choice already available in the ward / area.

#### Middlecross, Radcliffe Lane, Siegen Manor, Springfield and The Green

Consultation also took place on the proposal for **Wykebeck Valley** to become a specialist day centre, with consideration given to the impacts this may have on current service users.

	Middlecross	Radcliffe Lane	Siegen Manor	Springfield	The Green	Wykebeck Valley
Days open per week	7	7	5	7	7	5
No on register (as at 11/05/16)	17	61	17	31	30	26
No places per day	20	35	12	30	18	30
Attendance rate (April 2016)	25%	35%	46%	20%	39%	24%

#### Profile of current users (based on consultation responses)

	Middlecross	Radcliffe Lane	Siegen Manor	Springfield	The Green	Wykebeck Valley
100+	0	0	0	0	0	6
90-99	2	12	1	9	4	4
80-89	8	28	7	23	22	11
65-79	7	23	5	7	6	5
41-64	1	0	0	0	0	0
Physical disability or age-related frailty*	2	37	7	17	12	23
Male	6	22	5	14	12	8
Female	12	41	12	25	20	19
White British	17	59	13	37	32	25
White European	0	2	0	0	0	0
BME	1	2	0	1	0	1
Not specified	0	0	0	1	0	1

*\*Physical disability statistics are based on those who responded 'yes' when asked 'Do you consider yourself to have a disability?'*

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### Middlecross Service User's Address by Ward

Adel and Wharfedale	0
Alwoodley	0
Ardsley and Robin Hood	0
Armley	4
Beeston and Holbeck	0
Bramley and Stanningley	0
Burmantofts and Richmond Hill	0
Calverley and Farsley	6
Chapel Allerton	0
City and Hunslet	0
Cross Gates And Whinmoor	0
Farnley and Wortley	3
Garforth and Swillington	0
Gipton and Harehills	0
Guiseley and Rawdon	1
Harewood	0
Headingley	0
Horsforth	0
Hyde Park and Woodhouse	1
Killingbeck and Seacroft	0
Kippax and Methley	0
Kirkstall	0
Middleton Park	0
Moortown	0
Morley North	0
Morley South	0
Otley and Yeadon	0
Pudsey	2
Rothwell	0
Roundhay	0
Temple Newsam	0
Weetwood	0
Wetherby	0
Outside Leeds Ward Area	0
<b>Total</b>	<b>17</b>

<b>Alternative LCC Provision for current Service Users</b>
Calverlands Day Centre (most current service users)
Wykebeck Valley Day Centre (some current service users)
Laurel Bank Day Centre (some current service users)

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### Radcliffe Lane

#### Service User's Address by Ward

Adel and Wharfedale	0
Alwoodley	0
Ardsley and Robin Hood	0
Armley	5
Beeston and Holbeck	0
Bramley and Stanningley	13
Burmantofts and Richmond Hill	0
Calverley and Farsley	15
Chapel Allerton	0
City and Hunslet	0
Cross Gates And Whinmoor	0
Farnley and Wortley	7
Garforth and Swillington	0
Gipton and Harehills	0
Guiseley and Rawdon	0
Harewood	0
Headingley	0
Horsforth	1
Hyde Park and Woodhouse	0
Killingbeck and Seacroft	0
Kippax and Methley	0
Kirkstall	1
Middleton Park	0
Moortown	0
Morley North	0
Morley South	0
Otley and Yeadon	0
Pudsey	19
Rothwell	0
Roundhay	0
Temple Newsam	0
Weetwood	0
Wetherby	0
Outside Leeds Ward Area	0
<b>Total</b>	<b>61</b>

#### Alternative LCC Provision for current Service Users

Holt Park Active (for Service Users with general need)

Calverlands or Laurel Bank (for Service Users if they have dementia needs)

#### Alternative 3<sup>rd</sup> Sector Provision for current Service Users with general needs (Neighbourhood Networks) or Provision for current Service Users (Neighbourhood Networks)

Bramley Elderly Action - NNS

Farsley Live at Home Scheme - NNS

Pudsey Live at Home Scheme - NNS

Armley Helping Hands - NNS

Neighbourhood Action in Farmley, Moortop - NNS

OWLS - NNS

Hawsworth Older People's Support - NNS

Horsforth Live at Home Scheme - NNS

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### Siegen Manor Service User's Address by Ward

Adel and Wharfedale	0
Alwoodley	0
Ardsley and Robin Hood	2
Armley	0
Beeston and Holbeck	2
Bramley and Stanningley	0
Burmantofts and Richmond Hill	0
Calverley and Farsley	0
Chapel Allerton	0
City and Hunslet	1
Cross Gates And Whinmoor	0
Farnley and Wortley	0
Garforth and Swillington	0
Gipton and Harehills	0
Guiseley and Rawdon	0
Harewood	0
Headingley	0
Horsforth	0
Hyde Park and Woodhouse	0
Killingbeck and Seacroft	0
Kippax and Methley	0
Kirkstall	0
Middleton Park	0
Moortown	0
Morley North	9
Morley South	3
Otley and Yeadon	0
Pudsey	0
Rothwell	0
Roundhay	0
Temple Newsam	0
Weetwood	0
Wetherby	0
Outside Leeds Ward Area	0
<b>Total</b>	<b>17</b>

<b>Alternative LCC Provision for current Service Users</b>
Laurel Bank Day Centre (All current service users)

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### Springfield Service User's Address by Ward

Adel and Wharfedale	0
Alwoodley	0
Ardsley and Robin Hood	1
Armley	1
Beeston and Holbeck	5
Bramley and Stanningley	0
Burmantofts and Richmond Hill	0
Calverley and Farsley	0
Chapel Allerton	0
City and Hunslet	2
Cross Gates And Whinmoor	0
Farnley and Wortley	5
Garforth and Swillington	0
Gipton and Harehills	0
Guiseley and Rawdon	1
Harewood	0
Headingley	0
Horsforth	0
Hyde Park and Woodhouse	0
Killingbeck and Seacroft	0
Kippax and Methley	0
Kirkstall	0
Middleton Park	0
Moortown	0
Morley North	6
Morley South	7
Otley and Yeadon	0
Pudsey	0
Rothwell	3
Roundhay	0
Temple Newsam	0
Weetwood	0
Wetherby	0
Outside Leeds Ward Area	0
<b>Total</b>	<b>31</b>

<b>Alternative LCC Provision for current Service Users</b>
Holt Park Active (for Service Users with general need)
Laurel Bank (for Service Users if they have dementia needs)

<b>Alternative 3<sup>rd</sup> Sector Provision for current Service Users with general needs (Neighbourhood Networks)</b>
Morley Elderly Action - NNS
Belle Isle Elderly Winter Aid - NNS
South Leeds Live at Home Scheme - NNS
Neighbourhood Action in Farnley, New Farnley and Moor Top - NNS
AVSED - NNS
Rothwell Live at Home Scheme - NNS
Garforth Neighbourhood Elders Team - NNS
Armley Helping Hands - NNS
Trinity Network (Dewsbury Road) - NNS
Trinity Network (Belle Isle) - NNS
Middleton Elderly Aid - NNS
Holbeck Elderly Aid - NNS

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### The Green Service User's Address by Ward

Adel and Wharfedale	0
Alwoodley	0
Ardsley and Robin Hood	0
Armley	0
Beeston and Holbeck	0
Bramley and Stanningley	0
Burmantofts and Richmond Hill	5
Calverley and Farsley	0
Chapel Allerton	0
City and Hunslet	0
Cross Gates And Whinmoor	7
Farnley and Wortley	0
Garforth and Swillington	0
Gipton and Harehills	1
Guiseley and Rawdon	0
Harewood	0
Headingley	0
Horsforth	0
Hyde Park and Woodhouse	0
Killingbeck and Seacroft	7
Kippax and Methley	3
Kirkstall	0
Middleton Park	0
Moortown	0
Morley North	0
Morley South	0
Otley and Yeadon	0
Pudsey	0
Rothwell	3
Roundhay	0
Temple Newsam	4
Weetwood	0
Wetherby	0
Outside Leeds Ward Area	0
<b>Total</b>	<b>30</b>

<b>Alternative LCC Provision for current Service Users</b>
Wykebeck Valley Day Centre (most current service users)
Laurel Bank (some current service users)

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### Wykebeck Valley Service User's Address by Ward

Adel and Wharfedale	0
Alwoodley	0
Ardsley and Robin Hood	0
Armley	0
Beeston and Holbeck	0
Bramley and Stanningley	0
Burmantofts and Richmond Hill	8
Calverley and Farsley	0
Chapel Allerton	0
City and Hunslet	0
Cross Gates And Whinmoor	2
Farnley and Wortley	0
Garforth and Swillington	2
Gipton and Harehills	1
Guiseley and Rawdon	0
Harewood	0
Headingley	0
Horsforth	0
Hyde Park and Woodhouse	0
Killingbeck and Seacroft	6
Kippax and Methley	1
Kirkstall	0
Middleton Park	0
Moortown	1
Morley North	0
Morley South	0
Otley and Yeadon	0
Pudsey	0
Rothwell	0
Roundhay	2
Temple Newsam	3
Weetwood	0
Wetherby	0
Outside Leeds Ward Area	0
<b>Total</b>	<b>26</b>

Alternative Provision not required as existing Service Users will be able to continue to use the service, whilst it changes over time.

## **Consultation**

Informal and formal consultation has been undertaken with all service users over a period of 12 weeks

**The Consultation Report attached provides a full analysis of responses.**

### **Key themes from the consultation**

- The majority of comments related to the detrimental impact and potential risk to the health and well-being of service users brought about by the closure of their day centre. Concerns were raised that this will have an unsettling effect and could lead to disorientation, particularly among the very old and most vulnerable.
- The overall view is that the council provides a very good quality service and that the day centres should not close.
- There was much praise for the standards of care and the professionalism, understanding and friendliness of the staff.
- There was a feeling that alternative services were insufficient in quantity, quality or suitability, particularly in terms of dementia and carer respite needs
- It was requested that the needs of carers should be recognised.

The emerging key themes to alleviate the impact of the proposed closure are that the following are important:

- Alternative provision is local and of similar nature and quality
- Consider individual needs, especially regarding dementia
- Make the transition as stress free as possible and provide ongoing support to older people to access alternative provision

### **Potential impact identified from decommissioning this service**

The programme of change will result in improved personalised services for people with dementia and their carers with improved outcomes.

An important criteria of the proposal is that the change does not mean a reduction in service for service users, or that the Council's statutory duties are not being delivered, however it is recognised that there may be some barriers to this being the case. The following key themes from the consultation have been identified with actions to mitigate their impact:

### **Built environment**

Older people are likely to find changes more difficult to cope with both physically and mentally in terms of changes in routine and to their care needs. The built environment may dictate some of these changes. The emphasis of the proposals is to reduce barriers to day activities for older people so that older people with care needs can remain involved in their local communities and pursue activities like other people. The proposals also have the potential for improved access to other health and social care services - through community based activities.

Whereas day care centres inadvertently tend to foster the stereotype that older people with care needs move into segregated settings to receive care and support, the new service model will provide a more flexible approach. For example; a wider range of activities in more socially inclusive settings will make it possible to support older people in different situations. Accessing these service may not depend on travelling to a centre.

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The service will support older people in working out personalised activities plans and will be proactive in ensuring that older people benefit from the opportunities available through Self Directed Support arrangements.

**Action:** An assessment of every service user will be undertaken in accordance with the Assessment and Closure Protocol

**Action:** Provide visits to new provision to lessen confusion

### **Location of premises**

Changes to transport arrangements may be required and a longer journey time and/or different route could have an adverse effect. Also potential difficulties for those with high dependency needs if they choose mainstream services with less support for their disability, or are dependent upon less reliable support services (e.g. accessible transport is not available or unreliable). In addition potential difficulties for carers dropping off service users. There may also be concerns about loss of contact with friends etc

**Action:** Give consideration to methods of ensuring continued contact between people, in line with the Assessment and Closure Protocol. Focus on local alternative provision and specialist provision where it is required to meet needs (eg dementia).

**Action:** Transport needs to form part of each current service user's assessment. Make more effective use of community transport.

### **Communication and Information**

Some service users may not be able to make their own decisions, or may need 1-1 help in understanding the proposed changes through the use of independent advocacy. Also older people affected by age-related conditions or limited mental capacity may have to take on more control of their care than they would choose. Traditionally day services for older people have provided an important respite function for carers, providing them with a significant, regular and reliable break from caring. Even if day activities are organised in a different way the respite needs of carers must be considered.

**Action:** Clear and timely communication to all service users and carers, particularly that which provides information about alternative provision

**Action:** An assessment of every service user will be undertaken in accordance with the Assessment and Closure Protocol by qualified social workers to ensure that current, individual needs are properly understood. If they wish, individuals and their relatives/carers will be supported by their managers or a dedicated resource to seek appropriate alternative services following a reassessment of their needs and will be given comprehensive information on cost, quality and all alternatives in order to make an informed decision

**Action:** Minimise the impact on carers by carrying out separate carers assessments, where requested, to understand their needs.

**Action:** Identify and offer alternative respite facilities to ensure carers are supported to continue in their caring role.

### **Customer Care and staff training**

Staff will play a lead role in understanding the concerns of service users, helping them understand the proposed changes and helping them make the right decisions for themselves. Staff will need to address issues, particularly for older people concerned about

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having to adapt to a new environment and different staff. There may also be concerns regarding the loss of friendship groups, concerns over changes in routine and that their care needs will not be met by new staff.

**Action:** Provide appropriate support to staff through awareness raising events and regular communication.

### **Timing**

There are other proposals to change Adult Social Care Services that could also affect older and disabled people

**Action:** Adult Social Care to ensure a joined up approach and effective coordination and communication of the various change programmes. This will include ensuring sufficient and relevant support is in place prior to closure of any of the day centres (with specific regard to ensuring the Councils retained specialist dementia day centres are able to support those service users affected by any closures.)

**Action:** Provide service users and their carers with opportunities to let us know what impact all changes may have on them.

### **Cost**

The proposals could negatively impact on carers who are reliant on the centres for respite from their caring role, and so may need to make other arrangements.

There is a risk that the changes to care provision could increase social inequality among older people as some users may be financially worse off as a result of a change to day care.

**Action:** Review carers respite to ensure that they are not negatively impacted upon

**Action:** Ensure that a full benefit and financial review is undertaken as part of service user assessments to ensure no financial detriment.

**Actions to ensure mitigation is in place are outlined in the Equality Diversity and Integration Action Plan below**

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### Equality, diversity, cohesion and integration action plan

(insert all your actions from your assessment here, set timescales, measures and identify a lead person for each action)

Action	Timescale	Measure	Lead person
An assessment team will be established to undertake assessments of service users in accordance with the council's Assessment and Transitions Protocol (A&TP) This work will be overseen by an Assurance Group who will monitor and advise during the process.	In line with programme plan	<ul style="list-style-type: none"> <li>• A stress free, managed and coordinated transition of service users to alternative day time activities</li> <li>• Minimised /eradicated risk to health and well-being of day centre users and carers brought on by move</li> <li>• The number of service users accessing alternative day time activities of their choice</li> <li>• The number of people satisfied with their alternative day time activity</li> </ul>	Programme Team
Give consideration to methods of ensuring continued contact between people, in line with the Assessment and Closure Protocol. Focus on local alternative provision	In line with programme plan	<ul style="list-style-type: none"> <li>• Friendship groups maintained where requested</li> <li>• Risk of social isolation removed</li> <li>• The number of service users able to transfer and remain within their local area where they have long established links</li> </ul>	Programme Team
Commissioning to take full account of equality issues and to ensure that the quality of services is consistent and of good quality.	In line with programme plan	Services commissioned by the council will focus on quality of service to all diverse users.	Programme Team
Understand and address the low take-up of services by, and representation of, ethnic groups	In line with programme plan	The take-up of services by older people is relative to the ethnic make- up of the population of Leeds	Programme Team
Ensure that existing service users are matched to day activities that support their well-being and independence in friendship groups or	In line with programme plan	<ul style="list-style-type: none"> <li>• The number of day centre users accessing a wider range of activities in more socially inclusive settings</li> <li>• The number of day centre users supported to</li> </ul>	Programme Team

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Action	Timescale	Measure	Lead person
independently within the wider community. Organise a timetable of 'taster' sessions in alternative services throughout the community with health, leisure and VCFS partners.		have personalised packages of care through personal budgets <ul style="list-style-type: none"> <li>• Friendship groups maintained</li> <li>• Risk of social isolation removed</li> <li>• Service user profiling of all day centre users</li> <li>• Minimised confusion for older people</li> <li>• Minimised changes to routine</li> <li>• Individual care needs met</li> </ul>	
Ensure alternative community services are aware of the needs of service users with high dependency needs and disabilities. Consider access to specialist services in the city where appropriate	In line with programme plan	<ul style="list-style-type: none"> <li>• Improved access and increase in numbers of service users accessing community based health and social care services and activities</li> <li>• On-going provision of day services at day centres retained following phase 3</li> <li>• Services provided by Neighbourhood Networks and Holt Park Active to consider access for people with high dependency needs</li> </ul>	Programme Team
Ensure robust procedures are in place to identify and manage safeguarding concerns as they arise. All staff and volunteers to be trained in recognising and responding to safeguarding concerns	In line with programme plan	The provision of: <ul style="list-style-type: none"> <li>• Services that prioritise both safeguarding and independence</li> <li>• A well trained workforce operating in a culture of zero tolerance of abuse</li> <li>• A sound framework for confidentiality and information sharing across agencies. Good universal services, such as community safety services</li> <li>• Needs and risk assessments to inform people's choices</li> <li>• A range of options for support to keep safe from abuse tailored to people's individual needs</li> </ul>	Programme Team
Increase the take-up of preventative services such as	In line with programme plan	<ul style="list-style-type: none"> <li>• Number of service users provided with /supported by preventative services</li> </ul>	Programme Team

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Action	Timescale	Measure	Lead person
reablement and assistive technology which will ensure that more older people can remain living independently and safely in their own home		<ul style="list-style-type: none"> <li>Number of service users exercising choice and personalised packages of care through personal budgets</li> </ul>	
Further work undertaken to ensure that the range of universal and preventative services are developed to meet the needs and outcomes of people across all cultures and communities. This to be developed in partnership with a range of stakeholders in the statutory, voluntary and private sectors	In line with programme plan	Increased personalised services provided across all communities (due to reinvestment of resources freed up from the closure of day centres)	Programme Team
Focus on local alternative provision- give consideration to the distance to travel to alternative day time activities	In line with programme plan	<ul style="list-style-type: none"> <li>The number of service users accessing day time activities in settings within their own community</li> <li>Reduction in the number of service users dependent on transport</li> <li>Reduction in transport costs</li> </ul>	Programme Team
All equalities considerations will be considered in the planning and commissioning of services. All services will be monitored to identify where there is disproportionate impact and action taken to understand and where appropriate address	In line with programme plan	The number of assessments undertaken to ensure that the individual needs of service users and carers are properly understood	Programme Team
Ensure that the assessment team and day centre staff are	In line with programme plan	<ul style="list-style-type: none"> <li>Service users and their carers able to exercise choice and make informed decisions on the</li> </ul>	Programme Team

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Action	Timescale	Measure	Lead person
aware of the full range of alternative services available and that information is available in a range of formats		range of services available <ul style="list-style-type: none"> <li>• Improved personalised services for older people and their carers, with improved outcomes</li> <li>• The number of day centre users who understand the changes and are able to make informed decisions</li> </ul>	
Involve service users and carers fully in the decision making process when considering alternative services. Ensure carers receive regular information on the change process. Sign post to carer support networks	In line with programme plan	<ul style="list-style-type: none"> <li>• The number of service users accessing day time activities of their choice</li> <li>• The number of people satisfied with their alternative day time activities</li> <li>• The number of carers accessing support networks</li> </ul>	Programme Team
Provide service users with an opportunity to let the council know what impact the changes may have on them	In line with programme plan	The number of day centre users and carers reporting the impacts of the changes	Programme Team
Ensure that the Leeds City Council website contains a range of information relevant to all communities. Information should be available in a range of accessible formats and main community languages. Work should be undertaken to ensure information is available in locations that are appropriate for target communities. Involve communities and their representatives in identifying	In line with programme plan	Increase in take up of personalised, community based day time activities	Programme Team

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Action	Timescale	Measure	Lead person
gaps.			
Establish a communication and information strategy about day time activities and explore and promote opportunities and activities in local communities in order to improve choice and facilitate access. This to be integrated as part of an overall approach to information so that the message about ASC day services fits with wider messages about personalisation and promoting independence	In line with programme plan	Increase in take up of personalised, community based day time activities	Programme Team
Continue dialogue and negotiations with stakeholders and interest groups with regard to future building use.	In line with programme plan	The number of decommissioned buildings retained for community use	Programme Team
Ensure that a full benefit and financial review is undertaken as part of service user assessment to ensure no financial detriment	In line with programme plan	<ul style="list-style-type: none"> <li>• No service users financially disadvantaged as a result of changes</li> <li>• The number of service users supported to receive personal budgets</li> </ul>	Programme Team

**Governance, ownership and approval**

State here who has approved the actions and outcomes from the equality, diversity, cohesion and integration impact assessment

Name	Job Title	Date
Cath Roff	Director, Adult Social Care	08/09/16

**Monitoring progress for equality, diversity, cohesion and integration actions**  
(please tick)

- As part of Service Planning performance monitoring
- As part of Project monitoring
- Update report will be agreed and provided to the appropriate board  
Please specify which board
- Other (please specify)

**Publishing**

This Equality, Diversity, Cohesion and Integration impact assessment will act as evidence that due regard to equality and diversity has been given.

If this impact assessment relates to a **Key Delegated Decision, Executive Board, full Council** or a **Significant Operational Decision** a copy should be emailed to Corporate Governance and will be published along with the relevant report.

A copy of **all other** Equality and Diversity, Cohesion and Integration impact assessment's should be sent to [equalityteam@leeds.gov.uk](mailto:equalityteam@leeds.gov.uk). For record keeping purposes it will be kept on file (but not published).

<b>Date impact assessment completed</b>	19/08/16
If relates to a Key Decision – <b>date sent to Corporate Governance</b>	08/09/16
Any other decision – <b>date sent to Equality Team (equalityteam@leeds.gov.uk)</b>	