

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	Andrew Potts	Commissioning Officer	7 th November 2023

1. Details of the initiative

	Title of the Initiative: “Living the life you want” - Adult Social Care Strategy 2023-26
1a	Service Area: Adult Services
1b	Directorate: Social Services, Health & Housing
1c	Summary of the initiative: To provide strategic direction for Adult Social Care
1d	Is this a ‘strategic decision’? Yes
1e	Who will be directly affected by this initiative? People aged 18+ who currently need social care and support; those who need care and support in the future; and their families and carers; NPT Adult Social Care services and staff; private service providers; third sector service providers.
1f	When and how were people consulted? A 60-day public consultation was held between 31 st July and 29 th September 2023 consisting of online surveys, and promotion via the Council’s website and other media, staff teams and forums.
1g	What were the outcomes of the consultation?

Consultation and engagement activities included:

- An overarching public consultation exercise;
- Online consultation exercise;
- inviting social media response; and
- inviting formal written responses.

Further detailed information on the consultation arrangements is included in the Consultation Report attached as an appendix to the report. Overall, the responses received mean that no substantive changes to the draft Strategy are required.

2. Evidence

What evidence was used in assessing the initiative?

- Monitoring reviews of the services
- Brokerage and other internal 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 adult social care
- StatsWales data [Social services \(gov.wales\)](#)
- West Glamorgan Population Needs Assessment [West Glamorgan Population Needs Assessment 2022-2027](#)
- NPT CBC Adults Plan <https://www.npt.gov.uk/media/14700/plan-for-adult-social-care-2019-2022.pdf?v=20210914151908>

The data below show overall numbers of people accessing Adult Social Care services:

Age Group	Female	Male	Total
<20	11	17	28
20s	52	94	146
30s	66	62	128
40s	72	51	123
50s	114	86	200
60 - 64	79	57	136
65 - 69	88	60	148
70 - 74	131	85	216
75 - 79	247	121	368
80 - 84	358	142	500
85 - 89	467	163	630
90 - 94	310	110	420
95+	100	39	139
Grand Total	2095	1087	3182

- More than three quarters (76%) are aged 65+
- And almost half of those (49%) are aged 85+
- Two-thirds of service users are female
- Females aged 85-89 years make up the largest group of service users (22% of female service users and 15% of all service users)

Age Group	Female	Male	Total
DIVORCED	132	52	184
MARRIED	418	307	725
NOT DISCLOSED	2	1	3
PARTNERS	16	5	21
SEPARATED	16	16	32
SINGLE	302	288	590
WIDOWED	847	170	1017
NOT STATED	362	248	610
Grand Total	2095	1087	3182

- Marital status was not stated for nearly one-fifth (19%) of service users
- A third (32%) of all service users are widowed
- Widowed females represent the largest recorded marital status group (83% of those widowed and 40% of all female service users)

Ethnicity	Female	Male	Total
BANGLADESHI		1	1
BLACK CARIBBEAN	1	1	2
CHINESE		2	2
INDIAN	1		1
NOT OBTAINED	1		1
OTHER	4	2	6
OTHER ASIAN	1		1
OTHER BLACK	6	4	10
OTHER MIXED		1	1
PAKISTANI	1		1
WELSH	722	292	1014
WHITE BRITISH	876	491	1367
WHITE IRISH	6	3	9
WHITE OTHER	6	4	10
WHITE/SCOTTISH	3	3	6
NOT STATED	467	283	750
Grand Total	2095	1087	3182

- White British is the largest recorded ethnicity group (43%) followed by Welsh (32%)
- A quarter (24%) didn't state their ethnicity

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 majority (76%) of people receiving a service are aged 65 and over, while almost half (49%) of those are aged 85 and over</p> <p>The various services should have a positive impact as the aim is to offer people more flexible, personalised and outcome focused services.</p> <p>There are no changes to the eligibility criteria for any of the services.</p> <p>Providers of various services, such as 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>Contracts with commissioned providers have clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Commissioned services are regulated by Care Inspectorate Wales and inspections take place to ensure that providers meet the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All 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</p>

			<p>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 various services have monitoring systems in place to ensure that staff are adequately trained and meet relevant standards (e.g. for administration of medication, manual handling). Further monitoring systems are in place to ensure that the services delivered are of a good quality and meet people’s personal outcomes. These monitoring systems will also enable the services to identify whether there are unintended consequences which may impact on people with a protected characteristic.</p> <p>The services 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 services. This will ensure that the Council can identify if there are any concerns about services, including any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Providers are contractually required to implement monitoring systems, which will also help to identify if any aspect of the services has led to unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>The Strategy will be monitored to understand if its impact has positively improved outcomes for people requiring social care and support. This will also help to identify any unintended/unidentified negative impacts on people with a protected characteristic.</p>
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Disability	X		<p>The majority of people receiving a service will have a disability or old age-related frailty.</p> <p>The Strategy aims to provide services that should have a positive impact as the aim is to offer people more flexible, personalised and outcome focused services.</p> <p>No changes are being made to the eligibility criteria for service provision.</p> <p>Providers of various services such as 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>Contracts with commissioned providers have clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Commissioned services are regulated by Care Inspectorate Wales and inspections take place to ensure that providers meet the relevant Statutory Regulations. This includes Regulations on equality and diversity.</p> <p>All commissioned 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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			<p>The various services have monitoring systems in place to ensure that staff are adequately trained and meet relevant standards (e.g. for administration of medication, manual handling). Further monitoring systems are in place to ensure that the services delivered are 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>After new services begin social work teams will undertake a statutory 6 week social work review. This will help to identify at an early stage any unintended/unidentified negative impacts on people with a protected characteristic.</p> <p>Contracts have clauses relating to ensuring providers compliance with the relevant equalities legislation.</p> <p>Services are 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 services 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>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 Strategy will be monitored to understand if its impact has positively improved outcomes for people requiring social care and support. This will also help to identify</p>
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			any unintended/unidentified negative impacts on people with a protected characteristic.
Gender reassignment	X		<p>The services are 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 Strategy aims to provide services that have a positive impact as it aims to offer people a more flexible, personalised and outcome focused services.</p> <p>The Strategy does not make any changes to the eligibility criteria for services.</p> <p>Providers of various services such as 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>Contracts with commissioned providers have clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Services are 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 commissioned 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>

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Marriage & civil partnership	X		<p>People who receive services may be married or in a civil partnership. Approximately 23% of all service users are married, while another 33% are widowed. Staff that deliver the service may be married or in a civil partnership.</p> <p>The Strategy should have a positive impact as it aims to offer people a more flexible, personalised and outcome focused service, which can help alleviate the strain of informal caring relationships, such a husband/wife caring for their partner.</p> <p>The Strategy does not make any changes to the eligibility criteria for services.</p> <p>Providers of various services such as 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>

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Pregnancy and maternity		X	<p>It is possible that people receiving care and support will have a protected characteristic due to their pregnancy/maternity status.</p> <p>Employees of providers may have a protected characteristic due to their pregnancy/maternity status.</p> <p>There are contractual clauses within the commissioned provider contracts relating to compliance with employment law.</p> <p>Staff recruitment will be in line with HR policies, process and all relevant legislation.</p> <p>The Strategy will be monitored to understand if its impact has positively improved outcomes for people requiring social care and support. This will also help to identify any unintended/unidentified negative impacts on people with a protected characteristic.</p>
Race	X		<p>The services are delivered across all ethnic groups. Employees of providers may have a protected characteristic due to their race.</p> <p>The Strategy should have a positive impact as it aims to offer people more flexible, personalised and outcome focused services.</p> <p>The Strategy does not make any changes to the eligibility criteria for services.</p> <p>Providers of various services such as 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>

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Religion or belief	X			<p>The services are delivered to people across all religions/beliefs. Employees of providers may have a protected characteristic due to their religion/belief.</p> <p>The Strategy 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 Strategy does not make any changes to the eligibility criteria for services.</p> <p>Providers of commissioned services such as 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>Contracts with commissioned providers have clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Commissioned services are 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 commissioned 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>

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Sex	X		<p>Services are delivered across all genders. Employees of providers may have a protected characteristic due to their sex.</p> <p>Two-thirds (66%) of people already receiving a service are female.</p> <p>The Strategy should have a positive impact as it aims to offer people a more flexible, personalised and outcome focused service.</p> <p>The Strategy does not make any changes to the eligibility criteria for services.</p> <p>Providers of commissioned services such as 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</p>

			<p>resulting from a persons protected characteristic to ensure that there is equality of outcomes</p> <p>Contracts with commissioned providers have clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Commissioned services are 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 commissioned 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>Services have monitoring systems in place to ensure that staff are adequately trained and meet relevant standards (e.g. for administration of medication, manual handling). Further monitoring systems are in place to ensure that the services delivered are of a good quality and meet 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 Strategy will be monitored to understand if its impact has positively improved outcomes for people requiring social care and support. This will also help to identify</p>
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			any unintended/unidentified negative impacts on people with a protected characteristic.
Sexual orientation	X		<p>Services are delivered across all sexual orientations. Employees of providers may have a protected characteristic due to their sexual orientation.</p> <p>The Strategy should have a positive impact as it aims to offer people a more flexible, personalised and outcome focused service.</p> <p>The Strategy does not make any changes to the eligibility criteria for social care services.</p> <p>Providers of commissioned services such as 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>Contracts with commissioned providers have clauses relating to ensuring compliance with the relevant equalities legislation.</p> <p>Commissioned services are 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>All commissioned 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>

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

- Monitoring of the Services by the CCU
- Analysis of any complaints and safeguarding referrals relating to the Services by the CCU
- Analysis of CIW Inspection Reports on Services by the CCU
- Analysis of Provider monitoring data by the CCU
- Monitoring of the Strategy by the CCU
- Obtaining feedback from stakeholders

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			Prevention and early intervention services will support people with care needs to remain safe in their own homes.
To advance equality of opportunity between different groups	X			Enables people with care needs to have equality of opportunity to remain living in their own homes and communities.
To foster good relations between different groups	X			Enables people with care needs to remain in their local communities.

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

- Monitoring of the Services by the CCU
- Analysis of any complaints and safeguarding referrals relating to the Services by the CCU
- Analysis of CIW Inspection Reports on Services by the CCU
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- Monitoring of the Strategy by the CCU
- Obtaining feedback from stakeholders

4. Socio Economic Duty

Impact	Details of the impact/advantage/disadvantage
Positive/Advantage	Social 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.

	Rebalancing the market will create new employment opportunities within the Council, which will have a positive economic impact within Neath Port Talbot.
Negative/Disadvantage	
Neutral	<p>There will be no change to the Council's Fairer Charging Policy in relation to receiving care and support.</p> <p>Rebalancing the market will create new employment opportunities within the Council, which will have a positive economic impact.</p> <p>For employees of the providers, their employment will continue.</p>

What action will be taken to reduce inequality of outcome

- Monitoring of the Services by the CCU
- Analysis of any complaints and safeguarding referrals relating to the Services by the CCU
- Analysis of CIW Inspection Reports on Services by the CCU
- Analysis of Provider monitoring data by the CCU
- Monitoring of the Strategy by the CCU
- Obtaining feedback from stakeholders

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 wherever possible.
Social Exclusion	X			Enables people with care needs to remain in their local communities wherever possible.

Poverty	X			<p>There will be no change to the Council's Fairer Charging Policy in relation to receiving care and support.</p> <p>Rebalancing the market will create new employment opportunities within the Council, which will have a positive economic impact.</p> <p>For employees of the providers, their employment will continue.</p>
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What action will be taken to improve positive or mitigate negative impacts?

- Monitoring of the Services by the CCU
- Analysis of any complaints and safeguarding referrals relating to the Services by the CCU
- Analysis of CIW Inspection Reports on Services by the CCU
- Analysis of Provider monitoring data by the CCU
- Monitoring of the Strategy by the CCU
- Obtaining feedback from stakeholders

6. Welsh

	+	-	+/-	Why will it have this effect?
<p>What effect does the initiative have on:</p> <p>- people's opportunities to use the Welsh language</p>	X			<p>There will continue to be a requirement for commissioned providers and in-house services to deliver services to the service users in their chosen first language.</p> <p>External providers are bound by employment legislation relating to the Welsh Language</p> <p>Staff recruitment into in-house services will be in line with HR policies, process and all relevant legislation.</p>

<p>- treating the Welsh and English languages equally</p>	<p>X</p>			<p>There will continue to be a requirement for commissioned providers and in-house services to deliver services to the service users in their chosen first language.</p> <p>External providers are bound by employment legislation relating to the Welsh Language</p> <p>Staff recruitment into in-house services will be in line with HR policies, process and all relevant legislation.</p>
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<p>What action will be taken to improve positive or mitigate negative impacts?</p>
<ul style="list-style-type: none"> • Monitoring of the Services by the CCU • Analysis of any complaints and safeguarding referrals relating to the Services by the CCU • Analysis of CIW Inspection Reports on the Services by the CCU • Analysis of Provider monitoring data by the CCU • Monitoring of the Strategy by the CCU • Obtaining feedback from stakeholders

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			X	N/A.

environment, such as air quality, flood alleviation, etc.				
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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	<p>The services help to support people with achievement of their long term health and wellbeing outcomes. These include services which play an essential part in supporting people to retain their independence and live safely within their own homes and local communities.</p> <p>The aim is to help to ensure that there are sustainable services that are more responsive to people’s individual need.</p>

ii. Prevention – preventing problems occurring or getting worse	The emphasis of the strategy is on care and support services that help to minimise or prevent deterioration of a service user’s independence. These include services in the community e.g. domiciliary care which will prevent the need for more institutionalised care such as a care home admission, and services aimed at preventing homelessness.
iii. Collaboration – working with other services internal or external	Involves working with in-house, private and third sector providers of various services. It also involves more personalised working with service users in the development of services to meet their care and support needs.
iv. Involvement – involving people, ensuring they reflect the diversity of the population	The Strategy 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 service evaluation. Providers are asked to obtain service user feedback in order to inform the delivery and performance of services. Service user feedback is also gathered as part of contract monitoring.
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 Strategy sets out how the Council and its partners can support adults resident in the county to live as independently as possible with appropriate levels of social care and support. Create safe, confident and resilient communities, focusing on vulnerable people. Encourage Ageing Well.

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 Services by the CCU
- Analysis of any complaints and safeguarding referrals relating to the Services by the CCU
- Analysis of CIW Inspection Reports on the Services by the CCU
- Analysis of Provider monitoring data by the CCU
- Monitoring of the Strategy by the CCU
- Obtaining feedback from stakeholders

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 Strategy will have a positive impact, however systems will be in place that will allow officers to check that the Strategy 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 Strategy will have a positive impact, however systems will be in place that will allow officers to check that the Strategy 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 Strategy will have a positive impact, however systems will be in place that will allow officers to check that the Strategy 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 Strategy will have a positive impact, however systems will be in place that will allow officers to check that the Strategy 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 Strategy will have a positive impact, however systems will be in place that will allow officers to check that the Strategy is having its intended outcomes and not resulting in any unintended negative consequences against the aims of the well-being of future generations.
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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

<ul style="list-style-type: none"> • 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.
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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?
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Monitoring of the Services by the Common Commissioning Unit	PO Commissioning	Annually	Monitoring reports
Analysis of any complaints and safeguarding referrals relating to the Services by the Common Commissioning Unit	PO Commissioning	Ongoing as they are received	Investigation reports and corrective action plans
Analysis of CIW Inspection Reports on Services 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
Ensure contracts have clauses relating to compliance with relevant equalities legislation	PO Commissioning	Before service commences	Contract
Ensure contracts have clauses around Welsh Language	PO Commissioning	Before service commences	Contract
Providers to implement own monitoring systems	Provider	On commencement of service	Monitoring reports

12. Sign off

	Name	Position	Signature	Date
Completed by	Andrew Potts	Commissioning Officer	A.Potts	7/11/23
Signed off by	Angela Thomas	Head of Service	A Thomas	21/11/2023