

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	Chelé Zandra Howard	PO Commissioning	01.08.22

1. Details of the initiative

	Title of the Initiative: Procurement of a Specialist Domiciliary Care Framework
1a	Service Area: Adult Services
1b	Directorate: Social Services, Housing And Community Safety
1c	Summary of the initiative: To establish a Framework for the provision of specialist domiciliary care services for adults and children with a range of specialist needs. <ul style="list-style-type: none">• Lot 1 – Provision of domiciliary care to adults with needs relating to their learning disability and/or mental ill health.• Lot 2 – Provision of care to adults with complex needs relating to their learning disability and/or mental ill health.• Lot 3 – Provision of specialist domiciliary care to children and young people in their family home.• Lot 4 – Provision of specialist domiciliary care to adults in order to support respite arrangements for their unpaid carers. <p>The intention is for Neath Port Talbot County Borough Council ("the Council") and Swansea Bay University Health Board ("SB UHB") to use this Framework, where appropriate, to purchase new services.</p>

1d	Is this a 'strategic decision'? Yes
1e	Who will be directly affected by this initiative? People that require these services in the future.
1f	When and how were people consulted? People who require these services will be engaged with as part of the procurement process.
1g	What were the outcomes of the consultation? People who require these services will be able to inform the procurement process.

2. Evidence

What evidence was used in assessing the initiative?

Presently the number of adults with complex needs receiving specialist domiciliary care in their own home is relatively low, with only 40 people in receipt of such services as at May 2022. The number of children and young people receiving specialist domiciliary care in their family home is also low, with only 25 individuals receiving this service in the 2021-2022 financial year. There is insufficient data regarding these people to gain any meaningful information that will inform this Impact Assessment, one of the benefits of undertaking the proposal to establish frameworks and coordinate placement activity through the Common Commissioning Unit (CCU), is that the Council will be better placed in terms of data collection .

Information to assess this proposal has come from:

Care assessment and plans

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>

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>

NPT CBC Adults Plan <https://www.npt.gov.uk/media/14700/plan-for-adult-social-care-2019-2022.pdf?v=20210914151908>

NPT CBC Children and Young People Services Plan <https://www.npt.gov.uk/media/16040/cyps-plan-2019-22.pdf?v=20210810131153>

2011 Census information (2021 information not yet published in full) <https://www.nomisweb.co.uk/>

2021 Census information <https://www.ons.gov.uk/releases/initialfindingsfromthe2021censusinenglandandwales>

National Social Care Data for Wales <https://www.socialcaredata.wales/>

Welsh Government Statistics <https://gov.wales/sexual-orientation-2019>

NPT CBC Market Stability Report (to be published)

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			The services to be commissioned will be delivered to people across the spectrum of ages, who have an eligible assessed care and support need for the service. The care will be person centred based on the persons care plan and as such will be responsive to any requirements that a person has by virtue of their age.

			<p>A person's eligibility to receive a service is not based on their age and the establishment of a framework will not impact on the established eligibility criteria for domiciliary care.</p> <p>All the people identified for the services will have agreed to receive this service and will be involved the development of their individual care and support plan. The care and support plan will identify any specific needs, including those relating to any protected characteristics that the person may have, which will ensure that there is equality of outcomes.</p> <p>Providers of domiciliary care develop a service delivery plan in conjunction with the person requiring the service. 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 services will have a positive impact as it delivers specialist support in line with a persons identified needs and preferred outcomes, so that they are able to continue living independently in their own homes. This aims to give equality of opportunity to people with care and support needs by reducing the need for insterutionised care models.</p> <p>The intention of this proposal is to undertake a procurement exercise to establish a framework of providers and for all placement activity to be coordinated by the brokerage team. This will be beneficial for people that will require domiciliary care services as there will be more providers to meet anticipated demands, improved contact terms, improved quality standards and better data to inform ongoing commissioning needs.</p> <p>The proposal does not create a change that will disadvantage a particular group and does not impact on available resources that can be deployed to support people that require support for which this service may not be appropriate for.</p>
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			<p>The tender process will ensure that suitably experienced providers deliver the services (i.e. experienced is delivering domiciliary care services to people with disabilities). The contract will have clauses relating to ensuring compliance with the relevant equalities legislation. In addition the procurement process includes questions regarding equalities legislation.</p> <p>The service will be monitored by the CCU (which will include receiving feedback from people who use the services and staff) and the Unit will also analyse any complaints and safeguarding referrals regarding the services to identify if there are any concerns regarding the services having a negative impact on people with a protected characteristic. The providers will also be required to implement their own monitoring systems, which will also help to identify if any aspect of the service has led to unintended/unidentified negative impacts.</p> <p>Domiciliary Care is regulated by Care Inspectorate Wales (CIW) and inspections will take place by CIW to ensure that the Provider meets the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All staff delivering the service will receive equality and diversity training as part of their induction.</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>There are contractual clauses relating to compliance with employment law.</p>
Disability	x		<p>All people that are eligible for the services will be eligible due to their disability as the services are a way of supporting people with a disability to achieve their identified outcomes.</p>

			<p>The care will be person centred based on the persons care plan and as such will be responsive to any requirements that a person has by virtue of their disability.</p> <p>All the people identified for the services will have agreed to receive this service and will be involved the development of their individual care and support plan. The care and support plan will identify any specific needs, including those relating to any protected characteristics that the person may have, which will ensure that there is equality of outcomes.</p> <p>Providers of domiciliary care develop a service delivery plan in conjunction with the person requiring the service. 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 services will have a positive impact as it delivers specialist support in line with a persons identified needs and preferred outcomes, so that they are able to continue living independently in their own homes. This aims to give equality of opportunity to people with care and support needs by reducing the need for insterutionised care models.</p> <p>The intention of this proposal is to undertake a procurement exercise to establish a framework of providers and for all placement activity to be coordinated by the brokerage team. This will be beneficial for people that will require domiciliary care services as there will be more providers to meet anticipated demands, improved contact terms, improved quality standards and better data to inform ongoing commissioning needs.</p> <p>The proposal does not create a change that will disadvantage a particular group and does not impact on available resources that can be deployed to support people that require support for which this service may not be appropriate for.</p>
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Gender reassignment	x		<p>The services to be commissioned will be delivered to people across the spectrum of gender identities, who have an eligible assessed care and support need for the service. The care will be person centred based on the persons care plan and as such will be responsive to any requirements that a person has by virtue of their gender identity.</p>

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Marriage & civil partnership	x		<p>The services to be commissioned will be delivered to adults that may have a protected characteristic by virtue of their marriage/civil partnership status, who have an eligible assessed care and support need for the service. The care will be person centred based on the persons care plan and as such will be responsive to any requirements that a person has by virtue of their marriage/civil partnership status.</p>

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Pregnancy and maternity	x		<p>The services to be commissioned will be delivered to adults that may have a protected characteristic by virtue of their pregnancy/maternity status, who have an eligible assessed care and support need for the service. The care will be person centred based on the persons care plan and as such will be responsive to any requirements that a person has by virtue of their pregnancy/maternity status.</p>

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Race	x		<p>The services to be commissioned will be delivered to people that may have a protected characteristic by virtue of their racial identity, who have an eligible assessed care and support need for the service. The care will be person centred based on the persons care plan and as such will be responsive to any requirements that a person has by virtue of their racial identity.</p>

			<p>A person's eligibility to receive a service is not based on their racial identity partnership status and the establishment of a framework will not impact on the established eligibility criteria for domiciliary care.</p> <p>All the people identified for the services will have agreed to receive this service and will be involved the development of their individual care and support plan. The care and support plan will identify any specific needs, including those relating to any protected characteristics that the person may have, which will ensure that there is equality of outcomes.</p> <p>Providers of domiciliary care develop a service delivery plan in conjunction with the person requiring the service. 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 services will have a positive impact as it delivers specialist support in line with a persons identified needs and preferred outcomes, so that they are able to continue living independently in their own homes. This aims to give equality of opportunity to people with care and support needs by reducing the need for insterutionised care models.</p> <p>The intention of this proposal is to undertake a procurement exercise to establish a framework of providers and for all placement activity to be coordinated by the brokerage team. This will be beneficial for people that will require domiciliary care services as there will be more providers to meet anticipated demands, improved contact terms, improved quality standards and better data to inform ongoing commissioning needs.</p> <p>The proposal does not create a change that will disadvantage a particular group and does not impact on available resources that can be deployed to support people that require support for which this service may not be appropriate for.</p>
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Religion or belief	x		<p>The services to be commissioned will be delivered to a person that may have a protected characteristic by virtue of their religion or belief, who have an eligible assessed care and support need for the service. The care will be person centred based on the persons care plan and as such will be responsive to any requirements that a person has by virtue of their religion/belief.</p>

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Sex	x		<p>The services to be commissioned will be delivered to people across the spectrum of sexes that may have a protected characteristic by virtue of their sex, who have an eligible assessed care and support need for the service. The care will be person centred based on the persons care plan and as such will be responsive to any requirements that a person has by virtue of their sex.</p>

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Sexual orientation	x		<p>The services to be commissioned will be delivered to people that may have a protected characteristic by virtue of their sexual orientation, who have an eligible assessed care and support need for the service. The care will be person centred based on the persons care plan and as such will be responsive to any requirements that a person has by virtue of their sexual orientation.</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
- Better collection of data by the CCU
- Contractual clauses around equalities
- Procurement process to include questions regarding equalities legislation.

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				Enables people with a disability to live independently in their own homes within the community. As such, people will not be discriminated against being able to live at home due to having a disability.
To advance equality of opportunity between different groups				People with a disability will be supported to have an equal opportunity to live in their own home within their community. This advances equality of opportunity between people with a disability and people without a disability.
To foster good relations between different groups				The service will help people to remain as members of their local community. This helps to foster good relations between people with a disability and people without a disability.

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4. Socio Economic Duty

Impact	Details of the impact/advantage/disadvantage
Positive/Advantage	Domiciliary care helps to support people that may be more likely to have a low socio-economic status due to their disabilities to manage their health and wellbeing needs, mitigates the negative impacts of their disability on their wider lives and enables people to achieve their personal outcomes.
Negative/Disadvantage	
Neutral	There will be no change to the Council's fairer charging policy in relation to people receiving the service. The fairer charging thresholds are set by Welsh Government.

What action will be taken to reduce inequality of outcome

- 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
- Better collection of data by the CCU

5. Community Cohesion/Social Exclusion/Poverty

	+	-	+/-	Why will it have this impact?
Community Cohesion	x			Enables people with care needs to live in their local communities as opposed to having to move out of their local area and into institutionalised care settings, which helps ensure cohesive communities.
Social Exclusion	x			Enables people with care needs to live in their local communities as opposed to having to move out of their local area and into institutionalised care settings, which could result in social exclusion.
Poverty			x	There will be no change to the Councils fairer charging policy in relation to receiving domiciliary care.

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
- Better collection of data by the CCU

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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 obligate the provider to deliver the service in the residents chosen first language
– treating the Welsh and English languages equally	x			The contract will obligate the provider to deliver the service in the residents chosen first language

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 • Better collection of data 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	<p>Domiciliary care requires car travel. However, these impacts can be minimised and the impact overall is low. Furthermore, domiciliary care is an essential service that provides significant benefits to people with a disability.</p> <p>Providers look to minimise the amount of time staff travel between care calls through effective planning of the staff rota and Welsh Government are implementing initiatives to support a move to electric cars within domiciliary care.</p>
To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.			x	<p>Domiciliary care requires car travel. However, these impacts can be minimised and the impact overall is low. Furthermore, domiciliary care is an essential service that provides significant benefits to people with a disability.</p> <p>Providers look to minimise the amount of time staff travel between care calls through effective planning of the staff rota and Welsh Government are implementing initiatives to support a move to electric cars within domiciliary care.</p>

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

- CCU to review provider rotas as part of monitoring to ensure that rotas are effective in minimising time and distance staff travel by car.
- Council to work with Welsh Government on implementing initiatives to support a move to electric cars within domiciliary care.

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	The service intends to provide enabling support that helps people to maximise their long term independence. Will also 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	Will prevent deterioration of a service user’s independence that could be caused by delays in commencing a package of support. Will prevent the need for more institutionalised care such as a care home admission.
iii. Collaboration – working with other services internal or external	Involves working with providers of domiciliary care, the health board and also involves personalised working with service users in the development of their care.
iv. Involvement – involving people, ensuring they reflect the diversity of the population	Will offer a person centred approach to the delivery of care, which is flexible to a person’s individual needs. The things that are important to the people receiving a service will form the basis of the persons care and support plan as they are involved in coproducing their care plans.
v. Integration – making connections to maximise contribution to:	
Council’s well-being objectives	To improve the well-being of all adults who live in the county borough by meeting the identified social care needs of those assessed as requiring a package of domiciliary care in order to meet their identified needs and outcomes. To improve the wellbeing of children and young people by meeting the identified social care needs of those assessed as requiring a package of domiciliary care in order to meet their identified needs and outcomes.

Other public bodies objectives	Will support the reduction of delayed transfer of care from hospitals by increasing availability of care services.

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.

<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 • Better collection of data by the CCU • CCU to review provider rotas as part of monitoring to ensure that rotas are affective in minimising time and distance staff travel by car.

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 poverty.
Welsh	The indication is that the proposal will have a neutral 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	Domiciliary care requires car travel. However, these impacts can be minimised and the impact overall is low. Furthermore, domiciliary care is an essential service that provides significant benefits to people with a disability. Providers look to minimise the amount of time staff travel between care calls through effective planning of the staff rota and Welsh Government are implementing initiatives to support a move to electric cars within domiciliary care.
Well-being of Future Generations	The indication is that the proposal will have a neutral 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

<p>Overall, this proposal will have a positive impact and processes are in place to monitor the impact for any unintended consequences and to mitigate any potential negative impacts.</p> <p>The proposal does not create a change that will disadvantage a particular group and does not impact on available resources that can be deployed to support people that require support for which this service may not be appropriate for.</p>

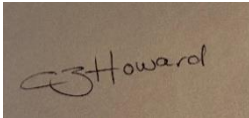
11. Actions

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	Chelé Zandra Howard	Within first 3 months of service commencing and then annually. Additional monitoring if issues identified	Monitoring report
Analysis of any complaints and safeguarding referrals relating to the Service by the Common Commissioning Unit	Chelé Zandra Howard	As required	Monitoring report
Analysis of CIW Inspection Reports on the Service by the Common Commissioning Unit	Chelé Zandra Howard	As published by CIW	Monitoring report
Analysis of Provider monitoring data by the Common Commissioning Unit	Chelé Zandra Howard	Annually	Monitoring report
Provider to implement monitoring systems	Provider	Before service commences	Monitoring reports
All placements to be made through brokerage in order to improve data collection	Chelé Zandra Howard	On contract commencement	Established brokerage process and collection of data
Contract clauses relating to ensuring compliance with the relevant equalities legislation.	Chelé Zandra Howard	In line with procurement timeline	Contract includes required clauses

Procurement process to include questions regarding equalities legislation	Chelé Zandra Howard	In line with procurement timeline	Procurement questions to include relevant questions
Contract to obligate the provider to deliver the service in the residents chosen first language	Chelé Zandra Howard	In line with procurement timeline	Contract includes required clauses
All staff delivering the service will receive equality and diversity training.	Provider	As part of staff induction training	Training records
Common Commissioning Unit to review provider rotas to ensure that rotas are effective in minimising time and distance staff travel by car.	Chelé Zandra Howard	Annually	Monitoring reports
Common Commissioning Unit to work with Welsh Government on implementing initiatives to support a move to electric cars within domiciliary care.	Chelé Zandra Howard	On notification of initiatives	Opportunities for electric car use is maximised in line with Welsh Government initiatives

12. Sign off

	Name	Position	Signature	Date
Completed by	Chelé Zandra Howard	PO Commissioning		01.08.22
Signed off by	Angela Thomas	Head of Service	A.Thomas	01.08.22