

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 2	Chelé Zandra Howard	PO Commissioning	27.10.21

1. Details of the initiative

	Title of the Initiative: Quality Assurance Framework for Learning Disability & Mental Health Supported Living Services
1a	Service Area: Adult Services
1b	Directorate: Social Services, Health and Housing
1c	Summary of the initiative: 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.
1d	Is this a 'strategic decision'? No
1e	Who will be directly affected by this initiative? Adults with learning disabilities and/or mental health conditions whose assessed needs can be met by supported living.
1f	When and how were people consulted? A 90 day consultation took place between 27th of July 2021 and the 19th of September 2021. This consultation involved, general public, people that use supported living services, families of people that use supported living services and providers

	of supported living providers. Full details of the consultation strategy and the outcome of the consultation can be found in the accompanying consultation report at Appendix 2 of the Cabinet report to which this Impact Assessment relates (date of report 9 th December 2021)
1g	<p>What were the outcomes of the consultation?</p> <p>The consultation report sets out in detail the outcomes of the report. A number of changes were made to the QAF in response to feedback. Overall respondents were positive about the QAF and there was no indication that the QAF would have adverse impacts on people with protected characteristics or on other considerations covered by this impact assessment.</p>

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 October 2021) 12 adults with mental health needs in supported living placements commissioned by Neath Port Talbot Council, while this figure is 146 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				People with learning disabilities		
Age group	Female	Male	Total	Ethnicity	Female	Male	Total
20s	33	66	99	CHINESE		2	2
30s	33	44	77	OTHER		1	1
40s	25	25	50	OTHER MIXED		1	1
50s	28	21	49	WELSH	16	17	33
60s	21	23	44	WHITE BRITISH	136	163	299
70s	15	13	28	WHITE OTHER	1	1	2
80s	3		3	Not stated	5	7	12
Total	158	192	350	Total	158	192	350

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 (62%) of the total being male.

	People with mental health needs				People with mental health needs		
Age group	Female	Male	Total	Ethnicity	Female	Male	Total
40s	2		2				
50s	3	8	11	WELSH	3	2	5
60s	2	6	8	WHITE BRITISH	6	10	16
70s	1	4	5	Not stated	2	6	8
80s	1		1				
Total	11	18	29	Total	11	18	29

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

Ward	People with learning disabilities	Ward	People with learning disabilities
ABERAVON	8	GWYNFI	4
ALLTWEN	3	LOWER BRYNAMMAN	4
BAGLAN	17	MARGAM	3
BLAENGWRACH	3	NEATH EAST	28
BRITON FERRY EAST	15	NEATH NORTH	10
BRITON FERRY WEST	12	NEATH SOUTH	14
BRYN AND CWMAVON	14	ONLLWYN	6
BRYN-COCH NORTH	4	PONTARDAWE	17
BRYN-COCH SOUTH	15	PORT TALBOT	9
CADOXTON	4	RESOLVEN	2
CIMLA	6	RHOS	9
COEDFFRANC CENTRAL	14	SANDFIELDS EAST	19
COEDFFRANC NORTH	2	SANDFIELDS WEST	12
COEDFFRANC WEST	8	SEVEN SISTERS	3
CRYNANT	3	SWANSEA	9
CWMLLYNFELL	1	TAI-BACH	23
CYMMER	3	TONNA	6
DYFFRYN	9	TREBANOS	7
GLYNCORRWG	4	UNKNOWN OUTSIDE NEATH PORT TALBOT	1
GLYNNEATH	7	Not stated	2
GODRE'R GRAIG	3	Total	350
GWAUN-CAE-GURWEN	7		

Ward	People with mental health needs
ABERAVON	4
COEDFFRANC WEST	1
DYFFRYN	2
GWAUN-CAE-GURWEN	1
MARGAM	1
NEATH EAST	3
NEATH NORTH	2
PONTARDAWE	1
PORT TALBOT	1
RESOLVEN	2
SANDFIELDS EAST	1
SANDFIELDS WEST	6
TAI-BACH	2
TREBANOS	1
YSTALYFERA	1
Total	29

- Western Bay Population Needs Assessment <http://www.westernbaypopulationassessment.org/en/learning/>
- Summary Statistics for South West Wales Region <https://gov.wales/sites/default/files/statistics-and-research/2020-05/summary-statistics-south-west-wales-region-2020-958.pdf>
- Daffodil data <http://www.daffodilcymru.org.uk/>
- Stats Wales <https://statswales.gov.wales/Catalogue/Population-and-Migration/Population/Estimates/Local-Authority/populationestimates-by-localauthority-year> and <https://statswales.wales.gov.uk/Catalogue/Equality-and-Diversity/Sexual-Identity/SexualIdentity-by-Area-IdentityStatus>
- ONS data from 2011 <https://www.ons.gov.uk/census>
- Results from consultation process

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>Those aged in their 20s represent the largest age group for people with learning disabilities. For people with mental health needs, those in their 50s represent the largest age group.</p> <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. 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"> • 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 • Encourage continuous improvement and best practice in supported living services • Help identify changes that would make it easier for providers to enable service users to achieve their personal outcomes • Encourage more collaborative working with providers, service users, their family and others so a multi-faceted view of 'quality' may be obtained • To have a clear sense of what quality means in practical terms in operational services <p>As such it should have a positive impact on people with a protected characteristic</p>
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</p>

			<p>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"> • 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 • Encourage continuous improvement and best practice in supported living services • Help identify changes that would make it easier for providers to enable service users to achieve their personal outcomes • Encourage more collaborative working with providers, service users, their family and others so a multi-faceted view of 'quality' may be obtained • To have a clear sense of what quality means in practical terms in operational services <p>As such it should have a positive impact on people with a protected characteristic</p>
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. 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"> • 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 • Encourage continuous improvement and best practice in supported living services • Help identify changes that would make it easier for providers to enable service users to achieve their personal outcomes

			<ul style="list-style-type: none"> • Encourage more collaborative working with providers, service users, their family and others so a multi-faceted view of 'quality' may be obtained • To have a clear sense of what quality means in practical terms in operational services <p>As such it should have a positive impact on people with a protected characteristic</p>
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. 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"> • 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 • Encourage continuous improvement and best practice in supported living services • Help identify changes that would make it easier for providers to enable service users to achieve their personal outcomes • Encourage more collaborative working with providers, service users, their family and others so a multi-faceted view of 'quality' may be obtained • To have a clear sense of what quality means in practical terms in operational services <p>As such it should have a positive impact on people with a protected characteristic</p>
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. 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"> • 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 • Encourage continuous improvement and best practice in supported living services • Help identify changes that would make it easier for providers to enable service users to achieve their personal outcomes • Encourage more collaborative working with providers, service users, their family and others so a multi-faceted view of 'quality' may be obtained • To have a clear sense of what quality means in practical terms in operational services <p>As such it should have a positive impact on people with a protected characteristic</p>
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. 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"> • 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 • Encourage continuous improvement and best practice in supported living services • Help identify changes that would make it easier for providers to enable service users to achieve their personal outcomes • Encourage more collaborative working with providers, service users, their family and others so a multi-faceted view of 'quality' may be obtained

			<ul style="list-style-type: none"> To have a clear sense of what quality means in practical terms in operational services <p>As such it should have a positive impact on people with a protected characteristic</p>
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. 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"> 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 Encourage continuous improvement and best practice in supported living services Help identify changes that would make it easier for providers to enable service users to achieve their personal outcomes Encourage more collaborative working with providers, service users, their family and others so a multi-faceted view of 'quality' may be obtained To have a clear sense of what quality means in practical terms in operational services <p>As such it should have a positive impact on people with a protected characteristic</p>
Sex	x		<p>Males represent the largest group for people with learning disabilities and mental ill health.</p> <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. The aim of the QAF is to promote</p>

			<p>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"> • 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 • Encourage continuous improvement and best practice in supported living services • Help identify changes that would make it easier for providers to enable service users to achieve their personal outcomes • Encourage more collaborative working with providers, service users, their family and others so a multi-faceted view of 'quality' may be obtained • To have a clear sense of what quality means in practical terms in operational services <p>As such it should have a positive impact on people with a protected characteristic</p>
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. 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"> • 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 • Encourage continuous improvement and best practice in supported living services • Help identify changes that would make it easier for providers to enable service users to achieve their personal outcomes

			<ul style="list-style-type: none"> • Encourage more collaborative working with providers, service users, their family and others so a multi-faceted view of 'quality' may be obtained • To have a clear sense of what quality means in practical terms in operational services <p>As such it should have a positive impact on people with a protected characteristic</p>
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What action will be taken to improve positive or mitigate negative impacts?

The consultation process did not indicate that any further action needed to be undertaken to improve positive impacts or mitigate negative impacts.

If on implementation of the QAF it is identified that there are opportunities to improve positive impacts or mitigate negative impacts then the QAF will be reviewed.

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"> • 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. • When appropriate to do so, there is evidence that the Provider has encouraged Service Users, when appropriate, to seek voluntary or paid employment work • There is evidence to demonstrate that the Provider supports Service Users to engage with the community. <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 process did not indicate that any further action needed to be undertaken to improve positive impacts or mitigate negative impacts.

If on implementation of the QAF it is identified that there are opportunities to improve positive impacts or mitigate negative impacts then the QAF will be reviewed.

4. Socio Economic Duty

Impact	Details of the impact/advantage/disadvantage
Positive/Advantage	<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 mitigation of socio-economic disadvantage such as:</p> <ul style="list-style-type: none"> • A healthy lifestyle is always promoted in the scheme • Service Users have access to the full range of healthcare services and the staff team appropriately engages with social care and health professionals when appropriate • The Provider helps ensure that Service Users have a rich and varied range of activities/interests and engage appropriately with friends, family members and the community at large • When appropriate to do so, there is evidence that the Provider has encouraged Service Users, when appropriate, to seek voluntary or paid employment work
Negative/Disadvantage	No negative impacts identified
Neutral	No neutral impacts identified

What action will be taken to reduce inequality of outcome

The consultation process did not indicate that any further action needed to be undertaken to improve positive impacts or mitigate negative impacts.

If on implementation of the QAF it is identified that there are opportunities to improve positive impacts or mitigate negative impacts then the QAF will be reviewed

5. 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, reduce social exclusion and reduce poverty</p> <p>A number themes and indicators within the tool supports this area, such as</p> <ul style="list-style-type: none"> • 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. • When appropriate to do so, there is evidence that the Provider has encouraged Service Users, when appropriate, to seek voluntary or paid employment work • There is evidence to demonstrate that the Provider supports Service Users to engage with the community.
Social Exclusion	x			
Poverty	x			

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

The consultation process did not indicate that any further action needed to be undertaken to improve positive impacts or mitigate negative impacts.

If on implementation for the QAF it is identified that there are opportunities to improve positive impacts or mitigate negative impacts then the QAF will be reviewed

6. Welsh

	+	-	+/-	Why will it have this effect?
What effect does the initiative have on: – people’s opportunities to use the Welsh language			x	Will not have any impact on a person’s ability to have a service in their language of choice. Contracts for commissioned services contain clauses to ensure the provider delivers services in line with the Welsh Language Act.
– treating the Welsh and English languages equally			x	Will not have any impact on a person’s ability to have a service in their language of choice. Contracts for commissioned services contain clauses to ensure the provider delivers services in line with the Welsh Language Act.

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

The consultation process did not indicate that any further action needed to be undertaken to improve positive impacts or mitigate negative impacts.

If on implementation for the QAF it is identified that there are opportunities to improve positive impacts or mitigate negative impacts then the QAF will be reviewed

7. Biodiversity

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

Biodiversity Duty	+	-	+/-	Why will it have this impact?
To maintain and enhance biodiversity			x	Not applicable
To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.			x	Not applicable
What action will be taken to improve positive or mitigate negative impacts?				
Not applicable				

8. 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. Long term – 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"> The Provider supports Service Users to make healthy lifestyle choices.

	<ul style="list-style-type: none"> The Provider supports Service Users with Independence, supporting with daily living tasks, tenancy and achieving long and short term personal goals.
ii. Prevention – 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"> The Provider supports Service Users to make healthy lifestyle choices. 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.
iii. Collaboration – 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 providers of services</p> <p>There are a number of themes that support this such as:</p> <ul style="list-style-type: none"> 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 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.
iv. Involvement – involving people, ensuring they reflect the diversity of the population	<p>This has been subject to a full 90 day consultation and feedback from this consultation has directly influenced the QAF, examples of additional measures added as a result of consultation include:</p> <ul style="list-style-type: none"> There's evidence in each scheme that supports the view that the provider is clear on whether advocacy support would be required for each individual, and if so, what form would that take, and by whom. This should, as an example, take the form of an assessment. The scheme maintains the garden and outside areas to a sufficiently high standard. A signed copy of the tenancy agreement is on file and is considered appropriate for the individual. <p>There are a number of themes that support this such as:</p>

	<ul style="list-style-type: none"> • There is evidence to demonstrate that the provider is systematically engaging with service users, their representatives, commissioners, staff and others to shape service improvement. • There is evidence that service improvement has been made following feedback
v. Integration – making connections to maximise contribution to:	<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"> • Encourage more collaborative working with providers, service users, their family and others so a multi-faceted view of ‘quality’ may be obtained
Council’s well-being objectives	<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"> • The Provider supports Service Users with Independence, supporting with daily living tasks, tenancy and achieving long and short term personal goals.
Other public bodies objectives	<p>Create safe, confident and resilient communities, focusing on vulnerable people. Encouraging Ageing Well.</p> <p>There are a number of themes that support this such as:</p> <ul style="list-style-type: none"> • There is evidence to demonstrate that the Provider supports Service Users to engage with the community.

9. 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.

If on implementation for the QAF it is identified that there are opportunities to improve positive impacts or mitigate negative impacts then the QAF will be reviewed

10. Assessment Conclusions

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

	Conclusion
Equalities	<p>Will have a positive impact on people with protected characteristic as the QAF will support the continuous improvement and best practice in supported living services and help identify changes that would make it easier for providers to enable service users to achieve their personal outcomes.</p> <p>The consultation process did not indicate that any further action needed to be undertaken to improve positive impacts or mitigate negative impacts.</p>
Socio Economic Disadvantage	<p>Will have a positive impact on mitigating socio-economic disadvantage as there are a number of themes that help positively improve socio-economic factors.</p> <p>The consultation process did not indicate that any further action needed to be undertaken to improve positive impacts or mitigate negative impacts.</p>
Community Cohesion/ Social Exclusion/Poverty	<p>Will have a positive impact on community cohesion, social exclusion and poverty as a number of themes that help positively impact on these areas.</p> <p>The consultation process did not indicate that any further action needed to be undertaken to improve positive impacts or mitigate negative impacts.</p>
Welsh	<p>Neutral impact as will not have any impact on a person's ability to have a service in their language of choice. Contracts for commissioned services contain clauses to ensure the provider delivers services in line with the Welsh Language Act.</p>
Biodiversity	<p>Not applicable</p>
Well-being of Future Generations	<p>This will have a positive impact on meeting the five ways of working under the Well-being of Future Generation Act as a number of themes that help positively impact on these areas.</p> <p>The consultation process did not indicate that any further action needed to be undertaken to improve positive impacts or mitigate negative impacts.</p>

Overall Conclusion

Please indicate the conclusion reached:

- **Continue** - as planned as no problems and all opportunities have been maximised x
- **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.

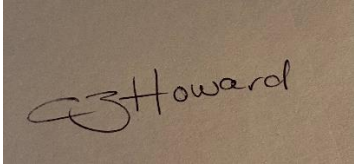
Feedback from the 90 day consultation has directly influenced the final version and this consultation did not indicate that any further action needed to be undertaken to improve positive impacts or mitigate negative impacts.

11. 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?
As the QAF is implemented, complete further IIAs in respect of any emerging unintended/unforeseen impact and include them in annual monitoring reports to Members.	Andrew Budden	As required but at least annually	The overall impact of the strategy and action plan on all those unpaid carers receiving support remains positive

12. Sign off

	Name	Position	Signature	Date
Completed by	Chelé Zandra Howard	PO Commissioning		27.10.21
Signed off by	Angela Thomas	Head of Service	A.Thomas	27.10.21