



HILLINGDON
LONDON

Impact Assessment

STEP A) Description of what is to be assessed and its relevance to equality

What is being assessed? E.g. review of service, change to policy, restructure, decommissioning a service, tendering for a new service

The decommissioning of the three day centres below for people with learning disabilities, the commissioning of a new resource centre in Queens Walk, South Ruislip for this user group:

- Phoenix Day Centre , Bourne Court , South Ruislip HA4 6SW
- Woodside Day Centre , 401 Uxbridge Road, Hayes UB4 0RE
- Park View Day Centre, Farriers Close , Hillingdon , UB8 3XG

The proposal is to offer users of these services greater choice and independence by providing them with Personal Budgets and supporting them to access community based services. Those users with more complex needs would then have the option of being provided with support in a resource centre for people with learning disabilities based on a site in Queens Walk, South Ruislip. The three existing day centres would then be decommissioned. It is intended that the sites of the Park View and Woodside Day Centres would then be used to develop supported housing for people with learning disabilities. This would provide a realistic alternative to residential care provision for this user group.

In addition, it is also proposed that people with learning disabilities living in residential homes provided by the private and voluntary sector (P & V) should have their day opportunity needs addressed by their residential home provider. This is intended to reflect the fact that the Council is funding 24 hour care provision in care homes.

Who is accountable? E.g. Head of Service or Corporate Director

Linda Sanders, Corporate Director of Social Care and Health

Date assessment completed and approved by accountable person

21st January 2013. An earlier impact assessment was completed on 16th December 2011. This subsequent assessment has been completed to reflect further consultation with users of day services and their carers and families following a review of their needs and the completion of their support plans.

Names and job titles of people carrying out the assessment

Colin Sowerby – Service Manager, Disabilities and Transformation

Sandra Taylor – Service Manager, Older People & Learning Disability Provider Services
 Gary Collier – Service Manager, Commissioning
 Beverley Grayley – Disabilities Commissioner
 Jan Major – Team Manager

A.1) What are the main aims and intended benefits of the service, function, policy, and/or procedure you are assessing?

Three Day Services for people with learning disabilities provide traditional buildings based services and activities such as social education, employment, recreational and leisure programmes.

1) **Phoenix Day Centre** – Day Service that provides services for a maximum of 22 people per day who have complex and high needs with profound physical and learning disabilities.

2) **Parkview Day Centre** – Day Service that provides services for a maximum of 43 people per day who have complex and high needs with profound physical and learning difficulties.

3) **Woodside Day and Employment Centre** – Day Centre that provides services for a maximum of 60 people with learning disabilities.

The private and voluntary sector is providing residential care to 32 people with learning disabilities in 14 care homes. Many of these residents were previously supported in long stay hospitals provided by the NHS or private healthcare market.

A.2) Who are the users or beneficiaries? What is their equality profile?

a) Users/Beneficiaries

There are currently 88 people with learning disabilities using day centres and of these 56 live at home with parents or other family members who are their carers and 32 live in residential homes provided by the private and voluntary sector. Table 1 shows the average amount of time that people with learning disabilities have been using learning disability day services.

Table 1: Average Length of Time in Learning Disability Day Services	
Day Centre	Average Period (Yrs)
Park View	13
Phoenix	8
Woodside	9

Source: Disability Provider Services Jan 2013

Table 2 provides a breakdown of the total number of days that people are being supported in the three day services at present.

Table 2: Number of Days Supported in Current Day Services			
No of Days	Phoenix	Park View	Woodside
A. Community			
1	0	0	0
2	1	1	3
3	1	1	2
4	0	0	5
5	8	12	21
TOTAL COMMUNITY	10	14	32
B. P & V			
1	0	0	0
2	2	0	4
3	0	2	1
4	2	8	11
5	0	0	2
TOTAL P & V	4	10	18
SERVICE USER TOTAL	14	24	50

Source: Disability Provider Services Jan 2013

As a result of assessments and the support planning process the following has been identified about the 56 users living in the community:

- 35 people require a mixture of community based services and a specialist building-based service;
- 10 people have needs that can only be met in a specialist building-based service;
- 11 people have needs that can all be met in the community

The assessment process has shown that of the users living in the community:

- 5 people will need a greater amount of support;
- 49 will require the same; and
- 2 will require less

A result of the support planning process is that 37 users will have their Personal Budget managed by the Council, 13 will have a mixed budget, i.e. a part that is managed by themselves and a part that is managed by the Council and 6 will have a completely self-managed Personal Budget.

Table 3 shows the current number of people with learning disabilities using day centres who are also using Council provided transport.

Table 3: Numbers of Day Centre Users with Learning Disabilities Accessing Council Provided Transport		
	Community Based Users	Users in P & V Sector
Park View	11	9
Woodside	27	15
Phoenix	8	1

Source: Disability Provider Services Jan 2013

29 service users living in the community will continue to have transport provided by the Council. The remaining service users will either be supported to use public transport or will be assisted by parents or Personal Assistants (PAs).

Service Users in P & V Sector

The 32 users of day services living in the P & V sector live in a combination of:

- 12 residential care homes provided by third sector providers, 11 of which it is intended to approach the Care Quality Commission to de-register as care homes. They will then be established as supported living, which will enable residents to have tenancies, claim Housing Benefit and also access other benefits;
- 2 care homes provided by the private sector; and
- 1 supported living scheme provided by a third sector provider.

The needs of these users will be addressed through the following:

- *Community based activities*, e.g. college, gardening, Hillingdon Community Farm, cinema, shopping, swimming and sporting activities.
- *Building-based activities in a community centre*, e.g. arts and crafts, music, keep fit, dance, games.
- *Home based activities*, e.g. independent living skills-related activities like meal preparation, laundry, cleaning and computer games.

b) Equality Profile

The 2011 census shows the population of Hillingdon to be 273,936, with an almost 50:50 split between men and women, i.e. 49.6% men and 50.4% women. 35,178 residents are aged over 65 and 174,638 aged between 18 and 64. The census also shows that 39% of Hillingdon's population are from Black and Minority Ethnic (BME) communities.

Equalities data shows that 60% of people with learning disabilities are male. Table 3 provides the equalities profile of the adults with learning disabilities accessing services funded by the Council under its social services responsibilities.

Table 3: Equalities Profile of Adults With Learning Disabilities Accessing Community Care Services			
	18-64 Years	65+ Years	Grand Total
Equalities			
White Total	317	41	358
Mixed Total	10	0	10
Asian/Asian British Total	69	0	69
Black/Black British Total	21	0	21
Chinese or Other Total	11	0	11
Gender			
Male	264	21	285
Female	164	20	184
Grand Total			469

Source: Protocol January 2013 (RAP 1/04/12 – 31/12/12)

The equalities profile of people with learning disabilities living in the community who are accessing Council provided day centres is shown in table 4 below.

Table 4: Equalities Profile of People with Learning Disabilities Accessing Council Provided Day Centres			
	Parkview	Woodside	Phoenix
TOTAL NUMBER	24	50	14
Male	13	31	7
Female	11	19	7
AGE			
18 -64	24	47	14
65 +	0	3	0
Total	24	50	14
DISABILITY			
Learning Disability	24	50	14
Physical Disability	12	7	9
Hearing Impairment	2	2	3
Speech Impairment	22	29	14
Visual Impairment	3	2	5
Mental Health	1	2	7
Health, diabetes etc.	6	2	14
ETHNICITY			
Asian/Asian British	3	13	-
Indian	3	1	3
Pakistani	-	1	-
Bangladeshi	-	1	-
Tamil	-	1	-
Other Asian	-	-	-
Black or Black British	1	3	-

Caribbean	-	1	-
African	-	-	-
Somali	-	1	-
Other Black	-	-	-
Chinese or other ethnic group	-	-	-
Mixed Group	-	-	-
White and Black Caribbean	1	-	-
White and Black African	-	-	-
White and Asian	-	-	-
Other mixed background	-	-	-
White British	16	22	10
White Irish	-	2	1
Turkish	-	-	-
Turkish Cypriot	-	-	-
Kurdish	-	-	-
Albanian	-	-	-
Kosovan	-	-	-
Other	0	1	-
Total	24	50	14
COMMUNICATION			
English	17	50	14
Other language	6	-	5
Non verbal	22	7	13
Large print	-	1	-
Audio tape	-	-	-
Computer disc	-	-	-
Sign language	1	11	1
Translator	-	-	-
Support Worker present	-	1	-
RELIGION/BELIEF			
No religion/non religious	1	-	3
Buddhist	1	-	-
Muslim	1	3	2
Christian	20	36	6
Sikh	-	11	1
Hindu	2	-	2
Jewish	-	-	-
Humanist	-	-	-
Other	-	-	-
Total	25	50	14

Source: Disabilities Provider Services January 2013

Table 5 provides the equalities profile of people with learning disabilities living in residential homes provided by the private and voluntary sector.

Table 5: Equalities Profile of People with Learning Disabilities Accessing Council Provided Day Centres Living in P & V Provided Services			
	Parkview	Woodside	Phoenix
Total Number	10	18	4
Male	6	11	3
Female	4	7	1
AGE			
18 -64	10	16	4
65+	0	2	0
Total	10	18	4
DISABILITY			
Learning Disability	10	18	4
Physical Disability	6	4	2
Hearing Impairment	0	1	1
Speech Impairment	10	9	4
Visual Impairment	1	0	1
Mental Health	4	0	1
Health, diabetes etc.	10	1	4
ETHNICITY			
Asian/Asian British	1	1	1
Indian	0	0	0
Pakistani	0	0	0
Bangladeshi	0	0	0
Tamil	0	0	0
Other Asian	0	0	0
Black or Black British	0	0	0
Caribbean	0	0	0
African	0	0	0
Somali	0	0	0
Other Black	0	0	0
Chinese or other ethnic group	0	0	0
Mixed Group	0	0	0
White and Black Caribbean	0	0	0
White and Black African	0	0	0
White and Asian	0	0	0
Other mixed background	0	0	0
White British	9	15	3
White Irish	0	2	0
Turkish	0	0	0
Turkish Cypriot	0	0	0
Kurdish	0	0	0
Albanian	0	0	0
Kosovan	0	0	0
Other	0	0	0
Total	10	18	4

COMMUNICATION			
English	10	18	4
Other language	2	0	0
Non verbal	7	8	4
Large print	0	0	0
Audio tape	0	0	0
Computer disc	0	0	0
Sign language	1	5	0
Translator	0	0	0
Support Worker present	0	0	0
RELIGION/BELIEF			
No religion/non religious	0	4	0
Buddhist	0	0	0
Muslim	0	0	0
Christian	9	13	3
Sikh	0	1	1
Hindu	1	0	0
Jewish	0	0	0
Humanist	0	0	0
Other	0	0	0
Total	10	18	4

Source: Disabilities Provider Services January 2013

A.3) Who are the stakeholders? What is their interest? E.g. Cabinet Members, Corporate Directors, staff, partners, other LA's

Service Users - will want to know how to access day time opportunities that provide choice and independence and information about alternative services/options to day centres.

Parents/Carers - will want to be aware of services and support that will be available and information about how the needs of the people they care for will be met. Will also want to be assured that support for them in their caring role will continue to be available.

Parents and family members of people living in residential homes currently accessing the three day care services will require reassurance that stimulating day time activities will be available to prevent social isolation.

Social care staff in Hillingdon - will need to signpost disabled people and their carers to information, advice and support about alternatives to reliance on building-based day opportunities. They also need to be aware about the purpose and eligibility for the new resource centre that is being proposed. They will need to broker access to community-based options for those residents with a managed or mixed Personal Budget whose eligible needs can be met in the community or through a combination of a specialist building-based service and the community.

Elected Members - have an interest in the changes being made as part of the modernisation of day services and how this contributes to achieving the priorities set

out in the Sustainable Community Strategy of promoting community-based provision, prevention, independence, rehabilitation and reablement for residents in Hillingdon.

Transport (Borough Passenger Services) - proposed changes in day services will influence the development of the Borough Passenger Service Strategy.

Staff in existing day services - staff will need to support the transition of users identified through the support planning process as requiring access to the proposed specialist service at Queens Walk as well as those whose needs will be met in the community or a combination of the two.

Voluntary sector organisations- need to inform service users and parent carers about alternative services available to address day opportunity needs that will deliver positive outcomes and presents an opportunity to develop alternatives services that users may wish to purchase with the Personal Budgets. Organisations will need to be aware of how to upload their service information on to the Council's online information directory called Careplace so that, users, carers and support planners have up to date information about what services are available.

Local colleges/educational provision- there will be a need to develop courses that people with learning disabilities will be able to access and will find meaningful.

Local employers- will require information about the changes in day opportunities and support in developing employment opportunities for people with learning disabilities (voluntary/apprenticeships/paid opportunities).

A.4) Why is what you are assessing relevant to equality?

The modernisation of day services will support people with learning disabilities who are living in the community and who have complex needs that can only be met in a specialist building-based service. This support will include supporting carers through the provision of short-break opportunities where needs cannot be met in the community. This will lead to changes in the way that day opportunities are provided and who can access a building based service. These changes will have an impact on adults with learning disabilities in Hillingdon, their carers and other family members.

Some of the positive developments include:

- Greater choice, control and transparency through personal budgets
- Support plans that are much more person-centred
- Opportunities for more innovative approaches to addressing need.

A.5) Which protected characteristics or community issues are relevant to the assessment? ✓ in the box.

Age	✓	Religion or belief	
Disability	✓	Sex	✓
Gender reassignment		Sexual Orientation	
Marriage or civil partnership		Community Cohesion	
Pregnancy or maternity		Community Safety	
Race/Ethnicity	✓	Other – please state	

Any other issues (such as Human Rights, socio-economic factors e.g. people on low incomes and specific sub-strands requiring particular focus such as Travellers and Gypsies, Deaf people):

Needs of Parent Carers

STEP B) Consideration of information; data, research, consultation, engagement – evidence of needs, priorities and preferences

B.1) Consideration of information and data - what have you got and what is it telling you?

Protected Characteristic: Ethnicity
 Equalities data shows that there is an under-representation of people with learning disabilities from Black and minority ethnic (BME) communities receiving services under the Council’s community care duties. The ethnic composition of people in day services reflects this. The opportunities presented by Personal Budgets for greater control through self-management or mixture of self-management and management by the Council would suggest that a greater proportion of people from BME communities would take up this option. However, the evidence from the support planning process has shown this not to be the case and that there is no difference between ethnic groups at this time, although it is expected that this will change over time. The data shows that there are no equality issues relating to the ethnicity protected characteristic.

Protected Characteristic: Gender
 Data shows that there are slightly more women than men in the overall population but 60% of people with learning disabilities accessing community care services are male. 56% of people accessing the three day services are male and 44% female, which broadly reflects the proportional gender split of people with learning disabilities

receiving community care services. The data shows that there are no equality issues relating on the gender protected characteristic.

Protected Characteristic: Age

3 of the current users of learning disability day services are aged over 60 and these are all currently accommodated within the P & V sector. There are also a further 8 people aged between 60 and 64 who are also living in the P & V sector. A particular issue for people with learning disabilities as they age is the increasing prevalence of dementia. The assessment and support planning process will ensure a personalised approach to addressing need that also includes access to stimulating day activities.

60% of the carers of the day centre service users living in the community are aged over 65 and 25% aged 70 and above and their ability to continue in their caring role will need to be kept under review. This will be addressed through the carers’ assessment process and their needs will be reflected in the support plan developed for the person with learning disabilities that they are caring for.

Protected Characteristic: Disability

Information about the needs of people with learning disabilities currently accessing day services indicate that at Phoenix and Park View service users are likely to have more complex needs (i.e. a physical and/or mental health need as well as having a learning disability).

The results of the assessment and support planning process show that 45 of the 56 people with learning disabilities living in the community have needs that mean that they require access to a specialist building-based service. Subject to the proposals being agreed by Cabinet, for 43 people these needs will be met at the Queens Walk Resource Centre. By choice, 2 service users requiring a specialist building-based service will have their needs met by a private sector provider. A further result of the assessment and support planning process is that two service users will move into more independent living, one into a supported living scheme for people with learning disabilities and another into an extra care scheme designed to support people aged over 55 with a range of needs.

11 people living in the community have been assessed as having less complex needs and will have these met in the community rather than in a specialist building-based service. The following are examples from support plans of the community activity preferences identified by users:

Ball game	Musical instruments	Visiting farms and zoos
Pampering/massage	Cinema	Theatre
Bowling	Playing snooker	College
Art/painting	Friendship Club	Drama class
Aromatherapy	Football matches	Visiting Kew Gardens
Cooking	Walking, climbing and swimming	Day trips

All 11 service users will receive support over the same number of days as when they were in day centres but it is proposed that their support will be provided by Personal

Assistants (PAs).

Consultation

B.2) Did you carry out any consultation or engagement as part of this assessment?

Yes

B.3) Who was consulted or engaged? If service users, what was their equality profile? What were the findings or results of the consultation? How were staff consulted? What was the process?

The focus of the consultation was on the following:

- All service users and their carers who currently attend Parkview, Phoenix and Woodside day centres
- A wide range of community groups and other stakeholders who have an interest in these proposals
- Parents of children in transition to adulthood
- Members of the Parent Carers' Forum
- Members of the Disabled Children and Transition Strategy Group
- Members of the Disabilities Assembly
- Members of the Learning Disability Partnership Board
- Members of the Learning Disability Forum

The consultation was comprised of:

- Individual meetings with service users and their carers
- Individual discussions with carers or family members of people living in P & V provided residential services
- Larger group meetings, including service user and carer fora
- A survey available on the website with hard copies sent to people to complete if they wished
- Consultation with voluntary groups, including the Local Involvement Network (LINK)

The events that have taken place are summarised in **Appendix 1**.

There has also been an opportunity for people to comment to the Customer Engagement team via the Council's website, e-mail, letter or by telephone.

Further consultation with staff was not undertaken as part of the assessment as they had been consulted as part of an earlier exercise regarding the proposals within the Disabilities Commissioning Plan.

Separate groups have been established to consider the plans for the Queens Walk Resource Centre, including the detailed design.

Key Consultation Results: Service Users and Carers

Comments from service users were largely positive, although some did express

sadness at having to leave existing day services. Responses from parent carers were positive about the fact that the Council was retaining a building-based service for people with complex needs and also to provide short break opportunities where user needs cannot be met within the community. Feedback was also positive about the design features of the Queens Walk Resource Centre, which carers have had the opportunity to shape. Comments were positive about the support planning process and especially about carers' assessments.

Concerns or challenges raised were as follows:

- *Capacity of Queens Walk Resource Centre to cope with demand* - The proposed facility at Queens Walk would cater for 35 people per day and around 70 people over the course of the week. The Council will annually review demographic pressures for Adult Social Care as part of the Mid-term Financial Forecasting (MTFF) process and make recommendations to meet these challenges. As the support planning process shows, service users without complex needs are able to have their needs well met by developing personalised arrangements, including community based activities.
- *Getting to Queens Walk from the south of the Borough* – Of the 43 people who will be expected to attend Queens Walk, 22 will have an increase in travelling and the remainder will either have a reduction in travel time or will have the same distance to travel.
- *Transition to new arrangements and need for two changes before Queens Walk opens* – It is recognised that careful transition planning will be required for each individual to make the experience as positive for them as possible.
- *People not assessed as substantial or critical losing out on social contact* – The reassessments that have taken place as a result of the process of modernising day services have not resulted in anyone being assessed as no longer meeting the Council's eligibility criteria.

Parents or family members of people living in P & V have also been consulted and their main concerns were:

- *Isolation of people in P & V residential homes* – Support plans have been developed by the providers to ensure that day activity needs continue to be provided. Greater opportunities will be available once users have access to Personal Budgets following the de-registration of the P & V care homes so that they become supported living.
- *People living in P & V residential homes being able to remain in contact with the friends that they have made in day services* – Three friendship clubs have already been established by the Disablement Association Hillingdon (DASH) and these take place in The Hub (the former post office) in the Mall Pavilions in Uxbridge, at Christ Church in Redford Way, Uxbridge and also in the Costa's coffee shop in Uxbridge High Street. These provide an opportunity for old friendships to be maintained and new ones to be established.

B.4) Describe other research, studies or information to assist with the assessment. Include the local and/or national context e.g. financial, legal.

Legal context

The Council's adult social care duties are summarised in Appendix 2. The Council also has a public duty to pay due regard to the need to eliminate discrimination,

advance equality of opportunity and foster good relations (Equality Act 2010)

National Policy Context

The following national policies have the themes of personalising services and ensuring that service users are at the heart of assessment and service planning :

- Valuing People (2001)
- Improving the Life Chances of Disabled People (2006)
- Putting People First: a shared vision and commitment to the transformation of social care (2007)
- Transforming Adult Social Care (2008)
- Valuing People Now (2009)
- Vision for Adult Social Care (2010)
- Think Local, Act Personal (2011)
- Caring for our future: reforming care and support (2012)

National policy is focused on maximising the independence of disabled people by redesigning the system to ensure that they have greater choice and control over the services they receive and the way they are provided and for people to access their local communities. This will be achieved by giving users personal budgets and enabling them through effective support planning to have direct control over how these are spent. This will also give greater transparency by showing how much money is available to meet their individual needs.

The model of care and support proposed in national policy is predicated on disabled people being supported in their local communities rather than in institutional settings. However, information from the Personal Social Services Expenditure data (PSSX1) for 2011/12 shows that the Council has invested resources in traditional services like residential care (59.3% of care budget for learning disabilities) and day services (14.6% of budget for learning disabilities).

The Adult Social Care Personalisation and Commissioning Plan and the Disabilities Commissioning Plan both build on the need to modernise services so that they deliver personalised services that are tailored to achieving individual service users' outcomes.

Demographic Context

Population projections (PANSI) suggests that the number of people in the population with learning disabilities is likely to increase by 4.5% in the five year period to 2015 and the numbers of people aged 18 to 64 with moderate to serious physical disabilities are likely to increase by 4.3% within this period. Projections also suggest increasing need due to people having more than one disability. A 2009 study showed that 54% of people with learning disabilities receiving community care services had more than one disability.

Research by the Centre for Disability Research (CfDR) in 2008 suggested that the following factors were likely to result in an increase in demand for social care services up to 2018:

- Decreasing mortality among people with learning disabilities, especially in older

- age ranges and among children with severe and complex needs;
- The impact of changes in fertility over the past two decades in the general population;
 - The ageing of the ‘baby boomers’, amongst which there appears to be an increased incidence of learning disabilities.

Research also suggests that the following factors would contribute to a reduction in the capacity of informal support that would result in an increase in demand on social care services by 2026:

- Increases in lone parent families
- Increasing rates of maternal employment
- Increases in the percentage of older people with learning disabilities (whose parents
- are likely to have died or be very frail)
- Changing expectations among families regarding the person’s right to an independent life.

The CfDR’s research identified that there was a significantly greater prevalence of learning disabilities amongst boys with a Special Educational Need (SEN), a key source of demand on adult social care services. It is suggested a girl:boy ratio of 1:1.85 for mild learning disabilities (MLD), 1:1.83 for severe learning disabilities (SLD), 1:1.28 for people with profound and multiple learning disabilities (PMLD) and 1:5.73 for people on the autistic spectrum disorder (ASD).

Financial Context

It is predicted that public sector funding will reduce by about 28% over the life of the current parliament. Hillingdon Council has to achieve more than £60m over the four year period to March 2014, which is equivalent to 18% of its annual budget.

C) Assessment

C.1) Describe any *ADVERSE* impacts (actual or potential):

User Group/Equality Group/Community	Impact (<i>how they may be affected</i>) and identify what action you need to take to address this impact or mitigate against it.
People with learning disabilities	Modernisation of day services will result in change which some users who have been in day services for a long time and/or those who find disruption to their routine difficult. This will be addressed through good transition planning that will involve, if required, external advocacy provision to ensure that service users’ voices are heard.
People with learning disabilities	The 11 service users living in the community with less complex needs and the 32 people living in P & V provided services could lose the friendships they have established with other people with learning disabilities in the day centres. There will still be opportunities for friendships to be maintained through the friendship clubs that have already been established by the

	DASH.
People with learning disabilities	The 32 service users of day services in the P & V sector could become isolated if alternative day time activities are not put in place. Support plans have been devised for each individual that show how day time activity needs will be met. The availability of Personal Budgets during 2013/14 as most of the P & V services are de-registered as residential homes and become supported living will create opportunities for more innovative approaches to addressing day activity needs. De-registration will also enable residents to have tenancies and gain access to other sources of income.
People with learning disabilities	Greater levels of choice and control could create opportunities for abuse. Opportunities for abuse exist under the current system and have to be balanced with the opportunities for a better quality of life. The introduction of the pre-paid card will mitigate against financial abuse by enabling the Council to see immediately how funds are being spent and compare this with the content of support plans. The Council's Care Service Inspection Team will continue to inspect some providers and there will be an opportunity for users (with support) to upload reviews of services and their providers on the Council's online directory of services called Careplace. Providers will be removed from Careplace where there are safeguarding issues
Carers	There are carers living in the south of the borough who will have to travel to the north of the borough, which could have additional cost and time implications for them. The impact of the proposals is balanced between those people who will have less distance to travel and those who will have more. The needs of carers and their ability to continue their caring role, which is likely to become more of an issue as they get older, will be kept under review as part of the carers' assessment process. Personal budgets will give greater options to relieve stress on carers through the employment of Personal Assistants.

C.2) Describe any **POSITIVE** impacts

User Group/Equality Group/Community	Impact (<i>how they may be affected</i>) includes opportunities to eliminate discrimination, advance equality of opportunity and foster good relations in the community.
People with learning disabilities	The modernisation of day services will lead to greater opportunities and choice for people with learning disabilities, which will advance equality of opportunity and eliminate discrimination, as more people will be involved in their local communities. The provision of personal budgets will create an opportunity for innovative approaches to delivering agreed outcomes to address the needs that are eligible under the Council's Fair Access to Care Services criteria (FACS).
People with learning	Personal Budgets will provide much greater opportunities

disabilities	to ensure that needs are addressed in ways that are much more person-centred than is currently the case, which assist in addressing the needs of people from different cultural and religious backgrounds.
People with complex needs	The development of a new resource centre creates an opportunity to develop a service that is specifically designed to meet the needs of those people with the most complex needs. Users and carers have had the opportunity to be involved in the design of this proposed new service.
People with learning disabilities and carers	Personal budgets will create a greater degree of transparency about the funding available to address individual care and support needs as well as much more control over how it is spent.
Carers	The provision of a resource centre for people with the most complex needs who are living at home with a carer(s) will ensure the availability of respite within the borough that carers can access if there are no other suitable options available that can be purchased with a Personal Budget.

D) Conclusions and Actions

The modernisation of day opportunity services for people with learning disabilities, which is occurring as part of the roll out of the personalisation agenda in accordance with national policy, is intended to maximise the scope for day time activity needs to be addressed within a community setting and to therefore increase the choice, control and independence of disabled residents. The Council recognises that there are people for whom the complexity of their needs means that a community based solution is not an appropriate option and the development of a dedicated resource centre is intended to address this need.

Although there are no discernable adverse implications of the proposals in respect of the protected characteristics of ethnicity and gender, it is recognised that the proposed changes could have the following effects in respect of disability and age (see point (e)):

- a) *Modernisation of day services will result in change which some users who have been in day services for a long time and/or those who find disruption to their routine difficult.*

This will be addressed through good transition planning that will involve, if required, external advocacy provision to ensure that service users' voices are heard. The intention through good transition planning is to make the change process a positive experience for service users.

- b) *The 10 users living in the community with less complex needs and the 32 people living in P & V provided services could lose the friendships they have established with other people with learning disabilities in the day centres.*

Three friendship clubs have already been established by the Disablement Association Hillingdon (DASH) and these take place in The Hub (the former post

office) in the Mall Pavilions in Uxbridge, at Christ Church in Redford Way, Uxbridge and also in the Costa's coffee shop in Uxbridge High Street. These provide an opportunity for old friendships to be maintained and new ones to be established. To make these clubs more enjoyable a range of recreational activities are also being developed at The Hub in response to what people with learning disabilities have said that they want to do, e.g. a weekly line dancing session has been set up after a pilot before Christmas proved to be popular.

- c) *The 32 service users of day services in the P & V sector could become isolated if alternative day time activities are not put in place.*

Support plans have been devised for each individual that show how day time activity needs will be met. As care homes provided by the third sector are deregistered during 2013/14 service users will have access to Personal Budgets that will provide them with more innovative ways of addressing their day opportunity needs, as well as providing them with tenancies and access to additional sources of funding.

- d) *Greater choice and control could create opportunities for abuse.*

Personalisation enables vulnerable people to have potentially much more fulfilling lives but this has risks associated with it. Mitigation of this risk comes through the pre-paid card which helps to alert the Council to financial abuse, as it enables to see exactly how the Personal Budget is being spent. If the spend pattern does not match the support plan then we can respond to this early alert.

Service providers can also be removed from the online directory of services (Careplace) where quality standards are not being met. The receipt by the Council of complaints from users and carers would be a good indicator that this is happening. It is intended that service users will also be able to upload their reviews of services they have used so that other potential users can see these before making decisions about how to spend their Personal Budgets.

The Council's Inspection Team will also continue to inspect providers, especially where users, carers and other stakeholders have raised concerns.

- e) *There are carers living in the south of the borough who will have to travel to the north of the borough, which could have additional cost and time implications for them.*

Of the 43 people who will be expected to attend Queens Walk, 22 will have an increase in travelling and the remainder will either have a reduction in travel time or will have the same distance to travel. The impact of the changes is balanced across the borough. However, 60% of the carers of the day centre service users living in the community are aged over 65 and 25% aged 70 and above and their ability to continue in their caring role will need to be kept under review. This will be addressed through the carers' assessment process and their needs will be reflected in the support plans developed for the people with learning disabilities that they are caring for. The employment of PAs through directly managed Personal Budgets can provide a more flexible way of addressing the needs of people with learning disabilities that enhances their independence and give carers peace of mind. The

supported living programme also provides a means of maximising the independence of people with learning disabilities.

Signed:

Name:

Linda Sanders

Role:

Corporate Director of Social Care & Health

Signature:

Linda Sanders

Date:

21 January 2013

Appendix 1

Consultation Activity

Date/ Time	Activity	Location
5 November 2012 10.30 to 15.30	Interviews	Phoenix Day Centre
5 November (morning event)	Parents of Children in Transition, via the Launch the Parent Carers Forum event	Civic Centre
5 November	Disabled Children in Transition Steering Group	Civic Centre
6 November	Learning Disability Forum	Civic Centre
7 November 10.30 to 15.30	Interviews	Parkview Day Centre
8 November 10.30 to 15.30	Interviews	Parkview Day Centre
9 November 10.30 to 15.30	Interviews	Phoenix Day Centre
13 November 10.30 to 15.30	Interviews	Woodside Day Centre
13 November 10.30 to 12.30	Presentation, Parent Carers Reference Group	CR4, Civic Centre
14 November 10.30 to 15.30	Interviews	Woodside Day Centre
16 November 10.30 to 15.30	Interviews	Woodside Day Centre
19 November 14.00 to 15.00	Presentation at the Parent Carers group	Phoenix Day Centre
19 November 10.30 to 14.00	Interviews	Phoenix Day Centre
20 November 13.00 to 15.00	Presentation Learning Disability Partnership Boa	Civic Centre
20 November 10.30 to 11.30	Presentation at the Parent Carers group	Parkview Day Centre
21 November 10.30 to 15.30	Interviews	Woodside Day Centre
22 November 10.30 to 15.30	Interviews	Parkview Day Centre
26 November 10.30 to 15.30	Interviews	Phoenix Day Centre
27 November 10.30 to 12.00	Presentation at the Parent Carers group	Woodside Day Centre
28 November 10.00 to 11.30	Presentation at the Parent Carers Support Group for People with a Learning Disability	Christ Church
28 November 10.15 to 11.15	Service User Meeting	Woodside Day Centre
29 November 10.30 to 15.30	Interviews	Woodside Day Centre
3 December 10.30 to 12.30	Presentation at the Parent Carers group	Merrimans House

Date/ Time	Activity	Location
3 December 2012 10.30 to 15.30	Interviews	Parkview Day Centre
4 December 1-2.30	Children in Transition	CR 4
4 December 10.30 to 15.30	Interviews	Phoenix Day Centre
5 December 10:30 to 11:30	Service User Meeting	Parkview Day Centre
5 December 10.30 to 15.30	Interviews	Woodside Day Centre
6 December 5.00 – 6.30	Children in Transition	CR 4

Summary of Statutory Adult Social Care Responsibilities

- **National Assistance Act 1948.** Established a duty to provide residential accommodation and provide community services to disabled people. Section 21 states that “ A Local Authority may, with the approval of the Secretary of State, and to such extent as he may direct shall make arrangements for providing residential accommodation for persons aged 18 years or over who by reason of age, illness or disability or any other circumstances are in need of accommodation not otherwise available to them.” Section 47 defines the duty of a Local Authority to remove to suitable premises persons in need of care and attention and Section 48 defines the Local Authority responsibility to safeguard the property of a person not able to make the necessary arrangements.
- **Health Services Public Health Act 1968.** Section 44 extended the power of councils, detailed in the National Assistance Act 1948, to provide accommodation elsewhere in premises managed by them or another such authority. Section 45 placed a duty on councils to promote the welfare of older people and Section 65 extended the powers of Local Authorities to grant financial and other assistance to certain voluntary organisations.
- **Chronically Sick and Disabled Persons Act 1970 (as amended).** Section 1 placed a duty on councils to undertake an assessment of likely need for services in their area under the 1948 Act and to publish the results. Section 2 gave councils powers to provide practical assistance in the home, assistance with travel, holidays, leisure and telephone. Section 3 required local authorities with housing responsibilities to have regard to the special needs of chronically sick and disabled persons.
- **Mental Health Act 1983 .**Section 114 requires a Local Authority to appoint a sufficient number of approved social workers for the purpose of discharging the responsibilities conferred on them and Section 117 states that “it shall be the duty of the local social services authority to provide aftercare services for any person detained in hospital and then ceases to be detained”.
- **Disabled Persons (Service, Consultation and Representation) Act 1986.** Established the right for disabled persons to request an assessment and placed a duty on Local authorities to have regard to the needs of the carer when deciding which services to provide for a disabled person.
- **National Health Service and Community Care Act 1990.** Section 46 defines the duty placed on the local authority to prepare and publish a plan for community care services and review the same. Section 47 places a further duty on the local authority to assess need of individuals living in their area and then decide whether the identified needs call for provision of service by them.
- **Community Care (Recognition and Services).** Imposed a duty on Local Authorities to carry out a carers assessment where the cared for person is being assessed under the National Health Service Community Care Act 1990 or the Children Act 1989.

- **Carers and Disabled Children Act 2000.** Gives carers a right to an assessment of need independent of the cared for person.
- **Community Care (Delayed Discharges) Act 2003.** Imposed timescales on Local Authorities to undertake assessments of NHS in-patients and fines if delay is caused by social services. The Secretary of State may also make directions to allow local authorities to provide services free of charge for a maximum of six weeks to facilitate discharge from hospital.
- **Carers (Equal Opportunities) Act 2004.** Established new rights for carers. Local Authorities have a duty to inform carers of a right to an assessment and the assessment must include consideration of whether the carer a) works or wishes to work and b) is undertaking or wishes to undertake education, training or leisure activity.
- **Mental Capacity Act 2005.** The Act enshrines in statute current best practice and common law principles concerning people who lack mental capacity and those who take decisions on their behalf. It deals with the assessment of a person's capacity and acts by carers of those who lack capacity; identifies the situations where a designated decision-maker can act on behalf of someone who lacks capacity; it creates a duty on councils to establish an independent Mental Capacity Act advocate to support a person who lacks capacity.
- **National Health Service Act 2006.** Established a general duty on Local Authorities to provide community services for the prevention of illness and for the care of persons suffering from illness
- **Mental Health Act 2007.** Introduced deprivation of liberty standards into the 2005 Mental Capacity Act. The safeguards are designed to protect the interests of an extremely vulnerable group of service users and to:
 - ensure people can be given the care they need in the least restrictive regimes
 - prevent arbitrary decisions that deprive vulnerable people of their liberty
 - provide safeguards for vulnerable people
 - provide them with rights of challenge against unlawful detention
 - avoid unnecessary bureaucracy