

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	06.05.22

1. Details of the initiative

	Title of the Initiative: Arrangements for the Provision of Domiciliary Care Services
1a	Service Area: Adult Services
1b	Directorate: Social Services, Health & Housing
1c	Summary of the initiative: <p>In 2017 Neath Port Talbot County Borough Council (the Council) established a DPS in order to commission individual packages of domiciliary care for people assessed as having an eligible need for such services.</p> <p>The DPS went live on 14.08.2017 and was established for a period of five years. As such the current arrangement will end on 13.08.2022.</p> <p>The planed intention was to undertake a competitive procurement process in order to establish a new DPS that would run from 14.08.22 onwards and that there would be a continuation of the current service model and commissioning approach.</p> <p>Due to the impact of COVID-19 on the social care system, Officers have been unable to undertake a competitive procurement process in order to re-procure a new DPS by 14.08.22.</p>

	<p>COVID-19 has created a level of market instability, resulting in a significant number of people waiting to commence a package of domiciliary care.</p> <p>In response to these challenges, it is proposed the Council pilot a new model of domiciliary care for a period of six months, within the Upper Valley Network area.</p> <p>It is requested that Officers extend the current DPS, whilst they undertake a pilot to test a new model of domiciliary care. This pilot will inform the re-procurement of a new DPS.</p> <p>The Public Contract Regulations 2015 require contracts for social services of a value exceeding £663,540 (inclusive of VAT) to be advertised on the UK e-notification service (Find a Tender). Furthermore, the Councils Contract Procedural Rules (CPRs) state that social care contracts which exceed the light touch regime threshold are subject to a requirement for competitive tendering.</p> <p>It is therefore requested that Members give permission to suspend Rule 11 of the Councils CPRs and give permission for the Head of Adult Services to extend the current DPS for a period of 12 months, with an option to extend for a further period of 12 months. This period being subject to the Council being able to terminate the DPS early by providing three months' notice to the providers.</p> <p>It is also proposed that the Council begin to rebalance the domiciliary care market by increasing its in house provision (Community Wellbeing Team – CWT).</p>
1d	Is this a 'strategic decision' Both Strategic and operational
1e	<p>Who will be directly affected by this initiative?</p> <ul style="list-style-type: none"> • People requiring domiciliary care • Staff delivering domiciliary care
1f	<p>When and how were people consulted?</p> <p>The commissioning proposals are informed by information received through the following means:</p> <ul style="list-style-type: none"> • Service User feedback collected as part of our annual contract monitoring. • Social work assessments and reviews, which are person centred and based on the views and wishes of service users. • Complaints from service users and/or their families and/or advocate

	<ul style="list-style-type: none"> • MP and Elected Member contact
1g	<p>What were the outcomes of the consultation?</p> <p>Service user's value domiciliary care but waiting times to commence a service can be long, which can impact on the outcomes and wellbeing of service users and their families.</p>

2. Evidence

What evidence was used in assessing the initiative?

- Monitoring reviews of the services
- Brokerage data
- Social Services routinely collects data as part of the assessment/review process of individuals and carers, which is reported annually to Welsh Government.
- Data on complaints, MP and Elected Member contact
- Data on people receiving domiciliary care
- Daffodil data <http://www.daffodilcymru.org.uk/>
- West Glamorgan Population Needs Assessment <http://www.westernbay.org.uk/1306-2/>
- NPT CBC Adults Plan <https://www.npt.gov.uk/media/14700/plan-for-adult-social-care-2019-2022.pdf?v=20210914151908>

The below shows a breakdown of service delivery in the Upper Valley Network area. However, please note that the pilot will be for new placements and will not impact on existing placements.

Ward	Clients	Providers	Weekly hours	Avg hrs per client
Alt-Wen	10	6	337.5	33.75
Blaengwrach	10	4	142.5	14.25
Crynant	13	3	242.8	18.68
Cwmllynfell	5	2	95.7	19.14
Glynneath	20	4	203.3	10.17
Godre'r Graig	2	2	29.8	14.90
Gwaun-Cae-Gurwen	18	3	167.2	9.29
Lower Brynamman	8	3	86	10.75
Onllwyn	4	1	47.8	11.95
Pontardawe	23	7	288.5	12.54
Resolven	14	4	152.2	10.87
Rhos	12	6	240.5	20.04
Seven Sisters	11	2	99.5	9.05
Trebanos	6	5	39.7	6.62
Ystalyfera	12	5	152.2	12.68
Total	168		2325.2	13.84
As at 5th May 2022				

The below information is in relation to all people receiving a domiciliary care service in NPT

Age group	Clients
20s	2
30s	9
40s	17
50s	37
60s	81
70s	155
80s	250
90s	146
100+	7
Grand Total	704

Gender	Clients
FEMALE	456
MALE	248
Grand Total	704

Nationality	Clients
BANGLADESHI	1
BLACK CARIBBEAN	2
OTHER	2
OTHER BLACK	1
WELSH	229
WHITE BRITISH	336
WHITE IRISH	2
WHITE OTHER	2
WHITE/SCOTTISH	2
Not stated	127
Grand Total	704

Marrital Status	Clients
DIVORCED	43
MARRIED	229
NOT DISCLOSED	1
PARTNERS	5
SEPARATED	8
SINGLE	84
WIDOWED	235
NOT STATED	99
Grand Total	704

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><u>Pilot</u> The majority of people receiving a service will be aged over 65.</p> <p>77% of people already receiving a domiciliary care service in the Upper Valley Network area are 70+</p> <p>The pilot should have a positive impact as it aims to offer people a more flexible, personalised and outcome focused service as well as reducing waiting times for commencing a package of care.</p> <p>The pilot does not make any changes to the eligibility criteria for domiciliary care.</p> <p>Providers of domiciliary care (both commissioned and in-house) develop a service delivery plan in conjunction with the service user. This plan is person centred and will take into account any specific requirements resulting from a persons protected characteristic to ensure that there is equality of outcomes</p> <p>The contract with commissioned providers has clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Domiciliary care is regulated by Care Inspectorate Wales and inspections take place to ensure that the provider meets the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p>

			<p>All domiciliary care services operating on behalf of NPT CBC are monitored by the Common Commissioning Unit (CCU), which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns about the service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>NPT in house domiciliary care service (Community Wellbeing Team) have monitoring systems in place to ensure that staff are adequately trained and meet relevant standards (i.e. for administration of medication, manual handling). Further monitoring systems are in place to ensure that the service delivered is of a good quality and meets a person's personal outcomes. These monitoring systems will also enable the service to identify whether there are unintended consequences which may impact on people with a protected characteristic.</p> <p>The pilot will be monitored and evaluated to understand if its impact has positively improved outcomes for people requiring domiciliary care, including reducing the time a person waits to commence a package of care. This will also help to identify any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The pilot will not result in changes to employee's current terms and conditions.</p> <p>There are contractual clauses within the contract relating to compliance with employment law.</p> <p><u>Entering Into a New Contract</u> The majority of people receiving a service will be aged over 65.</p>
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			<p>78% of people receiving a service are over the age of 70</p> <p>The age range for people delivering the services will be over the age of 16.</p> <p>Entering into new contracts should have a positive impact because it enables the continuation of an existing service and so there will be no disruption to services that people rely on.</p> <p>There are no changes to the nature or scope of services to be provided (with exception of the 6 month pilot – please see above), the proposal is to enter into a new contract on the same terms as the previous contract.</p> <p>The new contract does not make any changes to the current provision or eligibility criteria for service users.</p> <p>All employees of the provider will, or has, received equality and diversity training.</p> <p>The contract will have clauses relating to ensuring providers compliance with the relevant equalities legislation.</p> <p>The Service is regulated by Care Inspectorate Wales and inspections take place to ensure that the providers meet the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>The Service will be monitored by the CCU (which includes receiving staff and service user feedback) and the Unit will also analyse any complaints and safeguarding referrals relating to the Service. This will ensure that the Council can identify if there are any concerns about the Service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p>
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			<p>The provider is contractually required to implement monitoring systems, which will also help to identify if any aspect of the Service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Entering into a new contract will result in no changes to employees of the Provider that deliver the Service.</p> <p>There are no changes to the nature or scope of services to be provided, the proposal is to enter into new contracts to continue with the current provision (with exception of the 6 month pilot – please see above). As such there will not be changes to employee’s current working arrangements.</p> <p>There are contractual clauses within the contract relating to compliance with employment law.</p> <p><u>Rebalancing the Market</u> The age range of staff is mixed</p> <p>Staff will have the relevant qualifications and be registered with Social Care Wales</p> <p>Staff recruitment will be in line with HR policies, process and all relevant legislation.</p> <p>There will be no changes to staff terms and conditions, including job descriptions.</p>
Disability	x		<p><u>Pilot</u> The majority of people receiving a service will have a disability or old age frailty.</p> <p>The pilot should have a positive impact as it aims to offer people a more flexible, personalised and outcome focused service, as well as reducing waiting times for commencing a package of care.</p>

			<p>The pilot does not make any changes to the eligibility criteria for domiciliary care.</p> <p>Providers of domiciliary care (both commissioned and in-house) develop a service delivery plan in conjunction with the service user. This plan is person centred and will take into account any specific requirements resulting from a persons protected characteristic to ensure that there is equality of outcomes</p> <p>The contract with commissioned providers has clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Domiciliary care is regulated by Care Inspectorate Wales and inspections take place to ensure that the provider meets the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All domiciliary care services operating on behalf of NPT CBC are monitored by the CCU, which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns about the service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The pilot will be monitored to understand if its impact has positively improved outcomes for people requiring domiciliary care, including reducing the time a person waits to commence a package of care. This will also help to identify any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The pilot will not result in changes to employee's current terms and conditions.</p>
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			<p>There are contractual clauses within the contract relating to compliance with employment law.</p> <p><u>Entering Into a New Contract</u></p> <p>The majority of people receiving a service will have a disability or old age frailty.</p> <p>Entering into new contracts should have a positive impact because it enables the continuation of an existing service and so there will be no disruption to services that people rely on.</p> <p>There are no changes to the nature or scope of services to be provided (with exception of the 6 month pilot – please see above), the proposal is to enter into a new contract on the same terms as the previous contract.</p> <p>The new contract does not make any changes to the current provision or eligibility criteria for service users.</p> <p>All employees of the provider will, or has, received equality and diversity training.</p> <p>The contract will have clauses relating to ensuring providers compliance with the relevant equalities legislation.</p> <p>The Service is regulated by Care Inspectorate Wales and inspections take place to ensure that the providers meet the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>The Service will be monitored by the CCU (which includes receiving staff and service user feedback) and the Unit will also analyse any complaints and safeguarding referrals relating to the Service. This will ensure that the Council can identify if there are any concerns about the Service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p>
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Gender reassignment	x		<p><u>Pilot</u> This service is delivered across all genders and gender identities. Staff employed by the providers will be from across the spectrum of genders and gender identities.</p> <p>The pilot should have a positive impact as it aims to offer people a more flexible, personalised and outcome focused service as well as reducing waiting times for commencing a package of care.</p>

			<p>The pilot does not make any changes to the eligibility criteria for domiciliary care.</p> <p>Providers of domiciliary care (both commissioned and in-house) develop a service delivery plan in conjunction with the service user. This plan is person centred and will take into account any specific requirements resulting from a persons protected characteristic to ensure that there is equality of outcomes</p> <p>The contract with commissioned providers has clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Domiciliary care is regulated by Care Inspectorate Wales and inspections take place to ensure that the Provider meets the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All domiciliary care services operating on behalf of NPT CBC are monitored by the CCU, which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns about the service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The pilot will be monitored to understand if its impact has positively improved outcomes for people requiring domiciliary care, including reducing the time a person waits to commence a package of care. This will also help to identify any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The pilot will not result in changes to employee's current terms and conditions.</p>
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			<p>There are contractual clauses within the contract relating to compliance with employment law.</p> <p><u>Entering Into a New Contract</u></p> <p>This service is delivered across all genders and gender identities. Staff employed by the providers will be from across the spectrum of genders and gender identities.</p> <p>Entering into new contracts should have a positive impact because it enables the continuation of an existing service and so there will be no disruption to services that people rely on.</p> <p>There are no changes to the nature or scope of services to be provided (with exception of the 6 month pilot – please see above), the proposal is to enter into a new contract on the same terms as the previous contract.</p> <p>The new contract does not make any changes to the current provision or eligibility criteria for service users.</p> <p>All employees of the provider will, or has, received equality and diversity training.</p> <p>The contract will have clauses relating to ensuring providers compliance with the relevant equalities legislation.</p> <p>The Service is regulated by Care Inspectorate Wales and inspections take place to ensure that the providers meet the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>The Service will be monitored by the CCU (which includes receiving staff and service user feedback) and the Unit will also analyse any complaints and safeguarding referrals relating to the Service. This will ensure that the Council can</p>
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			<p>identify if there are any concerns about the Service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The provider is contractually required to implement monitoring systems, which will also help to identify if any aspect of the Service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Entering into a new contract will result in no changes to employees of the Provider that deliver the Service.</p> <p>There are no changes to the nature or scope of services to be provided, the proposal is to enter into new contracts to continue with the current provision (with exception of the 6 month pilot – please see above). As such there will not be changes to employee’s current working arrangements.</p> <p>There are contractual clauses within the contract relating to compliance with employment law.</p> <p><u>Rebalancing the Market</u> Staff recruitment will be in line with HR policies, process and all relevant legislation.</p> <p>Staff will have the relevant qualifications and be registered with Social Care Wales</p> <p>There will be no changes to staff terms and conditions, including job descriptions.</p>
Marriage & civil partnership	x		<p><u>Pilot</u> People that are part of this pilot may be married or in a civil partnership. Staff that deliver the service may be married or in a civil partnership.</p>

			<p>The pilot should have a positive impact as it aims to offer people a more flexible, personalised and outcome focused service as well as reducing waiting times for commencing a package of care. In addition long waiting times to commence a package of care can put strain on informal caring relationships, such a husband/wife careering for their partner.</p> <p>The pilot does not make any changes to the eligibility criteria for domiciliary care.</p> <p>Providers of domiciliary care (both commissioned and in-house) develop a service delivery plan in conjunction with the service user. This plan is person centred and will take into account any specific requirements resulting from a persons protected characteristic to ensure that there is equality of outcomes</p> <p>The contract with commissioned providers has clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Domiciliary care is regulated by Care Inspectorate Wales and inspections take place to ensure that the Provider meets the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All domiciliary care services operating on behalf of NPT CBC are monitored by the CCU, which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns about the service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p>
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			There will be no changes to staff terms and conditions, including job descriptions.
Pregnancy and maternity		x	<p><u>Pilot</u> It is unlikely that people impacted by the pilot will have a protected characteristic due to their pregnancy/maternity status. Employees of providers may have a protected characteristic due to their pregnancy/maternity status.</p> <p>The pilot will not result in changes to employee’s current terms and conditions.</p> <p>There are contractual clauses within the contract relating to compliance with employment law.</p> <p><u>Entering Into a New Contract</u> There will be no changes to an employee’s current terms and conditions.</p> <p>There are contractual clauses within the contract relating to compliance with employment law.</p> <p><u>Rebalancing the Market</u> Staff recruitment will be in line with HR policies, process and all relevant legislation.</p> <p>There will be no changes to staff terms and conditions, including job descriptions.</p>
Race	x		<p><u>Pilot</u> This service is delivered across all ethnic groups. Employees of providers may have a protected characteristic due to their race.</p> <p>The pilot should have a positive impact as it aims to offer people a more flexible, personalised and outcome focused service as well as reducing waiting times for commencing a package of care.</p>

			<p>The pilot does not make any changes to the eligibility criteria for domiciliary care.</p> <p>Providers of domiciliary care (both commissioned and in-house) develop a service delivery plan in conjunction with the service user. This plan is person centred and will take into account any specific requirements resulting from a persons protected characteristic to ensure that there is equality of outcomes</p> <p>The contract with commissioned providers has clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Domiciliary care is regulated by Care Inspectorate Wales and inspections take place to ensure that the Provider meets the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All domiciliary care services operating on behalf of NPTCBC are monitored by the CCU, which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns about the service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The pilot will be monitored to understand if its impact has positively improved outcomes for people requiring domiciliary care, including reducing the time a person waits to commence a package of care. This will also help to identify any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The pilot will not result in changes to employee's current terms and conditions.</p>
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			<p>identify if there are any concerns about the Service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The provider is contractually required to implement monitoring systems, which will also help to identify if any aspect of the Service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Entering into a new contract will result in no changes to employees of the Provider that deliver the Service.</p> <p>There are no changes to the nature or scope of services to be provided, the proposal is to enter into new contracts to continue with the current provision (with exception of the 6 month pilot – please see above). As such there will not be changes to employee’s current working arrangements.</p> <p>There are contractual clauses within the contract relating to compliance with employment law.</p> <p><u>Rebalancing the Market</u> Staff recruitment will be in line with HR policies, process and all relevant legislation.</p> <p>Staff will have the relevant qualifications and be registered with Social Care Wales</p> <p>There will be no changes to staff terms and conditions, including job descriptions.</p>
Religion or belief	x		<p><u>Pilot</u> This service is delivered to people across all religions/beliefs. Employees of providers may have a protected characteristic due to their religion/belief.</p>

			<p>The pilot should have a positive impact as it aims to offer people a more flexible, personalised and outcome focused service as well as reducing waiting times for commencing a package of care.</p> <p>The pilot does not make any changes to the eligibility criteria for domiciliary care.</p> <p>Providers of domiciliary care (both commissioned and in-house) develop a service delivery plan in conjunction with the service user. This plan is person centred and will take into account any specific requirements resulting from a persons protected characteristic to ensure that there is equality of outcomes</p> <p>The contract with commissioned providers has clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Domiciliary care is regulated by Care Inspectorate Wales and inspections take place to ensure that the Provider meets the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All domiciliary care services operating on behalf of NPT CBC are monitored by the CCU, which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns about the service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The pilot will be monitored to understand if its impact has positively improved outcomes for people requiring domiciliary care, including reducing the time a person</p>
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			<p>waits to commence a package of care. This will also help to identify any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The pilot will not result in changes to employee’s current terms and conditions.</p> <p>There are contractual clauses within the contract relating to compliance with employment law.</p> <p><u>Entering Into a New Contract</u></p> <p>This service is delivered to people across all religions/beliefs. Employees of providers may have a protected characteristic due to their religion/belief.</p> <p>Entering into new contracts should have a positive impact because it enables the continuation of an existing service and so there will be no disruption to services that people rely on.</p> <p>There are no changes to the nature or scope of services to be provided (with exception of the 6 month pilot – please see above), the proposal is to enter into a new contract on the same terms as the previous contract.</p> <p>The new contract does not make any changes to the current provision or eligibility criteria for service users.</p> <p>All employees of the provider will, or has, received equality and diversity training.</p> <p>The contract will have clauses relating to ensuring providers compliance with the relevant equalities legislation.</p>
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			<p>The Service is regulated by Care Inspectorate Wales and inspections take place to ensure that the providers meet the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>The Service will be monitored by the CCU (which includes receiving staff and service user feedback) and the Unit will also analyse any complaints and safeguarding referrals relating to the Service. This will ensure that the Council can identify if there are any concerns about the Service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The provider is contractually required to implement monitoring systems, which will also help to identify if any aspect of the Service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Entering into a new contract will result in no changes to employees of the Provider that deliver the Service.</p> <p>There are no changes to the nature or scope of services to be provided, the proposal is to enter into new contracts to continue with the current provision (with exception of the 6 month pilot – please see above). As such there will not be changes to employee’s current working arrangements.</p> <p>There are contractual clauses within the contract relating to compliance with employment law.</p> <p><u>Rebalancing the Market</u></p> <p>Staff recruitment will be in line with HR policies, process and all relevant legislation.</p> <p>Staff will be have the relevant qualifications and be registered with Social Care Wales</p>
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			There will be no changes to staff terms and conditions, including job descriptions.
Sex	x		<p><u>Pilot</u> This service is delivered across all genders. Employees of providers may have a protected characteristic due to their sex.</p> <p>60% of people already receiving a domiciliary care service in the Upper Valley Network area are female.</p> <p>This service is delivered to people across all religions/beliefs. The pilot should have a positive impact as it aims to offer people a more flexible, personalised and outcome focused service as well as reducing waiting times for commencing a package of care.</p> <p>The pilot does not make any changes to the eligibility criteria for domiciliary care.</p> <p>Providers of domiciliary care (both commissioned and in-house) develop a service delivery plan in conjunction with the service user. This plan is person centred and will take into account any specific requirements resulting from a persons protected characteristic to ensure that there is equality of outcomes</p> <p>The contract with commissioned providers has clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Domiciliary care is regulated by Care Inspectorate Wales and inspections take place to ensure that the Provider meets the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All domiciliary care services operating on behalf of NPT CBC are monitored by the CCU, which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will</p>

			<p>ensure that the Council can identify if there are any concerns about the service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The pilot will be monitored to understand if its impact has positively improved outcomes for people requiring domiciliary care, including reducing the time a person waits to commence a package of care. This will also help to identify any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The pilot will not result in changes to employee's current terms and conditions.</p> <p>There are contractual clauses within the contract relating to compliance with employment law.</p> <p><u>Entering Into a New Contract</u></p> <p>This service is delivered across all genders. Employees of providers may have a protected characteristic due to their sex.</p> <p>64% of people receiving a service are female.</p> <p>Entering into new contracts should have a positive impact because it enables the continuation of an existing service and so there will be no disruption to services that people rely on.</p>
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			<p>There are no changes to the nature or scope of services to be provided (with exception of the 6 month pilot – please see above), the proposal is to enter into a new contract on the same terms as the previous contract.</p> <p>The new contract does not make any changes to the current provision or eligibility criteria for service users.</p> <p>All employees of the provider will, or has, received equality and diversity training.</p> <p>The contract will have clauses relating to ensuring providers compliance with the relevant equalities legislation.</p> <p>The Service is regulated by Care Inspectorate Wales and inspections take place to ensure that the providers meet the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>The Service will be monitored by the CCU (which includes receiving staff and service user feedback) and the Unit will also analyse any complaints and safeguarding referrals relating to the Service. This will ensure that the Council can identify if there are any concerns about the Service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The provider is contractually required to implement monitoring systems, which will also help to identify if any aspect of the Service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Entering into a new contract will result in no changes to employees of the Provider that deliver the Service.</p> <p>There are no changes to the nature or scope of services to be provided, the proposal is to enter into new contracts to continue with the current provision (with</p>
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			<p>exception of the 6 month pilot – please see above). As such there will not be changes to employee’s current working arrangements.</p> <p>There are contractual clauses within the contract relating to compliance with employment law.</p> <p><u>Rebalancing the Market</u> The majority of domiciliary care workers are female.</p> <p>Staff recruitment will be in line with HR policies, process and all relevant legislation.</p> <p>Staff will be have the relevant qualifications and be registered with Social Care Wales</p> <p>There will be no changes to staff terms and conditions, including job descriptions.</p>
Sexual orientation	x		<p><u>Pilot</u> This service is delivered across all sexual orientations. Employees of providers may have a protected characteristic due to their sexual orientation.</p> <p>This service is delivered to people across all religions/beliefs. The pilot should have a positive impact as it aims to offer people a more flexible, personalised and outcome focused service as well as reducing waiting times for commencing a package of care.</p> <p>The pilot does not make any changes to the eligibility criteria for domiciliary care.</p> <p>Providers of domiciliary care (both commissioned and in-house) develop a service delivery plan in conjunction with the service user. This plan is person centred and will take into account any specific requirements resulting from a persons protected characteristic to ensure that there is equality of outcomes</p>

			<p>The contract with commissioned providers has clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Domiciliary care is regulated by Care Inspectorate Wales and inspections take place to ensure that the Provider meets the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All domiciliary care services operating on behalf of NPT CBC are monitored by the CCU, which includes receiving staff and service user feedback and the Unit will also analyse any complaints and safeguarding referrals relating to the services. This will ensure that the Council can identify if there are any concerns about the service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Commissioned providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The pilot will be monitored to understand if its impact has positively improved outcomes for people requiring domiciliary care, including reducing the time a person waits to commence a package of care. This will also help to identify any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The pilot will not result in changes to employee's current terms and conditions.</p> <p>There are contractual clauses within the contract relating to compliance with employment law.</p> <p><u>Entering Into a New Contract</u></p> <p>This service is delivered across all sexual orientations. Employees of providers may have a protected characteristic due to their sexual orientation.</p>
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			<p>Entering into new contracts should have a positive impact because it enables the continuation of an existing service and so there will be no disruption to services that people rely on.</p> <p>There are no changes to the nature or scope of services to be provided (with exception of the 6 month pilot – please see above), the proposal is to enter into a new contract on the same terms as the previous contract.</p> <p>The new contract does not make any changes to the current provision or eligibility criteria for service users.</p> <p>All employees of the provider will, or has, received equality and diversity training.</p> <p>The contract will have clauses relating to ensuring providers compliance with the relevant equalities legislation.</p> <p>The Service is regulated by Care Inspectorate Wales and inspections take place to ensure that the providers meet the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>The Service will be monitored by the CCU (which includes receiving staff and service user feedback) and the Unit will also analyse any complaints and safeguarding referrals relating to the Service. This will ensure that the Council can identify if there are any concerns about the Service, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The provider is contractually required to implement monitoring systems, which will also help to identify if any aspect of the Service has led to unintended/unidentified negative impacts on people with a protected characteristic.</p>
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			<p>Entering into a new contract will result in no changes to employees of the Provider that deliver the Service.</p> <p>There are no changes to the nature or scope of services to be provided, the proposal is to enter into new contracts to continue with the current provision (with exception of the 6 month pilot – please see above). As such there will not be changes to employee’s current working arrangements.</p> <p>There are contractual clauses within the contract relating to compliance with employment law.</p> <p><u>Rebalancing the Market</u></p> <p>Staff recruitment will be in line with HR policies, process and all relevant legislation.</p> <p>Staff will have the relevant qualifications and be registered with Social Care Wales</p> <p>There will be no changes to staff terms and conditions, including job descriptions.</p>
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What action will be taken to improve positive or mitigate negative impacts?

- Monitoring of the Service by the CCU
- Analysis of any complaints and safeguarding referrals relating to the Service by the CCU
- Analysis of CIW Inspection Reports on the Service by the CCU
- Analysis of Provider monitoring data by the CCU
- Monitoring of the pilot by the CCU
- Spot checking Electronic Call Monitoring logs by the CCU
- Obtaining feedback from service users involved in the pilot by the CCU
- Feedback from social worker assessment and reviews of those service users involved in the pilot
- Evaluation of the pilot by the CCU

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				Will support people with care needs to remain safe in their own home.
To advance equality of opportunity between different groups				Enables people with care needs to have equality of opportunity to remain living in their own home.
To foster good relations between different groups				Enables people with care needs to remain in their local communities.

What action will be taken to improve positive or mitigate negative impacts?
<ul style="list-style-type: none"> • Monitoring of the Service by the CCU • Analysis of any complaints and safeguarding referrals relating to the Service by the CCU • Analysis of CIW Inspection Reports on the Service by the CCU • Analysis of Provider monitoring data by the CCU • Monitoring of the pilot by the CCU • Spot checking Electronic Call Monitoring logs by the CCU • Obtaining feedback from service users involved in the pilot by the CCU • Feedback from social worker assessment and reviews of those service users involved in the pilot • Evaluation of the pilot by the CCU

4. Socio Economic Duty

Impact	Details of the impact/advantage/disadvantage
Positive/Advantage	<p>Domiciliary care helps to support people that may be more likely to have a low socio-economic status to manage their health and wellbeing needs and enables people to achieve their personal outcomes.</p> <p>Rebalancing the market will create new employment opportunities within the Council, which will have a positive economic impact within Neath Port Talbot.</p>
Negative/Disadvantage	
Neutral	<p>There will be no change to the Councils fairer charging policy in relation to receiving domiciliary care.</p> <p>For employees of the providers, their employment will continue.</p>

What action will be taken to reduce inequality of outcome
<ul style="list-style-type: none"> • Monitoring of the Service by the CCU • Analysis of any complaints and safeguarding referrals relating to the Service by the CCU • Analysis of CIW Inspection Reports on the Service by the CCU • Analysis of Provider monitoring data by the CCU • Monitoring of the pilot by the CCU • Spot checking Electronic Call Monitoring logs by the CCU • Obtaining feedback from service users involved in the pilot by the CCU • Feedback from social worker assessment and reviews of those service users involved in the pilot • Evaluation of the pilot by the CCU

5. Community Cohesion/Social Exclusion/Poverty

	+	-	+/-	Why will it have this impact?
Community Cohesion	x			Enables people with care needs to remain in their local communities.
Social Exclusion	x			Enables people with care needs to remain in their local communities.
Poverty	x			There will be no change to the Councils fairer charging policy in relation to receiving domiciliary care. Rebalancing the market will create new employment opportunities within the Council, which will have a positive economic impact. For employees of the providers, their employment will continue.

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

- Monitoring of the Service by the CCU
- Analysis of any complaints and safeguarding referrals relating to the Service by the CCU
- Analysis of CIW Inspection Reports on the Service by the CCU
- Analysis of Provider monitoring data by the CCU
- Monitoring of the pilot by the CCU
- Spot checking Electronic Call Monitoring logs by the CCU
- Obtaining feedback from service users involved in the pilot by the CCU
- Feedback from social worker assessment and reviews of those service users involved in the pilot
- Evaluation of the pilot by the CCU

6. Welsh

	+	-	+/-	Why will it have this effect?
What effect does the initiative have on: – people’s opportunities to use the Welsh language	x			The contract will continue to require commissioned providers to deliver the service to the service users in their chosen first language. Domiciliary care providers are bound by employment legislation relating to the Welsh Language Staff recruitment into CWT will be in line with HR policies, process and all relevant legislation.
– treating the Welsh and English languages equally	x			The contract will continue to require commissioned providers to deliver the service to the service users in their chosen first language. Domiciliary care providers are bound by employment legislation relating to the Welsh Language Staff recruitment into CWT will be in line with HR policies, process and all relevant legislation.

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

- Monitoring of the Service by the CCU
- Analysis of any complaints and safeguarding referrals relating to the Service by the CCU
- Analysis of CIW Inspection Reports on the Service by the CCU
- Analysis of Provider monitoring data by the CCU
- Monitoring of the pilot by the CCU
- Spot checking Electronic Call Monitoring logs by the CCU
- Obtaining feedback from service users involved in the pilot by the CCU
- Feedback from social worker assessment and reviews of those service users involved in the pilot
- Evaluation of the pilot by the CCU

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	N/A
To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.			x	N/A

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

N/A

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	These services play an essential part in supporting people to retain their independence and live safely within their own homes and local communities. The services help to support people with achievement of their long term health and wellbeing outcomes.

	The pilot proposal will help to ensure that there are sustainable services that are more reactive and responsive to individual need.
ii. Prevention – preventing problems occurring or getting worse	<p>The pilot will prevent deterioration of a service user’s independence that could be caused by delays in commencing a package of support. In addition it will help prevent deterioration in a person independence due to delayed hospital discharge.</p> <p>These services will prevent the need for more institutionalised care such as a care home admission.</p>
iii. Collaboration – working with other services internal or external	Involves working with providers of domiciliary care and the in-house CWT. It also involves more personalised working with service users in the development of their care.
iv. Involvement – involving people, ensuring they reflect the diversity of the population	<p>The pilot aims to offer a more person centred approach to the delivery of care, which is more flexible to a person’s individual needs. Feedback from service users and providers (including staff) will be obtained as part of the pilot evaluation.</p> <p>Providers are asked to obtain service user feedback in order to inform the delivery and performance of the service. Service user feedback is also gathered as part of contract monitoring.</p>
v. Integration – making connections to maximise contribution to:	Is underpinned by the values and principles of the Social Services and Wellbeing Act 2014, by offering maximum voice and control to service users and by ensuring market stability.
Council’s well-being objectives	To improve the well-being of all adults who live in the county borough by delivering services that support their independence and safeguards them from harm.
Other public bodies objectives	The pilot aims to support the reduction of delayed transfer of care from hospitals.

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.

- Monitoring of the Service by the CCU
- Analysis of any complaints and safeguarding referrals relating to the Service by the CCU
- Analysis of CIW Inspection Reports on the Service by the CCU
- Analysis of Provider monitoring data by the CCU
- Monitoring of the pilot by the CCU
- Spot checking Electronic Call Monitoring logs by the CCU
- Obtaining feedback from service users involved in the pilot by the CCU
- Feedback from social worker assessment and reviews of those service users involved in the pilot
- Evaluation of the pilot by the CCU

10. Assessment Conclusions

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

	Conclusion
Equalities	The indication is that the proposal will have a positive impact, however systems will be in place that will allow officers to check that the proposal is having its intended outcomes and not resulting in any unintended negative consequences for people with a protected characteristic.
Socio Economic Disadvantage	The indication is that the proposal will have a positive impact, however systems will be in place that will allow officers to check that the proposal is having its intended outcomes and not resulting in any unintended negative consequences for people in regards to social economic disadvantages.
Community Cohesion/ Social Exclusion/Poverty	The indication is that the proposal will have a positive impact, however systems will be in place that will allow officers to check that the proposal is having its intended outcomes and not resulting in any unintended negative consequences for people in regards to community cohesion, social exclusion and/or poverty.

Welsh	The indication is that the proposal will have a positive impact, however systems will be in place that will allow officers to check that the proposal is having its intended outcomes and not resulting in any unintended negative consequences for people wishing to use the Welsh Language.
Biodiversity	Not applicable to the proposal under review.
Well-being of Future Generations	The indication is that the proposal will have a positive impact, however systems will be in place that will allow officers to check that the proposal is having its intended outcomes and not resulting in any unintended negative consequences against the aims of the well-being of future generations.

Overall Conclusion

Please indicate the conclusion reached:

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

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

- No negative impacts identified at this stage and the indication is that the impact will be positive.
- Processes are in place to monitor the impact for any unintended negative consequences.

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?
Monitoring of the Service by the Common Commissioning Unit	PO Commissioning	Annually	Monitoring reports
Analysis of any complaints and safeguarding referrals	PO Commissioning	Ongoing as they are received	Investigation reports and corrective action plans

relating to the Service by the Common Commissioning Unit			
Analysis of CIW Inspection Reports on the Service by the Common Commissioning Unit	PO Commissioning	As they are published	Monitoring reports
Analysis of Provider monitoring data by the Common Commissioning Unit	PO Commissioning	Annually	Monitoring reports
Development of evaluation criteria to monitor impact of the pilot	PO Commissioning	Prior to commencement	Evaluation tools
Monitoring of the pilot by Common Commissioning Unit	PO Commissioning	On commencement of pilot	Evaluation report
Spot checking Electronic Call Monitoring logs by Common Commissioning Unit	PO Commissioning	On commencement of pilot	Evaluation report
Obtaining feedback from service users involved in the pilot by Common Commissioning Unit	PO Commissioning	On commencement of pilot	Evaluation report
Feedback from social worker assessment and reviews of those service users involved in the pilot	PO Integrated Community Services	On commencement of pilot	Assessment and review documentation
Evaluation of pilot by Common Commissioning Unit	PO Commissioning	On conclusion of pilot	Evaluation report
Ensure contract has clauses relating to compliance with relevant equalities legislation	PO Commissioning	Before service commences	Contract
Ensure contract has clauses around Welsh Language	PO Commissioning	Before service commences	Contract
Provider to implement own monitoring systems	Provider	On commencement of service	Monitoring reports

12. Sign off

	Name	Position	Signature	Date
Completed by	Chelé Zandra Howard	PO Commissioning	C.Z.Howard	06.05.22
Signed off by	Angela Thomas	Head of Service	A.Thomas	06.05.22