



# Review of Denbighshire County Council Work Opportunity and Day activity services for people with complex disabilities.

## Well-being Impact Assessment Report

This report summarises the likely impact of the proposal on the social, economic, environmental and cultural well-being of Denbighshire, Wales and the world.

Assessment Number:	691
Brief description:	A review of DCC Work Opportunities and day activity services has been completed. The review considered changes in expectation and demand, and the challenges faced by services. The review also included a detailed analysis and comparison to external provision within the county. Proposals have been made around the restructuring and externalising of some of the current arrangements.
Date Completed:	Version: 0
Completed by:	
Responsible Service:	Community Support Services

Localities affected by the proposal:	Whole County,
Who will be affected by the proposal?	Citizens who use the services and their families/advocates. Staff and management employed by Denbighshire County Council who work in the Work Opportunity and Day activity services. DCC staff and partner agencies (i.e. Health) who make referrals to the service. Provider agencies who supply staff to the service. Customers who purchase goods/services from the service.
Was this impact assessment completed as a group?	Yes

# IMPACT ASSESSMENT SUMMARY AND CONCLUSION

Before we look in detail at the contribution and impact of the proposal, it is important to consider how the proposal is applying the sustainable development principle. This means that we must act "in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs."

## Score for the sustainability of the approach



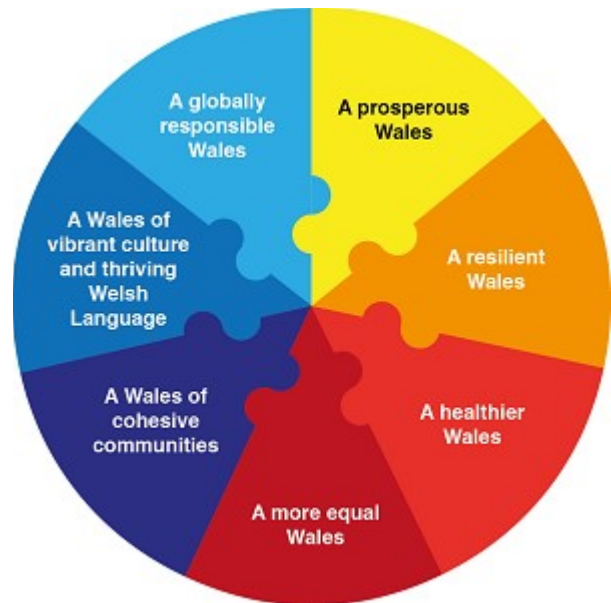
## Implications of the score

Citizens, their families/advocates and staff have been consulted with and their views will be taken into consideration throughout the whole process. If the recommendations from the report are accepted and actioned, this will inevitably mean a period of short term disruption for some (i.e. in relocating the service to more appropriate premises). However, all stakeholders (those affected by the changes) will remain engaged with the process and their views will be taken into account at each stage. It is hoped that the restructure of the current work opportunity and day activity services will lead to a more diverse range of services and therefore more choice for the people they support. It is also anticipated that it will generate savings and create job opportunities across the county.

## Summary of impact

### Well-being Goals

A prosperous Denbighshire	Positive
A resilient Denbighshire	Neutral
A healthier Denbighshire	Positive
A more equal Denbighshire	Positive
A Denbighshire of cohesive communities	Positive
A Denbighshire of vibrant culture and thriving Welsh language	Neutral
A globally responsible Denbighshire	Positive



## Main conclusions

This project is expected to deliver a positive impact on the well-being of the Citizens receiving these work opportunity and day activity services, and the workforce delivering them. Services are, and will continue to be closely monitored, however it would not be possible to quantify the benefits to 2050. The project takes into account the population needs assessment undertaken as a requirement of the Social Services & Well-Being Act 2014. The project also takes into account the regulation and Inspection of Social Care (Wales) Act 2016 and the national review of domiciliary care in Wales (by the Care and Social Services Inspectorate for Wales) Above and beyond 2020.

### **Evidence to support the Well-being Impact Assessment**

- We have consulted published research or guides that inform us about the likely impact of the proposal
  - We have involved an expert / consulted a group who represent those who may affected by the proposal
  - We have engaged with people who will be affected by the proposal
-

# THE LIKELY IMPACT ON DENBIGHSHIRE, WALES AND THE WORLD

## A prosperous Denbighshire

<b>Overall Impact</b>	Positive
<b>Justification for impact</b>	For the services that are tendered, the criteria for a contract to be awarded is by evaluation of a combination of the most economically advantageous criteria - related to social care value/impact and cost of delivery and the quality of the services provided. In addition, as these are existing services, the views of citizens, their families/advocates will be used to influence the contract award. Staff within the services provided in-house will be consulted at each stage of the implementation of any change.
<b>Further actions required</b>	Our proposals will aim to ensure financially sustainable provision of these services. We would aim to improve workforce terms and conditions, reduce staff turnover and increase the range of choice for citizens who currently use, or in the future will use these services. Providers will need to demonstrate how they will offer additional social value, collaborating with others to provide more jobs and support people who are NEET or claiming welfare benefits to obtain work in this sector. The relocation of two of the services has the potential to increase travelling distance for some attendees as one service is relocating from Ruthin to Denbigh. However, as mentioned the service is on accessible public transport routes and is also already served by the Council's own Work Opportunities transport service and so any negative impact should be minimal. This service already makes deliveries to both Ruthin and Denbigh and so the impact of this activity will be neutral. The second service is relocating within Ruthin and so any negative impact would be negligible. Although there is the potential for job losses, the intention behind the review is to ensure that services are, at least sustainable for the future, but there is potential for those identified as possibly being externalised, to grow and develop. If this were to happen then more support and other staff would be required. It is unlikely that other services would be sustainable with fewer staff than they have currently.

### Positive impacts identified:

<b>A low carbon society</b>	Relocation to more energy efficient buildings for two of the services should have a positive impact
<b>Quality communications, infrastructure and transport</b>	The identified premises for relocation are within easy reach of existing public transport.

<b>Economic development</b>	Should services be externalised, then, as part of the tendering process, the successful provider would be expected to demonstrate what added social value they would bring as a result. This could be in terms of extra jobs, services provided or enhancements to the built environment to benefit the wider public.
<b>Quality skills for the long term</b>	The intention behind the proposals is to increase the opportunities for those who access the service. This would include greater access to skills training and work experience.
<b>Quality jobs for the long term</b>	There is scope for there to be career opportunities in the longer term if the services are expanded.
<b>Childcare</b>	Employers are required to provide staff support with childcare.

### Negative impacts identified:

<b>A low carbon society</b>	Potential for increased travelling distance for both attendees of the services and deliveries from the services
<b>Quality communications, infrastructure and transport</b>	For those unable to access public transport, other options would need to be explored. It is just possible that reduced access to transport may result in some people being unable to access the service of their choice.
<b>Economic development</b>	It is already anticipated that the costs of some goods and services currently provided by the service will need to increase to aid sustainability of those services.
<b>Quality skills for the long term</b>	Unknown
<b>Quality jobs for the long term</b>	Although there is no intention that these proposals would result in job losses, it is possible that, if some were externalised and outside the Council's control, job losses may result.
<b>Childcare</b>	Unknown

### A resilient Denbighshire

<b>Overall Impact</b>	Neutral
<b>Justification for impact</b>	Although most of this section is not applicable to this idea at the current time, there are indications that there will be some small impact in this area - the reduction in travel may offset any increase in energy consumption due to increased capacity in the production of goods.
<b>Further actions required</b>	

### Positive impacts identified:

<b>Biodiversity and the natural environment</b>	N/A
<b>Biodiversity in the built environment</b>	N/A
<b>Reducing waste, reusing and recycling</b>	N/A
<b>Reduced energy/fuel consumption</b>	The relocation and co-location of services to more energy efficient accommodation should result in reduced consumption. The co-location of two services will almost certainly result in a reduction of travelling for those attending.
<b>People's awareness of the environment and biodiversity</b>	N/A
<b>Flood risk management</b>	N/A

**Negative impacts identified:**

<b>Biodiversity and the natural environment</b>	N/A
<b>Biodiversity in the built environment</b>	N/A
<b>Reducing waste, reusing and recycling</b>	N/A
<b>Reduced energy/fuel consumption</b>	Should services be externalised and grow, the increased amount of goods produced would result in increased fuel consumption.
<b>People's awareness of the environment and biodiversity</b>	N/A
<b>Flood risk management</b>	N/A

## A healthier Denbighshire

<b>Overall Impact</b>	Positive
<b>Justification for impact</b>	The main focus of offering Work Opportunity and day activity services to people with complex needs is to promote and enhance (where possible) the well-being and independence of citizens by delivering "what matters" to them.

<b>Further actions required</b>	The main focus of these services is to promote and enhance (where possible) the well-being and independence of citizens, including physical and social aspects of well-being. Health care needs will be part of the assessment for each individual to ascertain the most appropriate service for them. Staff who support citizens in each of the services are experienced and qualified and well managed and led. They have a detailed understanding of the issues which attendees might struggle with and are skilled in the use of interventions to assist them in coping.
---------------------------------	--

**Positive impacts identified:**

<b>A social and physical environment that encourage and support health and well-being</b>	The services that are relocating will have safe, secure and accessible accommodation from which to deliver their services. Those which have been identified for externalising will have the opportunity to fund much needed improvements to the current built environment.
<b>Access to good quality, healthy food</b>	Food is not provided within the services but healthy lifestyles are encouraged.
<b>People's emotional and mental well-being</b>	Services will be more secure and sustainable for the future with less uncertainty for both staff and attendees.
<b>Access to healthcare</b>	Citizens will be supported to attend healthcare appointments
<b>Participation in leisure opportunities</b>	citizens will be encouraged to participate in leisure opportunities. Some services focus on activities and leisure pursuits.

**Negative impacts identified:**

<b>A social and physical environment that encourage and support health and well-being</b>	Unknown
<b>Access to good quality, healthy food</b>	Service providers can only encourage a healthy lifestyle and have no influence of what people may do outside of that environment, or what they may bring to the service for their lunch etc.
<b>People's emotional and mental well-being</b>	The proposals involve change and some of those who access these services may struggle with the changes, however small.
<b>Access to healthcare</b>	Unknown
<b>Participation in leisure opportunities</b>	Unknown

A more equal Denbighshire



<b>Overall Impact</b>	Positive
<b>Justification for impact</b>	The main focus of these services is to promote and enhance (where possible) the well-being and independence of citizens by enabling them to access meaningful daytime activities, learn new skill and develop existing ones and, in some cases, access paid employment.
<b>Further actions required</b>	Providers will need to demonstrate their policies and practices in relation to the equal opportunities Act 2010 and the Welsh Language standards of Denbighshire. This will include how staff are trained and to ensure ongoing compliance. Providers will need to demonstrate their ability to assess when to provide information, or refer / citizens for additional information, advice, advocacy or guidance. Negative impacts resulting from the possibility of people having different support staff will be managed sensitively as there will be plenty of notice of such an occurrence to enable as smooth and distress free a transition as possible.

**Positive impacts identified:**

<b>Improving the well-being of people with protected characteristics. The nine protected characteristics are: age; disability; gender reassignment; marriage or civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation</b>	<p>Services will focus on improvement of well-being for people with a disability across all protected characteristics. Services will be better able to provide training and work experience and will link closely with other parts of the Council (e.g. Working Denbighshire) to increase opportunities for paid employment.</p> <p>Services will be delivered in the language of choice.</p>
<b>People who suffer discrimination or disadvantage</b>	<p>Services will focus on the improvement of well-being for people with a disability who may ordinarily suffer discrimination or disadvantage, by the provision of meaningful activities and opportunities to develop skills and knowledge in a range of areas. The provision of these services will also enable Carers to have a break from their caring role.</p>
<b>Areas with poor economic, health or educational outcomes</b>	<p>The services will contain participants from these areas but they are not intended specifically to do so.</p>
<b>People in poverty</b>	<p>Citizens will be supported to ensure that they are in receipt of all benefits that they qualify for. Services will provide education and training in order that there will be greater opportunities for participants to compete for paid work.</p>

**Negative impacts identified:**

<p><b>Improving the well-being of people with protected characteristics. The nine protected characteristics are: age; disability; gender reassignment; marriage or civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation</b></p>	<p>If any in-house services are externalised staff may be deployed into other roles or be subject to a TUPE transfer to an alternative provider. Established HR processes will be followed and detailed discussions held with individual staff members to ascertain how the proposals will impact on them personally. It is possible that, should staff not transfer to any new provider, the loss of familiar support may have a negative impact on citizens who access the services.</p>
<p><b>People who suffer discrimination or disadvantage</b></p>	<p>Unfortunately people with certain complex disabilities are sometimes discriminated against by society. Despite the fact that services will enable citizens to demonstrate that they can contribute usefully to society, this, in itself, may not be enough to reverse these attitudes in some.</p>
<p><b>Areas with poor economic, health or educational outcomes</b></p>	<p>There is no envisaged negative impact from the outcomes of this review.</p>
<p><b>People in poverty</b></p>	<p>There is no envisaged negative impact from the outcomes of this review.</p>

A Denbighshire of cohesive communities

<p><b>Overall Impact</b></p>	<p>Positive</p>
<p><b>Justification for impact</b></p>	<p>The main focus of the services is to promote and enhance (where possible) the well-being and independence of citizens. Services are located within Communities in South Denbighshire and customers for those that produce goods/services are also drawn from those localities.</p>
<p><b>Further actions required</b></p>	<p>Providers will need to demonstrate their experience and knowledge of safeguarding people at risk. The main focus of the services is to promote and enhance (where possible) the well-being and independence of citizens; including maintaining/developing the social relationship and community participation of the people they support.</p>

**Positive impacts identified:**

<p><b>Safe communities and individuals</b></p>	<p>Safeguarding will be a key requirement for all providers of these services. Staff will all have received training in this area. Advice is also available from the DCC Safeguarding team.</p>
--	---

<b>Community participation and resilience</b>	Citizens will be supported to have their say during the whole review process, and have already been consulted with. Services should be and will continue to be provided in a person centred way and PCP reviews held regularly. The services will enable adults with a learning disability to have a greater community presence as they will be located within local communities. All of the In House services (which are the main subject of this review) are based in the South of the County and those who attend, in the main, live in communities across this area. The nature of the services mean that there are opportunities for volunteering, for both the participants and others within the community, and skills training which may enable paid employment to be secured. commissioning and procurement activities for services that are tendered, will have explicit expectations that successful providers will deliver additional social value and, where appropriate, other community benefits.
<b>The attractiveness of the area</b>	Services will be provided in accommodation appropriate to their use e.g. on an industrial estate if light industry is provided, a 'high street' shop, if a retail activity etc.
<b>Connected communities</b>	Citizens will be supported to access all forms of communication and travel where appropriate.
<b>Rural resilience</b>	All of the In House services (which are the main subject of this review) are based in the South of the County and those who attend, in the main, live in communities across this area. As services currently exist, there should be little or no change to existing infrastructure. The proposed development of Social Enterprises will bring employment opportunities to the immediate area

### Negative impacts identified:

<b>Safe communities and individuals</b>	The people supported are particularly vulnerable to abuse despite the best vigilance of providers and other who support them.
<b>Community participation and resilience</b>	No negative impacts perceived.
<b>The attractiveness of the area</b>	No negative impacts perceived.
<b>Connected communities</b>	No negative impacts perceived.
<b>Rural resilience</b>	No negative impacts perceived.

### A Denbighshire of vibrant culture and thriving Welsh language

<b>Overall Impact</b>	Neutral
-----------------------	---------

<b>Justification for impact</b>	Providers will need to demonstrate their policies and practices in relation to the welsh language standards of DCC. In addition, how they meet the cultural and linguistic needs of the people receiving these services, the specific requirements of the Welsh language and culture. There already are a number of Welsh speaking staff within the service locally and so if there are difficulties recruiting additional Welsh speaking staff, the services will not be disadvantaged further.
<b>Further actions required</b>	Providers will need to demonstrate their policies and procedures in relation to the welsh language standards of DCC; including providing initial and annual information about their staff skills in Welsh language. providers will also need to demonstrate how they intend to meet the cultural and linguistic needs of DCC. Assistance and advice can be given to providers in terms of targeting recruitment.

**Positive impacts identified:**

<b>People using Welsh</b>	Citizens will be supported in their language of choice.
<b>Promoting the Welsh language</b>	Promoting the welsh language will be an essential part of all services. The recruitment of Welsh Speaking staff will be a requirement for tendered services, especially due to the large numbers of participants whose first language is Welsh.
<b>Culture and heritage</b>	Unknown.

**Negative impacts identified:**

<b>People using Welsh</b>	Difficulties in recruiting welsh speaking staff.
<b>Promoting the Welsh language</b>	Difficulties in recruiting welsh speaking staff
<b>Culture and heritage</b>	Unknown.

## A globally responsible Denbighshire

<b>Overall Impact</b>	Positive
<b>Justification for impact</b>	Services, whether provided directly by the Council, or indirectly by a contractor will be subject to the same sets of standards. The delivery of contracted out services will be regularly monitored to ensure that these standards are maintained and the intended outcomes of the contract and service specification are delivered.
<b>Further actions required</b>	The delivery of contracted out services will be regularly monitored to ensure that standards are maintained and the intended outcomes of the contract and service specification are delivered. This would mean that any default by the contractor will be picked up early and addressed in a timely manner.

**Positive impacts identified:**

<b>Local, national, international supply chains</b>	It is expected that most materials will be sourced locally. Where this is not possible, supplies will come from managed and sustainable sources (e.g. timber).
<b>Human rights</b>	For contracted out services, it is a contractual requirement that "The Provider shall comply with the provisions of the Human Rights Act 1998 as if it were a public body as defined in the human Rights Act 1998 as appropriate to the provision of the Service" Contracts will be subject to regular monitoring.
<b>Broader service provision in the local area or the region</b>	These services will complement, and be a part of the broader service provision in the area.

**Negative impacts identified:**

<b>Local, national, international supply chains</b>	A Social Enterprise may, if it chose, source materials from no sustainable sources.
<b>Human rights</b>	It is possible that a provider may inadvertently or deliberately ignore this clause.
<b>Broader service provision in the local area or the region</b>	No negative impacts perceived.