

## Integrated Impact Assessment (IIA)

This Integrated Impact Assessment considers the duties and requirements of the following legislation in order to inform and ensure effective decision making and compliance:

- Equality Act 2010
- Welsh Language Standards (No.1) Regulations 2015
- Well-being of Future Generations (Wales) Act 2015
- Environment (Wales) Act 2016

### Version Control

Version	Author	Job title	Date
Version 1	Andrew Potts	Commissioning Officer	18 <sup>th</sup> February 2020

### 1. Details of the initiative

	<b>Title of the Initiative:</b> Quality Assurance Framework for Learning Disability & Mental Health Supported Living Services
<b>1a</b>	<b>Service Area:</b> Adult Services
<b>1b</b>	<b>Directorate:</b> Social Services, Health and Housing
<b>1c</b>	<b>Summary of the initiative:</b> The Quality Assurance Framework (QAF) sets out the criteria against which providers of Supported Living Schemes for adults with learning disabilities and/or mental health conditions in Neath Port Talbot are assessed.
<b>1d</b>	<b>Who will be directly affected by this initiative?</b> Adults with learning disabilities and/or mental health conditions whose assessed needs can be met by supported living.
<b>1e</b>	<b>When and how were people consulted?</b> Permission is being sought to carry out a 90 day consultation, consisting of various means including co-production workshops carers, partners and other stakeholders.
<b>1f</b>	<b>What were the outcomes of the consultation?</b> N/A.

## 2. Evidence

### What evidence was used in assessing the initiative?

Social Services routinely collects data as part of the assessment/review process of individuals which is reported to Welsh Government.

There are currently (Budget Team figures as at January 2020) five adults with mental health needs in supported living placements commissioned by Neath Port Talbot Council, while this figure is 145 for adults with learning disabilities.

The following summarises some of the information recorded about people with learning disabilities and mental health needs known to Social Services (note that not all data fields have been completed in all cases, and this relates to various services received):

	People with learning disabilities		
Age group	Female	Male	Total
<20		6	6
20s	37	69	106
30s	25	31	56
40s	27	27	54
50s	25	18	43
60s	19	27	46
70s	12	8	20
80s	4	1	5
90s	1		1
<b>Total</b>	<b>150</b>	<b>187</b>	<b>337</b>

	People with learning disabilities		
Ethnicity	Female	Male	Total
CHINESE		1	1
OTHER		1	1
OTHER MIXED		1	1
WELSH	14	14	28
WHITE BRITISH	131	162	293
WHITE OTHER	1	1	2
Not stated	4	7	11
<b>Total</b>	<b>150</b>	<b>187</b>	<b>337</b>

Based on recorded data, those aged in their 20s represent the largest age group for people with learning disabilities, while 55% are male.

For people with mental health needs, those in their 50s represent the largest age group, with almost two-thirds (63%) of the total being male.

	People with mental health needs		
Age group	Female	Male	Total
30s	1		1
40s	2	1	3
50s	2	7	9
60s		5	5
70s	3	3	6
80s	2	1	3
<b>Grand Total</b>	<b>10</b>	<b>17</b>	<b>27</b>

	People with mental health needs		
Ethnicity	Female	Male	Total
WELSH	5	2	7
WHITE BRITISH	3	10	13
Not stated	2	5	7
<b>Total</b>	<b>10</b>	<b>17</b>	<b>27</b>

To provide geographical context, the following shows the wards where the clients reside:

People with learning disabilities	
Ward	People
ABERAVON	8
ABERDULAIS	1
ALLTWEN	3
AMMANFORD	1
BAGLAN	17
BLAENGWRACH	3
BRITON FERRY EAST	17
BRITON FERRY WEST	11
BRYN AND CWMAVON	11
BRYN-COCH NORTH	4
BRYN-COCH SOUTH	16
CADOXTON	5
CARMARTHENSHIRE	1
CIMLA	9
COEDFFRANC CENTRAL	10
COEDFFRANC NORTH	2
COEDFFRANC WEST	8
CRYNANT	2
CWMLLYNFELL	1
CYMMER	2
DYFFRYN	5
GLYNCORRWG	3
GLYNNEATH	8
GODRE'R GRAIG	2

People with learning disabilities	
Ward	People
GWAUN-CAE-GURWEN	6
GWYNFI	3
LOWER BRYNAMMAN	4
MARGAM	3
NEATH EAST	24
NEATH NORTH	10
NEATH SOUTH	15
ONLLWYN	6
PONTARDAWE	20
PORT TALBOT	7
POWYS	1
RESOLVEN	1
RHOS	8
SANDFIELDS EAST	17
SANDFIELDS WEST	9
SEVEN SISTERS	3
SWANSEA	6
TAI-BACH	23
TONNA	7
TREBANOS	4
UNKNOWN WITHIN NPTCBC	1
Not stated	9
<b>Total</b>	<b>337</b>

People with mental health needs	
Ward	People
ABERAVON	3
BRYN AND CWMAVON	1
COEDFFRANC CENTRAL	1
COEDFFRANC NORTH	1
COEDFFRANC WEST	1
DYFFRYN	2
GWAUN-CAE-GURWEN	1
NEATH EAST	1
NEATH NORTH	2
PORT TALBOT	1
RESOLVEN	3
SANDFIELDS EAST	2
SANDFIELDS WEST	5
TAI-BACH	2
TREBANOS	1
<b>Total</b>	<b>27</b>

### 3. Equalities

a) How does the initiative impact on people who share a **protected characteristic**?

Protected Characteristic	+	-	+/-	Why will it have this impact?
Age			X	<p>Access to support services is unlikely to be solely due to a person's age. However, personal circumstances relating to a person's age may have an impact on how support is delivered or the level/type of support required.</p> <p>The purpose of the QAF is to:</p> <ul style="list-style-type: none"> <li>• Benchmark services so that commissioners, service providers and others may better understand how well support is delivered relative to the outcomes agreed for service users</li> <li>• Encourage continuous improvement and best practice in supported living services</li> <li>• Help identify changes that would make it easier for providers to enable service users to achieve their personal outcomes</li> <li>• Encourage more collaborative working with providers, service users, their family and others so a multi-faceted view of 'quality' may be obtained</li> <li>• To have a clear sense of what quality means in practical terms in operational services</li> </ul>
Disability	X			<p>Supported Living is directly related to a person's assessed care and support needs due to a learning disability and/or mental health condition. The aim of the QAF is to promote good practice and good quality service provision via routine monitoring against various criteria and measures.</p> <p>The purpose of the QAF is to:</p> <ul style="list-style-type: none"> <li>• Benchmark services so that commissioners, service providers and others may better understand how well support is delivered relative to the outcomes agreed for service users</li> <li>• Encourage continuous improvement and best practice in supported living services</li> </ul>

			<ul style="list-style-type: none"> <li>• Help identify changes that would make it easier for providers to enable service users to achieve their personal outcomes</li> <li>• Encourage more collaborative working with providers, service users, their family and others so a multi-faceted view of 'quality' may be obtained</li> <li>• To have a clear sense of what quality means in practical terms in operational services</li> </ul>
Gender reassignment		X	<p>Access to support services is unlikely to be solely due to a person's gender identity. However, personal circumstances relating to a person's gender identity may have an impact on how support is delivered or the level/type of support required.</p> <p>The purpose of the QAF is to:</p> <ul style="list-style-type: none"> <li>• Benchmark services so that commissioners, service providers and others may better understand how well support is delivered relative to the outcomes agreed for service users</li> <li>• Encourage continuous improvement and best practice in supported living services</li> <li>• Help identify changes that would make it easier for providers to enable service users to achieve their personal outcomes</li> <li>• Encourage more collaborative working with providers, service users, their family and others so a multi-faceted view of 'quality' may be obtained</li> <li>• To have a clear sense of what quality means in practical terms in operational services</li> </ul>
Marriage & civil partnership		X	<p>It is possible that the cared for person may already be or get married, which would need to be taken into account when determining how to best meet any support needs.</p> <p>The purpose of the QAF is to:</p> <ul style="list-style-type: none"> <li>• Benchmark services so that commissioners, service providers and others may better understand how well support is delivered relative to the outcomes agreed for service users</li> <li>• Encourage continuous improvement and best practice in supported living services</li> </ul>

			<ul style="list-style-type: none"> <li>• Help identify changes that would make it easier for providers to enable service users to achieve their personal outcomes</li> <li>• Encourage more collaborative working with providers, service users, their family and others so a multi-faceted view of 'quality' may be obtained</li> <li>• To have a clear sense of what quality means in practical terms in operational services</li> </ul>
Pregnancy and maternity		X	<p>It is possible that the cared for person may become pregnant or have a young child, which would need to be taken into account when determining how to best meet any support needs.</p> <p>The purpose of the QAF is to:</p> <ul style="list-style-type: none"> <li>• Benchmark services so that commissioners, service providers and others may better understand how well support is delivered relative to the outcomes agreed for service users</li> <li>• Encourage continuous improvement and best practice in supported living services</li> <li>• Help identify changes that would make it easier for providers to enable service users to achieve their personal outcomes</li> <li>• Encourage more collaborative working with providers, service users, their family and others so a multi-faceted view of 'quality' may be obtained</li> <li>• To have a clear sense of what quality means in practical terms in operational services.</li> </ul>
Race		X	<p>Access to support is unlikely to be solely due to a person's race. However, personal circumstances relating to a person's race may have an impact on how support is delivered or the level/type of support required.</p> <p>The purpose of the QAF is to:</p> <ul style="list-style-type: none"> <li>• Benchmark services so that commissioners, service providers and others may better understand how well support is delivered relative to the outcomes agreed for service users</li> <li>• Encourage continuous improvement and best practice in supported living services</li> </ul>

			<ul style="list-style-type: none"> <li>• Help identify changes that would make it easier for providers to enable service users to achieve their personal outcomes</li> <li>• Encourage more collaborative working with providers, service users, their family and others so a multi-faceted view of 'quality' may be obtained</li> <li>• To have a clear sense of what quality means in practical terms in operational services.</li> </ul>
Religion or belief		X	<p>Access to support is unlikely to be solely due to a person's religion or belief. However, personal circumstances relating to a person's religion or belief may have an impact on how support is delivered or the level/type of support required.</p> <p>The purpose of the QAF is to:</p> <ul style="list-style-type: none"> <li>• Benchmark services so that commissioners, service providers and others may better understand how well support is delivered relative to the outcomes agreed for service users</li> <li>• Encourage continuous improvement and best practice in supported living services</li> <li>• Help identify changes that would make it easier for providers to enable service users to achieve their personal outcomes</li> <li>• Encourage more collaborative working with providers, service users, their family and others so a multi-faceted view of 'quality' may be obtained</li> <li>• To have a clear sense of what quality means in practical terms in operational services.</li> </ul>
Sex		X	<p>Access to support is unlikely to be solely due to a person's sex. However, personal circumstances relating to a person's sex may have an impact on how support is delivered or the level/type of support required.</p> <p>The purpose of the QAF is to:</p> <ul style="list-style-type: none"> <li>• Benchmark services so that commissioners, service providers and others may better understand how well support is delivered relative to the outcomes agreed for service users</li> <li>• Encourage continuous improvement and best practice in supported living services</li> </ul>

			<ul style="list-style-type: none"> <li>• Help identify changes that would make it easier for providers to enable service users to achieve their personal outcomes</li> <li>• Encourage more collaborative working with providers, service users, their family and others so a multi-faceted view of 'quality' may be obtained</li> <li>• To have a clear sense of what quality means in practical terms in operational services.</li> </ul>
Sexual orientation		X	<p>Access to support is unlikely to be solely due to a person's sexual orientation. However, personal circumstances relating to a person's sexual orientation may have an impact on how support is delivered or the level/type of support required.</p> <p>The purpose of the QAF is to:</p> <ul style="list-style-type: none"> <li>• Benchmark services so that commissioners, service providers and others may better understand how well support is delivered relative to the outcomes agreed for service users</li> <li>• Encourage continuous improvement and best practice in supported living services</li> <li>• Help identify changes that would make it easier for providers to enable service users to achieve their personal outcomes</li> <li>• Encourage more collaborative working with providers, service users, their family and others so a multi-faceted view of 'quality' may be obtained</li> <li>• To have a clear sense of what quality means in practical terms in operational services.</li> </ul>

**What action will be taken to improve positive or mitigate negative impacts?**

By undertaking a consultation process we will be able to better understand how a person's protected characteristics impacts them in their care and support needs.

b) How will the initiative assist or inhibit the ability to meet the **Public Sector Equality Duty**?

Public Sector Equality Duty (PSED)	+	-	+/-	Why will it have this impact?
To eliminate discrimination, harassment and victimisation	X			<p>One purpose of the QAF is to help identify changes that would make it easier for providers to enable service users to achieve and maintain greater independence and their individual outcomes. Supported Living schemes are community based services that seek to improve people’s independence as far as possible.</p> <p>A number themes and indicators within the tool supports PSRD, such as</p> <ul style="list-style-type: none"> <li>• There is evidence to demonstrate that the Provider is appropriately supporting Service Users to engage with their network of friends, family members, staff and the community at large.</li> <li>• When appropriate to do so, there is evidence that the Provider has encouraged Service Users, when appropriate, to seek voluntary or paid employment work</li> <li>• There is evidence to demonstrate that the Provider supports Service Users to engage with the community.</li> </ul> <p>Therefore, the QAF will contribute positively towards the Council’s PSED.</p>
To advance equality of opportunity between different groups	X			
To foster good relations between different groups	X			

**What action will be taken to improve positive or mitigate negative impacts?**

The consultation will enable people to highlight any unintended consequences of the QAF that may have a negative impact on PSED requirements.

#### 4. Community Cohesion/Social Exclusion/Poverty

	+	-	+/-	Why will it have this impact?
Community Cohesion	X			<p>Supported living schemes are typically community based, therefore this type of support contributes to community cohesion.</p> <p>A number themes and indicators within the tool supports PSRD, such as</p> <ul style="list-style-type: none"> <li>• There is evidence to demonstrate that the Provider is appropriately supporting Service Users to engage with their network of friends, family members, staff and the community at large.</li> <li>• When appropriate to do so, there is evidence that the Provider has encouraged Service Users, when appropriate, to seek voluntary or paid employment work</li> <li>• There is evidence to demonstrate that the Provider supports Service Users to engage with the community.</li> </ul>
Social Exclusion	X			<p>Supported living schemes are typically community based, with more than one individual with care and support needs residing in each. This type of support therefore positively contributes to social inclusion.</p> <p>A number themes and indicators within the tool supports PSRD, such as</p> <ul style="list-style-type: none"> <li>• There is evidence to demonstrate that the Provider is appropriately supporting Service Users to engage with their network of friends, family members, staff and the community at large.</li> <li>• When appropriate to do so, there is evidence that the Provider has encouraged Service Users, when appropriate, to seek voluntary or paid employment work</li> <li>• There is evidence to demonstrate that the Provider supports Service Users to engage with the community.</li> </ul>

Poverty			X	<p>Any charge for services will be in line with the Council's charging policy, which is compliant with legislation. As such, only those people who can afford to pay for a service will be expected to do so.</p> <p>A number themes and indicators within the tool supports PSRD, such as</p> <ul style="list-style-type: none"> <li>• There is evidence to demonstrate that the Provider is appropriately supporting Service Users to engage with their network of friends, family members, staff and the community at large.</li> <li>• When appropriate to do so, there is evidence that the Provider has encouraged Service Users, when appropriate, to seek voluntary or paid employment work</li> <li>• There is evidence to demonstrate that the Provider supports Service Users to engage with the community.</li> </ul>
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**What action will be taken to improve positive or mitigate negative impacts?**

The consultation will enable people to highlight any unintended consequences of the QAF that may have a negative impact.

**5. Welsh**

	+	-	+/-	Why will it have this effect?
<p>What effect does the initiative have on:</p> <ul style="list-style-type: none"> <li>- people's opportunities to use the Welsh language</li> </ul>			X	The Council will continue to offer services in Welsh and English.

- treating the Welsh and English languages equally			<b>X</b>	The Council will continue to offer services in Welsh and English.
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### What action will be taken to improve positive or mitigate negative impacts?

The Council currently has only a small number of staff with Welsh language skills working in the Directorate. However, opportunities for staff to use their language skills are promoted and training made available to those who wish to further develop their skills.

The proposals in the QAF do not include any planned reduction in human resource at the frontline. It is not therefore anticipated that they will have any effect on the service delivered to those who receive care and support from Adult Services and who wish the service they receive to be delivered through the medium of the Welsh language.

The QAF is written on the assumption that there will be no further financial or human resources available to Adult Services throughout the life of the QAF and that therefore, sustaining the current level of equality of treatment, in respect of the Welsh language, is the only realistically achievable aim.

Opportunities for staff to use their language skills will continue to be promoted and training will continue to be made available to those who wish to further develop their skills.

Contracts for commissioned services contain clauses to ensure the provider delivers services in line with the Welsh Language Act.

## 6. Biodiversity

How will the initiative assist or inhibit the ability to meet the **Biodiversity Duty**?

<b>Biodiversity Duty</b>	<b>+</b>	<b>-</b>	<b>+/-</b>	<b>Why will it have this impact?</b>
To maintain and enhance biodiversity			<b>X</b>	It is not expected that the Quality Assurance Framework will have any adverse effect on biodiversity or ecosystem resilience.
To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.			<b>X</b>	

**What action will be taken to improve positive or mitigate negative impacts?**

Not applicable.

## 7. Well-being of Future Generations

How have the five ways of working been applied in the development of the initiative?

Ways of Working	Details
i. <b>Long term</b> – looking at least 10 years (and up to 25 years) ahead	<p>This will help the long term wellbeing of people with learning disabilities and/or a mental health condition.</p> <p>A number of themes support this such as:</p> <ul style="list-style-type: none"> <li>• The Provider supports Service Users to make healthy lifestyle choices.</li> <li>• The Provider supports Service Users with Independence, supporting with daily living tasks, tenancy and achieving long and short term personal goals.</li> </ul>
ii. <b>Prevention</b> – preventing problems occurring or getting worse	<p>The QAF will provide a mechanism for monitoring the quality of service delivery in supported living schemes, and help to drive service improvements.</p> <p>A number of themes support this such as:</p> <ul style="list-style-type: none"> <li>• The Provider supports Service Users to make healthy lifestyle choices.</li> <li>• There is evidence in care planning documentation and elsewhere that the Provider is appropriately supporting Service Users to maintain full access to the range of healthcare services including the GP and Dentist.</li> </ul>
iii. <b>Collaboration</b> – working with other services internal or external	<p>The QAF will allow Social Services, Health and service providers to work together to ensure quality of service delivery is maintained/improved. The draft has been developed in partnership with SB UHB and provider of services</p> <p>There are a number of themes that support this such as:</p> <ul style="list-style-type: none"> <li>• There is evidence to suggest that the Provider consults with relevant professionals with special dietary requirements when required (e.g. SALT team) in accordance with needs</li> <li>• There is evidence in care planning documentation and elsewhere that the Provider is appropriately supporting Service Users to maintain full access to the range of healthcare services including the GP and Dentist.</li> </ul>

<p>iv. <b>Involvement</b> – involving people, ensuring they reflect the diversity of the population</p>	<p>This draft has been developed by Council officers, SBUHB and providers of services. With Members’ approval the draft will be subject to a 90 day public consultation to gain stakeholder input, opinion and feedback.</p> <p>There are a number of themes that support this such as:</p> <ul style="list-style-type: none"> <li>• There is evidence to demonstrate that the provider is <u>systematically</u> engaging with service users, their representatives, commissioners, staff and others to shape service improvement.</li> <li>• There is evidence that service improvement has been made following feedback</li> </ul>
<p>v. <b>Integration</b> – making connections to maximise contribution to:</p>	<p>The QAF contributes towards the objective of improving the wellbeing of adults who live in the county borough.</p> <p>One of the objectives of this QAF is to:</p> <ul style="list-style-type: none"> <li>• Encourage more collaborative working with providers, service users, their family and others so a multi-faceted view of ‘quality’ may be obtained</li> </ul>
<p><b>Council’s well-being objectives</b></p>	<p>To improve the wellbeing of all adults who live in the county borough.</p> <p>There are a number of themes that support this such as:</p> <ul style="list-style-type: none"> <li>• The Provider supports Service Users with Independence, supporting with daily living tasks, tenancy and achieving long and short term personal goals.</li> </ul>
<p><b>Other public bodies objectives</b></p>	<p>Create safe, confident and resilient communities, focusing on vulnerable people. Encouraging Ageing Well.</p> <ul style="list-style-type: none"> <li>• There are a number of themes that support this such as:</li> </ul> <p>There is evidence to demonstrate that the Provider supports Service Users to engage with the community.</p>

## 8. Monitoring Arrangements

Provide information on the monitoring arrangements to:

Monitor the impact of the initiative on Equalities, Community Cohesion, the Welsh Measure, Biodiversity Duty and the Wellbeing Objectives.

The 90 day consultation will enable people to highlight any unintended negative consequences of the QAF, which will then be considered when determining whether to continue to recommend the use of the QAF.

## 9. Assessment Conclusions

Please provide details of the conclusions reached in relation to each element of the assessment:

	<b>Conclusion</b>
<b>Equalities</b>	The consultation process will help us to better understand if a person's protected characteristics impact on them in relation to their care and support needs.
<b>Community Cohesion/ Social Exclusion/Poverty</b>	The consultation will enable people to highlight any unintended consequences of the QAF that may have a negative impact on PSED requirements.
<b>Welsh</b>	Services delivered or commissioned by Social Services will continue to comply with the Welsh Language Act.
<b>Biodiversity</b>	The Quality Assurance Framework has no impact on biodiversity.
<b>Well-being of Future Generations</b>	The Quality Assurance Framework meets the 5 ways of working

## Overall Conclusion

Please indicate the conclusion reached:

- **Continue** - as planned as no problems and all opportunities have been maximised
- **Make adjustments** - as potential problems/missed opportunities/negative impacts have been identified along with mitigating actions
- **Justification** - for continuing with the initiative even though there is a potential for negative impacts or missed opportunities
- **STOP** - redraft the initiative as actual or potential unlawful discrimination has been identified

Please provide details of the overall conclusion reached in relation to the initiative

The purpose of the QAF is to set out the criteria against which providers of Supported Living Schemes for adults with learning disabilities and/or mental health conditions in Neath Port Talbot are assessed. With Members' permission, the draft will be subject of a 90 day public consultation with a wide range of stakeholders. Should any negative impacts come to light these will be addressed and brought to Members' attention.

## 10. Actions

What actions are required in relation to obtaining further data/information, to reduce or remove negative impacts or improve positive impacts?

Action	Who will be responsible for seeing it is done?	When will it be done by?	How will we know we have achieved our objective?
Complete new IIA after consultation	Commissioning Officer - Policy & Strategy	August 2020	Completed IIA taking account of data/information obtained throughout the consultation process.
As the QAF is implemented, complete further IIAs in respect of any emerging unintended/unforeseen impact and include them in annual	Commissioning Officer - Policy & Strategy	Annually from 2021	The overall impact of the strategy and action plan on all those unpaid carers receiving support remains positive

monitoring reports to Members.			

### 11. Sign off

	Name	Position	Signature	Date
<b>Completed by</b>	Andrew Potts	Commissioning Officer	<b>C.Z.Howard</b>	18/2/2020
<b>Signed off by</b>	Angela Thomas	Head of Service/Director	<b>A.Thomas</b>	18/2/2020