

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	Hayley Short	PO Commissioning	28/08/2023

1. Details of the initiative

	Title of the Initiative: Commissioning of care and support services for three Supported Living Schemes.
1a	Service Area: Adult Services
1b	Directorate: Social Services, Health and Housing
1c	Summary of the initiative: To obtain Member approval to undertake a procurement exercise for the provision of care and support within three supported living schemes and for the Head of Adult Services to receive delegated authority to enter into a contract with the winning bidder.
1d	Is this a 'strategic decision'? Yes
1e	Who will be directly affected by this initiative? People with a mental health and/or learning disability that are assessed as requiring specially adapted accommodation.
1f	When and how were people consulted?

	Case managers will discuss the option to move into the schemes if it is identified that the scheme can meet their eligible social care needs. Those that are identified to move into the scheme will be invited to take part in the procurement evaluation will be supported to do so. In addition, discussions will take place with those identified to move into the scheme to understand what is important to them, this will directly inform the contract.
1g	What were the outcomes of the consultation? The service models will be designed around the feedback from discussions with those that are identified to move into the scheme. The care and support that will be delivered is in line with the persons individual care plan.

2. Evidence

What evidence was used in assessing the initiative?

The development of the supported living schemes forms part of our Adult Services strategy to expand alternative accommodation models for people with complex needs; “putting them at the heart of the progression model of care”.

Officers have worked with Care Management over a number of years to identify where service development is required to enable Individuals to move on from high cost, more restrictive models of care when they are ready to do so. The supported living model offers a stepping stone to support individuals with a mental health and/or learning disability to progress to more independent living with appropriate levels of support.

Officers have reviewed care plans, assessment documentation and had discussions with people to identify individuals who are ready to progress from residential placements to supported living. There will also be consideration of individuals moving from independent accommodation settings as they require higher levels of support.

Data in relation to the people identified to move into the scheme has not been included in this IIA as it is could identify personal information about the people

Adult Services Strategy 2023-2026 - [appendix-1-draft-adult-services-strategy-2023-26-may2023.docx \(live.com\)](#)

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>The service to be commissioned will be delivered to adults across a range of ages. 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. Although the people identified to move into the scheme are of working age, their eligibility to receive a service is not based on their age and they will be able to continue to receive the service once they become non-working age, as long as the service is still suitable to meet their eligible needs.</p> <p>All the people identified for the service will have agreed to receive this service and will be involved in developing the service model and tender pack. Any person that would like to play a part of the evaluation will be able to do so. This will help ensure that if any unidentified and unintended negative impacts arise, they will be identified and officers will look at processes to try mitigate them.</p> <p>The tender process will ensure that a suitably experienced provider delivers the service (i.e. experienced is delivering 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 Common Commissioning Unit (which includes receiving resident's feedback) and the Unit will also analyse any complaints and safeguarding referrals regarding the scheme to identify if there are any concerns regarding the service having a negative impact on people with a protected characteristic. The provider 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>

				All staff delivering the service will receive equality and diversity training.
Disability	x			<p>The service to be commissioned will have a positive impact on people as the service will be more personalised than traditional support models such as care homes and will support those moving into the scheme to achieve greater levels of independence. The service will increase the range of accommodation and support options for people with a disability.</p> <p>All the people identified for the service will have agreed to receive this service and will be involved in developing the service model and tender pack. Any person that would like to play a part of the evaluation will be able to do so. This will help ensure that if any unidentified and unintended negative impacts arise, they will be identified and officers will look at processes to try mitigate them.</p> <p>Although all the people identified will have indicated that they would like to move, it is acknowledged that moving into a service can be difficult and cause some anxiety and that this may be intensified in people with a disability (for example somebody may have a diagnosis of anxiety and find the process of moving to be overwhelming, or somebody may have a learning difficulty/disability that means they find it hard to understand information, or somebody may have a neurological difficulty/disability that makes it harder for them to get used to new routines and people) . We will have in place a progression plan to support people to develop new skills in readiness for the move and to help people transition into the new scheme. In addition, we will commission some additional hours of support for the first few weeks (number of weeks will be dependent on the needs of the individual resident) to help ensure that they have all the support they need to settle into their new home.</p> <p>The tender process will ensure that a suitably experienced provider delivers the service (i.e. experienced is delivering services to people with disabilities). The contract will have clauses relating to ensuring compliance with the relevant</p>

			<p>equalities legislation. In addition, the procurement process includes questions regarding equalities legislation.</p> <p>The service will be monitored by the Common Commissioning Unit and the Unit will also analyse any complaints and safeguarding referrals regarding the scheme to identify if there are any concerns regarding the service having a negative impact on people with a protected characteristic. The provider 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>All staff delivering the service will receive equality and diversity training.</p>
Gender reassignment		x	<p>The service to be commissioned will be delivered to adults across the spectrum of gender identities and/or gender transitioning. 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/ gender transition (for example they may need support in making and attending medical appointments or support with medication relating to the gender reassignment process, or they may also need help to identify and attend support/social groups relating to gender reassignment). Their eligibility to receive a service is not based on their gender identity and they would be able to continue to receive the service if their gender identity changed at a later date, as long as the service is still suitable to meet their eligible needs (i.e. a change of service would not be because of a change to their gender identity).</p> <p>All the people identified for the service will have agreed to receive this service and will be involved in developing the service model and tender pack. Any person that would like to play a part of the evaluation will be able to do so. This will help ensure that if any unidentified and unintended negative impacts arise, they will be identified and officers will look at processes to try mitigate them.</p> <p>The tender process will ensure that a suitably experienced provider delivers the service (i.e. experienced is delivering services to people with disabilities). The</p>

			<p>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 Common Commissioning Unit and the Unit will also analyse any complaints and safeguarding referrals regarding the scheme to identify if there are any concerns regarding the service having a negative impact on people with a protected characteristic. The provider 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>All staff delivering the service will receive equality and diversity training.</p>
Marriage & civil partnership		x	<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 marriage/civil partnership. Their eligibility to receive a service is not based on their marriage/civil partnership and they would be able to continue to receive if marriage/civil partnership status changed at a later date, as long as the service is still suitable to meet their eligible needs (i.e., a change of service would not be because of a change to their marriage/civil partnership status).</p> <p>All the people identified for the service will have agreed to receive this service and will be involved in developing the service model and tender pack. Any person that would like to play a part of the evaluation will be able to do so. This will help ensure that if any unidentified and unintended negative impacts arise, they will be identified and officers will look at processes to try mitigate them.</p> <p>The tender process will ensure that a suitably experienced provider delivers the service (i.e. experienced is delivering 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 Common Commissioning Unit and the Unit will also analyse any complaints and safeguarding referrals regarding the scheme to identify if there are any concerns regarding the service having a negative impact on people with a protected characteristic. The provider 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>All staff delivering the service will receive equality and diversity training.</p>
Pregnancy and maternity		x	<p>None of the people identified currently have a protected characteristic by virtue of their pregnancy/maternity status. However, it is possible that they may experience pregnancy/maternity at a later date.</p> <p>The accommodation will be one bedroom and shared living space so would no longer be suitable to meet the person's needs due to maternity. However, if the person continues to have eligible care and support needs that requires social services intervention, a new service will be identified in partnership with the person that would better meet their needs. Moving from the scheme may be unsettling for the person, however this would be taken into account when supporting the person to move into a different service.</p> <p>All the people identified for the service will have agreed to receive this service and will be involved in developing the service model and tender pack. Any person that would like to play a part of the evaluation will be able to do so. This will help ensure that if any unidentified and unintended negative impacts arise, they will be identified and officers will look at processes to try mitigate them.</p> <p>The tender process will ensure that a suitably experienced provider delivers the service (i.e. experienced is delivering 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>

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Race		x	<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 race (for example support to access social activities or groups). Their eligibility to receive a service is not based on their race.</p> <p>All the people identified for the service will have agreed to receive this service and will be involved in developing the service model and tender pack. Any person that would like to play a part of the evaluation will be able to do so. This will help ensure that if any unidentified and unintended negative impacts arise, they will be identified and officers will look at processes to try mitigate them.</p> <p>The tender process will ensure that a suitably experienced provider delivers the service (i.e. experienced is delivering 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 Common Commissioning Unit and the Unit will also analyse any complaints and safeguarding referrals regarding the scheme to identify if there are any concerns regarding the service having a negative impact on people with a protected characteristic. The provider will also be required to</p>

			<p>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>All staff delivering the service will receive equality and diversity training.</p>
Religion or belief		x	<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 religion/belief (for example support accessing a place of worship, attending groups, managing a particular diet, etc). Their eligibility to receive a service is not based on their religion/belief.</p> <p>All the people identified for the service will have agreed to receive this service and will be involved in developing the service model and tender pack. Any person that would like to play a part of the evaluation will be able to do so. This will help ensure that if any unidentified and unintended negative impacts arise, they will be identified and officers will look at processes to try mitigate them.</p> <p>The tender process will ensure that a suitably experienced provider delivers the service (i.e. experienced is delivering 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 Common Commissioning Unit and the Unit will also analyse any complaints and safeguarding referrals regarding the scheme to identify if there are any concerns regarding the service having a negative impact on people with a protected characteristic. The provider 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>All staff delivering the service will receive equality and diversity training.</p>

Sex			<p>The service to be commissioned will be delivered to adults across the spectrum of sexes. 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. Their eligibility for the service is not based on their sex.</p> <p>All the people identified for the service will have agreed to receive this service and will be involved in developing the service model and tender pack. Any person that would like to play a part of the evaluation will be able to do so. This will help ensure that if any unidentified and unintended negative impacts arise, they will be identified and officers will look at processes to try mitigate them.</p> <p>The tender process will ensure that a suitably experienced provider delivers the service (i.e. experienced is delivering 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 Common Commissioning Unit and the Unit will also analyse any complaints and safeguarding referrals regarding the scheme to identify if there are any concerns regarding the service having a negative impact on people with a protected characteristic. The provider 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>All staff delivering the service will receive equality and diversity training.</p>
Sexual orientation			<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 sexual orientation (for example support to access social activities or groups). Their eligibility to receive a service is not based on their sexual orientation.</p> <p>All the people identified for the service will have agreed to receive this service and will be involved in developing the service model and tender pack. Any person that</p>

			<p>would like to play a part of the evaluation will be able to able to do so. This will help ensure that if any unidentified and unintended negative impacts arise, they will be identified and officers will look at processes to try mitigate them.</p> <p>The tender process will ensure that a suitably experienced provider delivers the service (i.e. experienced is delivering 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 Common Commissioning Unit and the Unit will also analyse any complaints and safeguarding referrals regarding the scheme to identify if there are any concerns regarding the service having a negative impact on people with a protected characteristic. The provider 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>All staff delivering the service will receive equality and diversity training.</p>
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What action will be taken to improve positive or mitigate negative impacts?

- Commissioning team to monitor the service through the yearly contract monitoring process to ensure compliance with relevant legislation and guidance.
- Commissioning team to monitor safeguarding referrals and complaints regarding the service.
- Implement transition plan for those moving into the service.
- Provider to implement monitoring systems.

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			Enables people with a disability to live independently in their own tenancies within the community. As such, people will not be discriminated against being able to have their own tenancy and home due to having a disability.
To advance equality of opportunity between different groups	x			People with a disability will have an equal opportunity to live in their own home within their community as those who do not have a disability.
To foster good relations between different groups	x			The community based nature of the service will help people to access community services and be active members of their local community.

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

- Link in with non-statutory and third sector services to help connect people to their communities.
- Commissioning team to monitor the service through the yearly contract monitoring process to ensure compliance with relevant legislation and guidance.
- Commissioning team to monitor safeguarding referrals and complaints regarding the service.
- Implement transition plan for those moving into the service.
- Provider to implement monitoring systems.

4. Socio Economic Duty

Impact	Details of the impact/advantage/disadvantage
Positive/Advantage	Will have a positive impact as people will be supported to access eligible benefits and also supported, where appropriate, to access education, employment or volunteering opportunities. In addition, people will be supported to make healthy lifestyle choices, including nutrition, exercise and social activities. This will help improve their socio-economic status.
Negative/Disadvantage	
Neutral	

What action will be taken to reduce inequality of outcome

- Link in with non-statutory and third sector services to help connect people to their communities.
- Commissioning team to monitor the service through the yearly contract monitoring process to ensure compliance with relevant legislation and guidance.
- Commissioning team to monitor safeguarding referrals and complaints regarding the service.
- Provider to implement monitoring systems.

5. Community Cohesion/Social Exclusion/Poverty

	+	-	+/-	Why will it have this impact?
Community Cohesion	x			The community based nature of the service will help people to access community services and be active members of their local community.

Social Exclusion	x			The community based nature of the service will help people to access community services and develop friendships groups.
Poverty	x			People will be supported to access eligible benefits and supported, where appropriate, to access education, employment or volunteering opportunities.

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

- Commissioning team to monitor the service through the yearly contract monitoring process to ensure compliance with relevant legislation and guidance.
- Commissioning team to monitor safeguarding referrals and complaints regarding the service.
- Provider to implement monitoring systems.
- Link in with non-statutory and third sector services to help connect people to their communities.

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?

- Commissioning team to monitor the service through the yearly contract monitoring process to ensure compliance with relevant legislation and guidance.
- Commissioning team to monitor safeguarding referrals and complaints regarding the service.
- Provider to implement monitoring systems.

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 for the proposal to commission a care and support service
To promote the resilience of ecosystems, i.e. supporting protection of the wider environment, such as air quality, flood alleviation, etc.			x	Not applicable for the proposal to commission a care and support service

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

Not applicable for the proposal to commission a care and support service.

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 is more progressive and enabling than traditional care models. The service will be flexible and is designed to be future proof so that people can continue to live in the scheme as long as it meets their eligible care and support needs.
ii. Prevention – preventing problems occurring or getting worse	This is a more enabling service that will help people to build on and develop their independence and prevents the need for more institutionalised care models.
iii. Collaboration – working with other services internal or external	The service to be commissioned will work with the RSL and non-statutory services to deliver personalised care and support to the person. There will be clauses in the contract requiring the provider to work in collaboration to deliver the overall service that the person receives.
iv. Involvement – involving people, ensuring they reflect the diversity of the population	The things that are important to the people identified to move into the scheme will influence the service specification and people will be invited to play a part in the evaluation process.
v. Integration – making connections to maximise contribution to:	The service is community based and people will be supported to become active members of their local communities.
Council's well-being objectives	To improve the well-being of all adults who live in the county borough.
Other public bodies objectives	

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.

The service will be monitored by the Common Commissioning Unit and the Unit will also analyse any complaints and safeguarding referrals regarding the scheme to identify if there are any concerns regarding the service having a negative impact on people with a protected characteristic. The provider 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

10. Assessment Conclusions

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

	Conclusion
Equalities	<p>Overall there will be more positive or neutral impacts than negative. Any potential negative impacts can be mitigated.</p> <p>The proposal will have a positive impact on people with a disability as the service will be more personalised than traditional support models such as care homes and will support people that move into the scheme to achieve greater levels of independence. The service will increase the range of accommodation and support options for people with a disability.</p> <p>As the accommodation is one bedroom with shared living space so the service would no longer be suitable to meet a person's needs due to maternity. However, if the person continues to have eligible care and support needs that requires social services intervention, a new service will be identified in partnership with the person that would better meet their needs. Moving from the scheme may be unsettling for the person, however this would be taken into account when supporting the person to move into a different service.</p> <p>The proposal will have a neutral impact on people with other protected characteristics as eligibility to receive a service is not based on other protected characteristic(s) and the service will be person</p>

	<p>centred based on the persons care plan and as such will be responsive to any requirements that a person has by virtue of their protected characteristic(s).</p> <p>The tender process will ensure that a suitably experienced provider delivers the service (i.e. experienced is delivering 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 Common Commissioning Unit and the Unit will also analyse any complaints and safeguarding referrals regarding the scheme to identify if there are any concerns regarding the service having a negative impact on people with a protected characteristic. The provider 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>All staff delivering the service will receive equality and diversity training.</p>
Socio Economic Disadvantage	Will have a positive impact as people will be supported to access eligible benefits and also supported, where appropriate, to access education, employment or volunteering opportunities. In addition, people will be supported to make healthy lifestyle choices, including nutrition, exercise and social activities. This will help improve their socio-economic status.
Community Cohesion/ Social Exclusion/Poverty	Will have a positive impact as the community based nature of the service will help people to access community services and be active members of their local community. In addition, people will be supported to access eligible benefits and also supported, where appropriate, to access education, employment or volunteering opportunities.
Welsh	Will have a positive impact as the contract will obligate the provider to deliver the service in the residents chosen first language.
Biodiversity	Not applicable for the proposal to commission a care and support service.
Well-being of Future Generations	Will have a positive impact on the five ways of working under the Well-being of Future Generation Act as the undertaking of a procurement process will ensure the delivery of services that improve the well-being of adults who live in the county borough.

Overall Conclusion

Please indicate the conclusion reached:

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

- **Make adjustments** - as potential problems/missed opportunities/negative impacts have been identified along with mitigating actions.
- **Justification** - for continuing with the initiative even though there is a potential for negative impacts or missed opportunities
- **STOP** - redraft the initiative as actual or potential unlawful discrimination has been identified

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

The service will support people with a disability to live more independently and integrate into their local community. The service is person centred so that each resident will receive support that takes into account their individual needs.

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?
Commissioning team to monitor the service through the yearly contract monitoring process to ensure compliance with relevant legislation and guidance.	PO Commissioning	Within first 3 months of service commencing and then annually. Additional monitoring if issues identified	Monitoring reports
Commissioning team to monitor safeguarding referrals and complaints regarding the service.	PO Commissioning	Annually	Monitoring reports

Implement transition plan for those moving into the service.	PO for Complex Disability Community Mental Health	Throughout the period of transition into the scheme, exact timescales will be dependent on the persons individual needs	Resident's feedback via care plan reviews and residents sustained in their tenancy.
Provider to implement monitoring systems	Provider	Quarterly	Monitoring reports
Link in with non-statutory and third sector services to help connect people to their communities	PO for Complex Disability Community Mental Health	As part of developing care and support plan and at review	Referral into appropriate services
The accommodation will be one bedroom and shared living space so would no longer be suitable to meet the person's needs due to maternity. However, if the person continues to have eligible care and support needs that requires social services intervention, a new service will be identified in partnership with the person that would better meet their needs. Moving from the scheme may be unsettling for the person, however this would be taken into account when supporting the person to move into a different service.	PO for Complex Disability Community Mental Health	This is a future potential situation that could occur, at this point in time no further action required	People able to access services to meet their individual requirements.
People that are to receive a service to inform service specification	PO Commissioning	In line with procurement timeline	Contract will be shaped by feedback from those using the service

People that are to receive a service to be invited to play a part in the tender evaluation	PO Commissioning	In line with procurement timeline	People will have had the opportunity to take part in the evaluation
The contract will have clauses relating to ensuring compliance with the relevant equalities legislation.	PO Commissioning	In line with procurement timeline	Contract includes required clauses
Procurement process to include questions regarding equalities legislation	PO Commissioning	In line with procurement timeline	Procurement questions to include relevant questions
The contract will obligate the provider to deliver the service in the residents chosen first language	PO Commissioning	In line with procurement timeline	Contract includes required clauses
Link in with non-statutory and third sector services to help connect people to their communities	PO for Complex Disability Community Mental Health	As part of developing care and support plan and at review	Referral into appropriate services
All staff delivering the service will receive equality and diversity training.	Provider	As part of staff induction training	Training records

12. Sign off

	Name	Position	Signature	Date
Completed by	Hayley Short	PO Commissioning	H Short	30/08/2023
Signed off by	Angela Thomas	Head of Service/Director	A Thomas	04/09/2023