



## **Re-tender of the North Wales Domiciliary Care Agreement (NWDCA).: 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:** 1192

**Brief description:** The re-tender of the regional North Wales Domiciliary Care Agreement (NWDCA).

**Date Completed:** 09/05/2023 15:40:26 Version: 1

**Completed by:** Liana Duffy

**Responsible Service:** Community Support Services

**Localities affected by the proposal:** Whole County,

**Who will be affected by the proposal?** Children / Young people and Adults from across North Wales who will receive domiciliary care.

**Was this impact assessment completed as a group?** Yes

## **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**

**3 out of 4 stars**

**Actual score : 33 / 36.**

### **Summary for each Sustainable Development principle**

#### **Long term**

The Invitation to Tender (ITT) seeks to promote and embed the long-term sustainable delivery of high quality domiciliary care and support across North Wales. The ITT seeks to ensure that 'What Matters' to those receiving domiciliary care (and their carer(s) / family(ies)) is achieved through the provision of high quality domiciliary care and support to people in their own homes.

#### **Prevention**

The ITT seeks to develop services that are provided in the most climate friendly manner possible. The ITT will seek to promote the minimal use of transport through services being provided by staff who are located within the community in which they operate and through promoting the minimal use of transport, or through promoting the use of electric vehicles and alternative means of transport, wherever possible.

#### **Integration**

The ITT will promote the sustainability of locally based employment opportunities. Through promoting locally available employment opportunities it is expected that the local economy across North Wales will benefit from employees spending disposable income local to where they live.

#### **Collaboration**

## Re-tender of the North Wales Domiciliary Care Agreement (NWDCA).

The ITT is a collaborative piece of work involving Betsi Cadwaladr University Health Board / Conwy County Borough Council / Denbighshire County Council / Flintshire County Council / Gwynedd Council / Isle of Anglesey County Council and Wrexham County Borough Council. The purpose of the ITT is to secure high quality domiciliary care and support for those in need of this support and to promote the sustainability of high quality domiciliary care and support provision across North Wales.

### Involvement

The principles of 'What Matters' are essential requirements when understanding how those who are in receipt of domiciliary care and support wish that support to be provided. The ITT will examine how providers will seek to understand 'What Matters' to those who are in receipt of domiciliary care and support, and how they (the providers) will act upon this and monitor that they are meeting 'What Matters' to those receiving domiciliary care and support.

### Summary of impact

Well-being Goals	Overall Impact
<a href="#">A prosperous Denbighshire</a>	Positive
<a href="#">A resilient Denbighshire</a>	Positive
<a href="#">A healthier Denbighshire</a>	Positive
<a href="#">A more equal Denbighshire</a>	Positive
<a href="#">A Denbighshire of cohesive communities</a>	Positive
<a href="#">A Denbighshire of vibrant culture and thriving Welsh language</a>	Positive
<a href="#">A globally responsible Denbighshire</a>	Positive

### Main conclusions

## Re-tender of the North Wales Domiciliary Care Agreement (NWDCA).

The project is seeking to reduce unnecessary travel as a result of current commissioning practice.

The project aims to ensure financially sustainable provision of essential front line services (care and support for people in their own home).

The project is seeking to improve workforce terms and conditions, reduce staff turnover and deliver more continuity of care for the people supported.

The project will be asking potential providers to demonstrate how they will offer additional social value, collaborating with others to provide more employment opportunities and support people who are NEET or claiming welfare benefits to obtain work in the healthcare or social care sectors.

The project is considerate of the aims of the 'North Wales Workforce Board (NWWB)' to promote the healthcare and social care sectors as career opportunities, and to support recruitment and retention here.

The project is seeking to improve workforce terms & conditions, reduce staff turnover and deliver more continuity of high quality care for the people being supported.

The project will promote engagement with employers and colleges to develop skills and promote qualifications for domiciliary care workers..

The ITT documentation will include quality delivery requirements and key performance indicators.

Providers will be encouraged to identify how they could offer additional social value / support to their workforce, including support with childcare.

## **The likely impact on Denbighshire, Wales and the world.**

### **A prosperous Denbighshire**

#### **Overall Impact**

Positive

#### **Justification for impact**

Through promoting the ongoing development of sustainable high quality services it is expected that people will feel encouraged to pursue a career within the healthcare and social care sectors. Providing employment opportunities with personal development opportunities is expected to support the recruitment and retention of staff.

#### **Further actions required**

The project seeks to promote closer / collaborative working with providers to maximise the positives identified and to identify any potential negatives at the earliest opportunity so that action can be taken to mitigate these.

#### **Positive impacts identified:**

##### **A low carbon society**

Promote the minimal usage of transportation and promote the usage of alternative forms of transport.

##### **Quality communications, infrastructure and transport**

Promote closer joint-working between commissioners and providers in recording the outcomes achieved with / on behalf of those receiving care and support.

##### **Economic development**

Promote growth and sustainability of providers appointed to the NWDCA.

##### **Quality skills for the long term**

Promote access to skills training and personal development opportunities for those employed within

the healthcare and social care sectors.

### **Quality jobs for the long term**

Promote growth and sustainability of providers appointed to the NWDCA. This should deliver enhanced opportunities for the workforce to pursue quality job opportunities with long-term prospects for personal development.

### **Childcare**

Promote access to quality flexible childcare as this will encourage those with childcare needs to consider working in a job that requires flexibility and can require people to work unsocial hours.

### **Negative impacts identified:**

#### **A low carbon society**

-

#### **Quality communications, infrastructure and transport**

-

#### **Economic development**

-

#### **Quality skills for the long term**

-

#### **Quality jobs for the long term**

-

#### **Childcare**

-

## **A resilient Denbighshire**

### **Overall Impact**

Positive

### **Justification for impact**

As part of the ITT potential providers will be required to inform the commissioning partners of the policies / procedures and practices that they (the potential providers) have in place to address environmental / biodiversity / recycling & waste management / fuel efficiency issues.

### **Further actions required**

The project seeks to promote closer / collaborative working with providers to maximise the positives identified and to identify any potential negatives at the earliest opportunity so that action can be taken to mitigate these.

### **Positive impacts identified:**

#### **Biodiversity and the natural environment**

The project will promote the use of alternative transport options. This will contribute towards sustaining the natural environment.

#### **Biodiversity in the built environment**

-

#### **Reducing waste, reusing and recycling**

The project will promote the ethos of minimal waste and maximum recycling.

#### **Reduced energy/fuel consumption**

The project will promote the use of alternative transport options. The project will promote the delivery of services in the most fuel-efficient manner through reducing the distances travelled between calls whenever possible / practical.

**People's awareness of the environment and biodiversity**

The project will support appointed providers to promote staff awareness of these issues.

**Flood risk management**

-

**Negative impacts identified:**

**Biodiversity and the natural environment**

-

**Biodiversity in the built environment**

-

**Reducing waste, reusing and recycling**

-

**Reduced energy/fuel consumption**

-

**People's awareness of the environment and biodiversity**

-

**Flood risk management**

-

**A healthier Denbighshire**

**Overall Impact**



Positive

### **Justification for impact**

The project will build on the work undertaken under the existing NWDCA to provide domiciliary care and support to people across North Wales.

The NWDCA is focussed on meeting the healthcare and social care needs of people living in their own home.

This care and support ensures that the health of people is regularly monitored and any health concerns should be identified as early as possible.

### **Further actions required**

The project seeks to promote closer / collaborative working with providers to maximise the positives identified and to identify any potential negatives at the earliest opportunity so that action can be taken to mitigate these.

### **Positive impacts identified:**

#### **A social and physical environment that encourage and support health and well-being**

Promotes people being able to receive care and support in their own homes, and in the manner in which meets their individual needs / circumstances and that is tailored to address their well-being.

#### **Access to good quality, healthy food**

Promotes access to good quality, healthy food by ensuring that food intake is regularly monitored.

#### **People's emotional and mental well-being**

Promotes regular contact with carers who will monitor the well-being of those in receipt of care and support services.

#### **Access to healthcare**

Promotes the regular access to healthcare and, through ongoing monitoring, will ensure that the healthcare needs of those receiving care and support is met.

**Participation in leisure opportunities**

Promotes wider support to those receiving care and support, thereby supporting them to access community based leisure activities.

**Negative impacts identified:**

**A social and physical environment that encourage and support health and well-being**

-

**Access to good quality, healthy food**

-

**People's emotional and mental well-being**

-

**Access to healthcare**

-

**Participation in leisure opportunities**

-

**A more equal Denbighshire**

**Overall Impact**

Positive

**Justification for impact**

People are entitled to receive care and support in an equitable and fair manner.

The ITT will ensure that potential providers have appropriate policies and procedures in place to ensure that this is the case, and that potential providers have appropriate governance in place to

## Re-tender of the North Wales Domiciliary Care Agreement (NWDCA).

ensure that staff are suitably trained and assessed to ensure that policies and procedures are adhered to.

### **Further actions required**

The project seeks to promote closer / collaborative working with providers to maximise the positives identified and to identify any potential negatives at the earliest opportunity so that action can be taken to mitigate these.

### **Positive impacts identified:**

**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**

Promotes the availability of care and support in an equitable manner. All providers will be required to have robust equality policies and procedures in place in order to be considered for appointment to the NWDCA.

### **People who suffer discrimination or disadvantage**

Discrimination will not be tolerated. Providers appointed to the NWDCA will have to have policies in place that protect against discrimination and address disadvantage.

### **People affected by socio-economic disadvantage and unequal outcomes**

The care and support provided under the NWDCA is available to all those that qualify for it. The NWDCA is an outcomes focussed agreement.

### **Areas affected by socio-economic disadvantage**

The NWDCA seeks to ensure that high quality domiciliary care is readily available in all areas across North Wales.

### **Negative impacts identified:**

**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**

-

**People who suffer discrimination or disadvantage**

-

**People affected by socio-economic disadvantage and unequal outcomes**

-

**Areas affected by socio-economic disadvantage**

-

**A Denbighshire of cohesive communities**

**Overall Impact**

Positive

**Justification for impact**

The ITT will seek reassurance that potential providers focus on the well-being of those receiving care and support in their own home. Providers will need to demonstrate that they have policies and procedures in place to assess / monitor the well-being of those receiving care and support in their own home, and that staff are encouraged to raise any concerns that they have with the appropriate leadership / management staff.

**Further actions required**

The project seeks to promote closer / collaborative working with providers to maximise the positives identified and to identify any potential negatives at the earliest opportunity so that action can be taken to mitigate these.

**Positive impacts identified:**

**Safe communities and individuals**

Promotes regular contact between those in receipt of care and support with those providing the care and support. This regular contact should avoid the chance of an individual becoming isolated or being placed at risk.

**Community participation and resilience**

Promotes participation in local activities.

**The attractiveness of the area**

Promotes access to high quality care and support services in the home.

**Connected communities**

Promotes engagement of a broad range of services that are focussed on meeting the needs of those receiving care and support in the community.

**Rural resilience**

Promotes people remaining within their own home within their own community for as long as is possible.

**Negative impacts identified:**

**Safe communities and individuals**

-

**Community participation and resilience**

-

**The attractiveness of the area**

-

## **Connected communities**

-

## **Rural resilience**

-

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

### **Overall Impact**

Positive

### **Justification for impact**

Potential providers will need to demonstrate: Their policy & practice in relation to the Welsh Language Standards of the commissioning partners, and how they intend to meet the cultural and linguistic needs of the local population.

The ITT will make specific reference to potential providers having to understand the Welsh language, culture and heritage of each area across North Wales.

### **Further actions required**

The project seeks to promote closer / collaborative working with providers to maximise the positives identified and to identify any potential negatives at the earliest opportunity so that action can be taken to mitigate these.

### **Positive impacts identified:**

#### **People using Welsh**

Promotes people receiving care and support to receive the care and support in the language of their choice.

#### **Promoting the Welsh language**

Providers appointed to the NWDCA will be required to have 'Welsh Language' policies in place that

meet legislation / guidance.

### **Culture and heritage**

The NWDCA promotes the delivery of care and support in an individuals own home by staff who are locals themselves. This should ensure that care and support is delivered in a manner that is sensitive to local culture and heritage.

### **Negative impacts identified:**

#### **People using Welsh**

-

#### **Promoting the Welsh language**

-

#### **Culture and heritage**

-

### **A globally responsible Denbighshire**

#### **Overall Impact**

Positive

#### **Justification for impact**

The project will promote collaborative working between commissioners and providers to deliver services that meet the needs and aspirations of those who are receiving the services being commissioned. This will support the commissioners to fulfil their responsibilities in providing care and support to those with need.

#### **Further actions required**

The project seeks to promote closer / collaborative working with providers to maximise the positives

identified and to identify any potential negatives at the earliest opportunity so that action can be taken to mitigate these.

**Positive impacts identified:**

**Local, national, international supply chains**

Domiciliary care and support is generally delivered by locally based providers employing local people and using local supply chains.

**Human rights**

Providers appointed to the NWDCA will be required to demonstrate that they have policies and procedures in place that safeguard a person's Human Rights.

**Broader service provision in the local area or the region**

Promotes joined-up working across services that is tailored to meet the needs of those living in an area.

**Reducing climate change**

Promotes local delivery of care and support, thereby minimising the adverse contribution of using transport.

**Negative impacts identified:**

**Local, national, international supply chains**

-

**Human rights**

-

**Broader service provision in the local area or the region**

-



**Reducing climate change**

-