

Integrated Impact Assessment Form (IIA) June 2012



This form replaces the previous Equality Impact Assessment form used by LBC.
The key aim of an impact assessment is to ensure that all Council policies, plans and strategies support the corporate mission statement that

'The needs of Luton's people will be first in everything we do'.

The aim of this impact assessment process is to:

- Embed Social Justice principles and practice into the Council's decision making process
- Ensure adherence to the Equality Act 2010 and associated Public Sector Duty
- Minimise duplication of initial impact assessments with regards to Environment and Health
- Ensure Officers have access to the necessary specialist support with regards to all of the above

The table on the first page of this form will enable you to make early consideration of the potential impacts of your proposal with regards to individuals, areas, cohesion, inclusion, the environment and health. You will need to review the impact table once you have completed your assessment to ensure that all impacts are clearly highlighted in the final document.

Once you have completed the table the form will guide you to explain your judgements and then, as appropriate, identify in the action plan how you will be able to enhance and maintain any positive, and mitigate any negative, impacts of your proposal in line with the council's mission and values.

This form will also help you to identify if you need further specialist advice or whether a more detailed Environmental or Health Impact Assessment may be required.

For your convenience, please see links to key Corporate and Partnership documents that may help you as you complete this IIA.

Corporate Plan

<http://intranet/SupportServices/Document%20library/Corporate%20plan%2011th%20July%202011.doc>

Equality Charter

<http://intranet/SupportServices/socialjustice/Document%20library/Equality%20charter.pdf>

Social Justice Framework

http://www.luton.gov.uk/Community_and_living/Lists/LutonDocuments/PDF/Social%20Justice/Social%20Justice%20Framework%202012%20-2026.pdf

Family Poverty Strategy

http://www.lutonforum.org/Forum/Documents/Family-Poverty-Strategy-Final-October2011_001.pdf

Joint Strategic Needs Assessment (JSNA)

http://www.luton.gov.uk/Council_government_and_democracy/Lists/LutonDocuments/PDF/Consultation/Reports/Final%20JSNA%202011.pdf

Community Involvement Strategy

<http://www.lutonforum.org/Forum/Documents/CISfinaljune2010.pdf>

Proposal Title: Extra Care Services Review
(Service Users)
Date of IIA: Draft 28/09/13; Final 11/02/13

Lead Officer Name: Fiona Green

Seen By:
Maureen Drummond, SJU, 28/09/12 (Draft); Sandra Legate, SJU, 11/02/13 (Final)

Signed Off By:
Bundle Lead/Head of Service: Maud O'Leary (Head of Adult Social Care)

Please provide an outline description of your proposal:

Luton Borough Council currently has five Extra Care Schemes, at Abigail Court, Applegrove, Colwell Court, where 24 hr onsite care is provided by Luton Borough Council carers, and Betty Dodd and Jill Jenkins Court, where onsite care is provided Westminster Care. This equates to 255 units which currently house 272 individuals.

The contract with Westminster Care for 24 hour onsite care is due for retender and Luton Borough Council has taken the opportunity to review the provision across all five sites, to look for opportunities to maximise the quality of care and operational efficiency of the Extra Care Service.

On 22nd October 2012 Council Executive granted permission to consult with service users, staff and the public on a proposal to go out to tender for the onsite care contract at five Extra Care sites. The proposed option offered the Council the potential to deliver up to £500,000 per annum and to improve service quality by developing a clear service specification. A draft IIA was presented with the original proposal.

The consultation period for the proposal to go out to tender for the onsite care contract at five sites closed on 29th January 2013, so it is now possible to report on the outcome of the consultation and next steps. Subsequent to consultation, Executive is now recommended to:

- 1. Authorise a tender for the onsite contract at Jill Jenkins Court and Betty Dodd Court, which includes the 24/7 onsite care provision and all personal care on these sites which is currently commissioned through Luton Borough Council.**
- 2. Authorise an extensive review of the LBC-staffed service at Abigail Court, Applegrove and Colwell Court, with a view to identifying budget savings through increased operational efficiency.**

The rationale for the change to the original proposal is the indication – which has been validated by consultation with staff – that there is opportunity to generate budget savings by making operational changes within the existing LBC-staffed service, as detailed in the Executive Report. The potential for making budget savings can be realised by reducing the amount of downtime (onsite time that is not

contact time with clients) within the LBC-staffed care provision, through improved rostering. With improved rostering, savings can be delivered either by reducing the amount of agency and staff overtime that is utilised, or by exploring the potential to transfer existing Private & Voluntary Sector commissioned packages back to the in-house extra care provision at no additional cost to the Council. Changes to LBC Extra Care staff contracts have been agreed which could help to reduce the volume of hours which are rostered on to sites, which will take effect from April 1st 2013.

Consultation highlighted that a number of residents in the LBC-staffed sites were concerned about the proposals. Of 29% of all Extra Care residents who responded to the question 'Do you have any concerns about the proposal?' 60% of these answered in the affirmative. The majority of concerns were centred on whether the quality of care would be compromised and whether there would be a change in the staff currently working onsite.

Whilst the concerns of residents regarding the proposal could be mitigated by a TUPE transfer and strong quality monitoring, the fact that these concerns are coupled with an opportunity to generate savings within the existing service indicate that this should be given due consideration as a favourable option to tendering for the service. The impact of the proposals on residents overall has been categorised as neutral overall, as the budget efficiencies delivered by these changes will have no substantive impact on the quality of care delivered.

Although the overall impact of these proposals has been classified as neutral, they would if implemented impact residents to varying degrees. These varying impacts are summarised below:

- 70 residents at Abigail Court, Applegrove and Colwell Court do not receive personal care and so the impact of the proposal upon them is broadly neutral.
- 54 residents at Abigail Court, Applegrove and Colwell Court receive personal care from LBC home care staff. The impact of the proposals to make the service more efficient on this group of residents is likely to be neutral, as the quality of care and consistency of care staff will be maintained.
- 29 residents at Abigail Court, Applegrove and Colwell Court receive personal care through the Private and Voluntary Sector, either as an LBC-commissioned service or via a Direct Payment. The impact of the proposals on this group of residents could be positive, as improved rostering could provide these residents with the opportunity to access the 'in-house' LBC-staffed care service, where they were unable to do so before, for capacity reasons. Consultation indicated that there are a number of residents who would choose the LBC service if this option were available to them.
- 66 residents at Jill Jenkins and Betty Dodd Court do not receive personal care and so the impact of the proposal to tender for the service on them is likely to be broadly neutral. It should be noted however that they are eligible to receive unplanned/emergency care from the onsite provider.
- 27 residents at Jill Jenkins and Betty Dodd Court receive care from Westminster Care – the current onsite care provider. The impact of the proposal to tender on this group is likely to be positive, as one of the goals of the tender exercise is to improve the service specification.
- 27 residents at Jill Jenkins and Betty Dodd Court receive care from other P&V care providers. The impact of the proposal to tender on this group is likely to be positive one of the goals of the tender exercise is to improve the service specification and provide a more integrated model of

care, which should benefit these residents. However, if required to change provider, there may be some residents who are resistant to this change.

- 13 residents at Jill Jenkins and Betty Dodd Court receive care which is accessed via a Direct Payment. For these residents, the change will be neutral.

Please list other contributors and stakeholders involved in the preparing of this assessment:

Sandra Legate – Social Justice Unit

If there is any potential impact on staffing you must invite trade union involvement in the preparation of this assessment:

Consultations with staff have taken place in line with legislation, LBC policies and procedures and best practice, and will involve the Trades Unions throughout.

IMPACT TABLE

The purpose of this table is to consider the potential impact of your proposal against the Equality Act 2010 'protected characteristics' and other key priorities of Community Cohesion, Social Inclusion, Health and Environment. We also ask you to consider potential outcomes against the key priorities of our Corporate Plan (see link).

Once you have completed this process you should have a clearer picture of any potential significant impacts*, **positive**, **negative** or **neutral**, on People or Places as a result of your proposal. The rest of the questions on this form will help you clarify impacts and identify an appropriate action plan. ("Significant impact" means that the proposal is likely to have a noticeable effect on specific section(s) of the community greater than on the general community at large).

In relation to the protected characteristics below, will the proposal have an impact in relation to the outcomes below?

	Impact Identified	Outcomes Having identified the impact will it contribute to any of the following Council priorities below?		
		Empower, support & protect the vulnerable (Equality)	Improve life & learning opportunities for all (Inclusion)	Improve health & reduce health inequalities (Health)
PEOPLE	delete as applicable from the selection below <input checked="" type="checkbox"/> = Positive <input checked="" type="checkbox"/> = Negative <input type="checkbox"/> = Neutral			
Race	<input type="checkbox"/>	Yes	N/A	N/A
Gender	<input type="checkbox"/>	Yes	N/A	N/A
Disability	<input type="checkbox"/>	Yes	N/A	N/A
Sexual Orientation	<input type="checkbox"/>	Yes	N/A	N/A
Age	<input type="checkbox"/>	Yes	N/A	N/A
Religion/Belief	<input type="checkbox"/>	Yes	N/A	N/A
Gender Reassignment	<input type="checkbox"/>	Yes	N/A	N/A
Pregnancy/Maternity	<input type="checkbox"/>	Yes	N/A	N/A
Marriage/Civil Partnership (HR issues only)	<input type="checkbox"/>	Yes	N/A	N/A
Care Responsibilities ¹ (HR issues only)	<input type="checkbox"/>	Yes	N/A	N/A
PLACE				
Strengthen community cohesion	<input type="checkbox"/>	N/A	N/A	N/A
Tackling poverty/ promoting social inclusion	<input type="checkbox"/>	N/A	N/A	N/A
Area/Wards affected All Wards	<input type="checkbox"/>	N/A	N/A	N/A
ENVIRONMENT				

¹ This is a Luton specific priority added to the 9 protected characteristics covered under the Equality Act.

APPENDIX A

Protect and enhance the quality of the natural and built environment	<input type="checkbox"/>	N/A	N/A	N/A
HEALTH				
Promoting health and wellbeing	<input type="checkbox"/>	Yes	N/A	N/A

Please answer the following questions to help you identify any actions you may need to take with regards to impacts of this proposal

1. Consultation

1.1 Have you made use of existing recent research, evidence and/or consultation to inform your proposal?
Please insert links to documents as appropriate.

In developing the original proposal, use was made of existing client survey research in the form of preliminary results from the Sheltered Housing Review, which was conducted by the Wellbeing and Prevention Team in July 2012.

The research conducted by the Consultation and Community Engagement Team in November 2010 with tenants at Jill Jenkins and Betty Dodd Courts (link below) was also used to inform the original proposal.

[Click here for LBC Consultation Portal](#)

[Click here Luton Observatory](#)

**Insert any links to reference websites below.
One per space only**

<http://www.bmgsystems.co.uk/lutonccp/kms/dmart.aspx>

**Insert any relevant files in the spaces below.
One per space only**

[For advice and support from Consultation Team click here](#)

1.2 Have you carried out any specific consultation with people likely to be affected by the proposal? (if yes, please insert details, links to documents as appropriate).

Guidance Notes: If no, please explain why this has not been done - you may wish to speak to the Consultation Team first as a lack of sufficient consultation could render this IIA invalid and place the Council at risk of Judicial Review.

Focus Groups – August/September 2012

As part of the review process face-to-face interviews were conducted with service users in all five schemes to understand their views on the quality of the service and to capture their opinions both on the positive aspects of the service provision and the potential for improvements. This information was used to produce the service improvement recommendations made in the report which went to Council Executive in October 2012.

Formal Consultation on Proposals – 1st November 2012 – 29th January 2013

On 22nd October Council Executive granted permission to undertake formal consultation with service users, staff and the public on the proposal to go to tender for the care contract on the five sites. As part of the consultation service users, their families/representatives, staff and stakeholders were consulted through group and one-to-one meetings, a customer survey, and an online question-and-answer inbox. A full consultation report is enclosed with the Executive Report. Some of the data below draws upon equalities data provided anonymously in the surveys completed by residents.

[For advice & support from the Social Justice Unit click here](#)

2. Impacts on People

2.1 Where you have identified a **positive*** impact please explain the nature of this impact.

Guidance Notes:

If you identify positive impacts with regards to one or more groups listed above please outline how these can be enhanced and maintained against each group identified. Specific actions to be detailed in action plan below.

**By positive impact we mean, is there likely to be a noticeable improvement experienced by people sharing a characteristic?*

2.2 Where you have identified a **negative*** impact please explain the nature of this impact.

Guidance Notes:

Please use this box to explain why you feel the proposal may be negative and outline what the consequences will be against each group identified. You will need to identify whether mitigation is available,

what it is and how it could be implemented. Specific actions to be detailed in action plan below.

**By negative impact we mean is there likely to be a noticeable detrimental effect on people sharing a characteristic?*

2.3 Where you have identified a **neutral*** impact for any group, please explain why you have made this judgement.

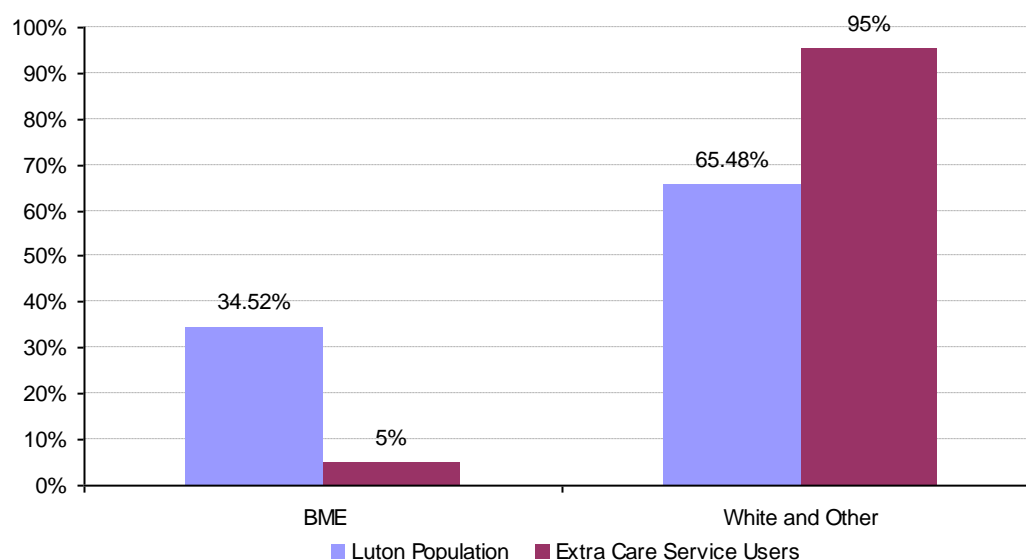
Guidance Notes:

You need to be confident that you have provided a sufficient explanation to justify this judgement.

**By neutral impact we mean that there will be no noticeable impact on people sharing a characteristic*

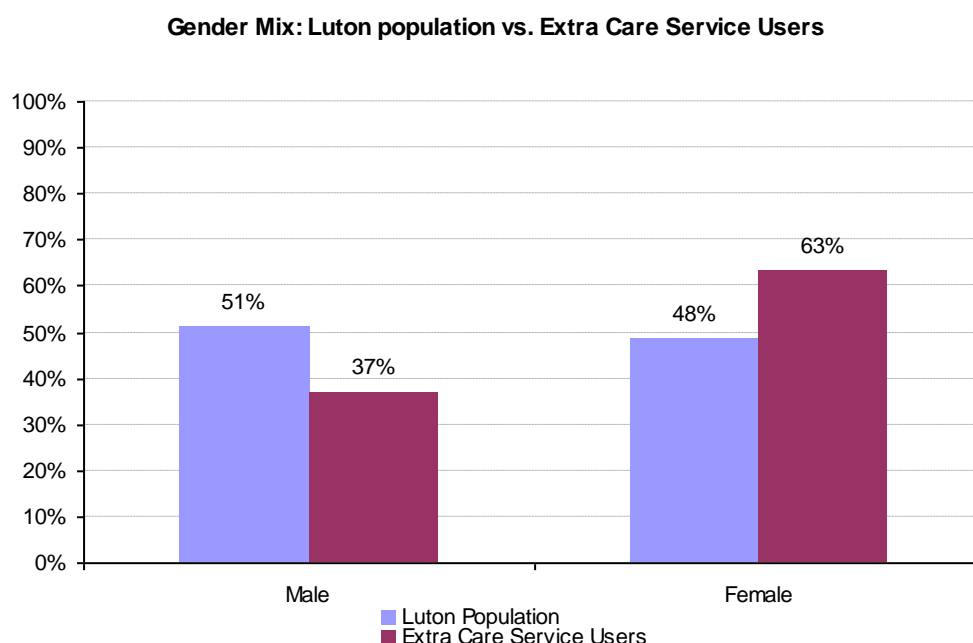
Race: (Neutral) Based on data collect through consultation, it has been established that a higher proportion of Extra Care residents identify as 'White and Other' than in the Luton population at large. If the proposal is approved at Council Executive, the impact of the proposal upon service users would be Neutral, because although the proposal involves changes to the service, in the form a tender for the onsite care contract at Jill Jenkins and Betty Dodd and operational changes within the LBC-staffed sites, the current quality of service will be maintained, and in some areas, improved upon. The Service Specification at Jill Jenkins and Betty Dodd Court will include detail on 'Core Service Principles' which will specify that the Provider will ensure that it and its staff do no discriminate against people because of their race. In addition to the Provider taking steps to prevent such unlawful discrimination, the Provide shall also ensure that they promote equal opportunities and good community relations between people from different racial groups where possible.

Racial Mix: Luton population vs. Extra Care Service Users

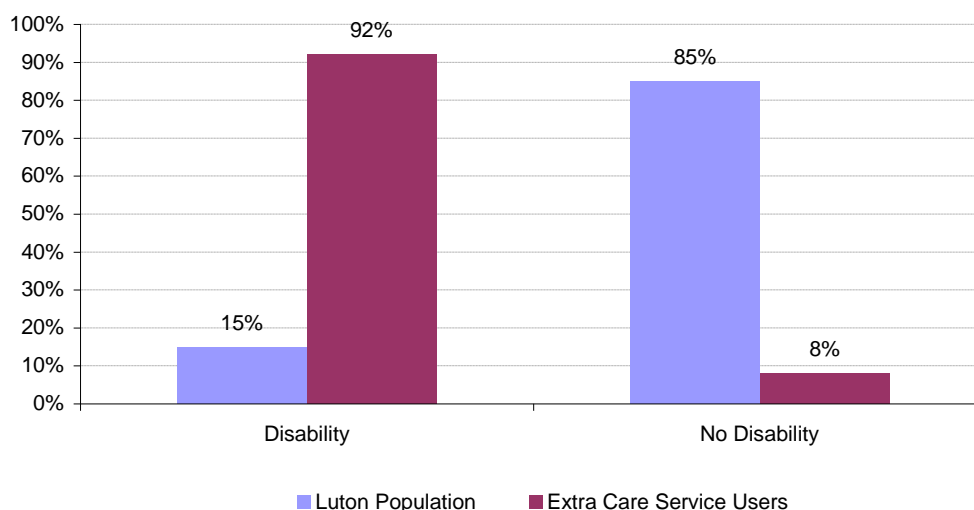


Gender: (Neutral) If the proposal is approved at Council Executive, these changes to the service will disproportionately affect females, as 63% of LBC service users are female, compared to 48% in the Luton population at large. The impact of the proposal upon service users would be Neutral, because although the proposal involves changes to the service, in the form a tender for the

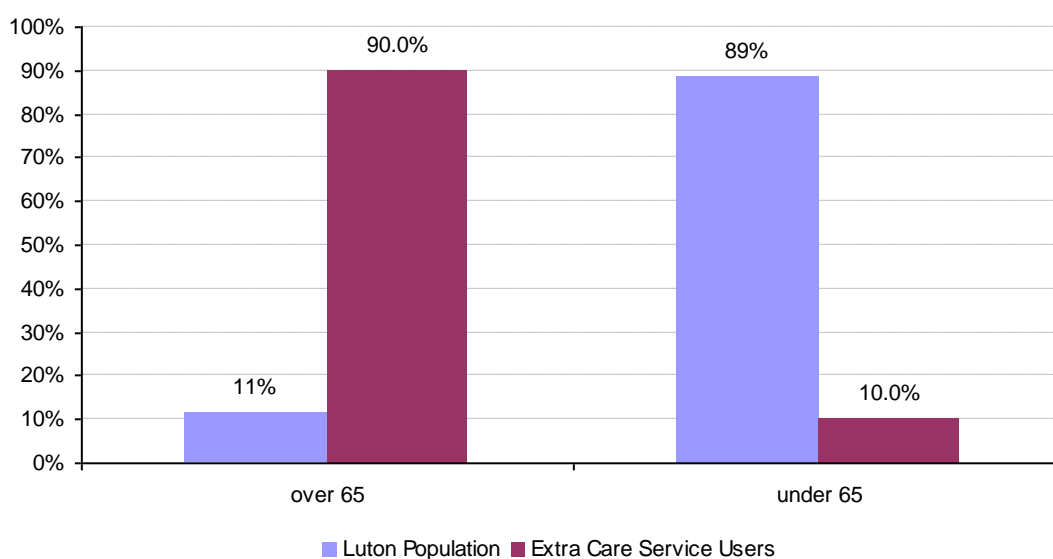
onsite care contract at Jill Jenkins and Betty Dodd and operational changes within the LBC-staffed sites, the current quality of service will be maintained, and in some areas, improved upon. The Service Specification at Jill Jenkins and Betty Dodd Court will include detail on 'Core Service Principles' which will specify that the Provider will ensure that it and its staff do no discriminate against people because of their gender.



Disability: (Neutral): During consultation, 95% of residents surveyed identified themselves as having a disability, and would therefore be disproportionately impacted if this change is approved by Council Executive. The impact of the proposal upon service users has been classified as Neutral, because although the proposal involves changes to the service, in the form a tender for the onsite care contract at Jill Jenkins and Betty Dodd and operational changes within the LBC-staffed sites, the current quality of service will be maintained, and in some areas, improved upon. The Service Specification at Jill Jenkins and Betty Dodd Court will include detail on 'Core Service Principles' which will specify that the Provider will ensure that it and its staff do no discriminate against people because of disability.

Disability: Luton population vs. Services Users

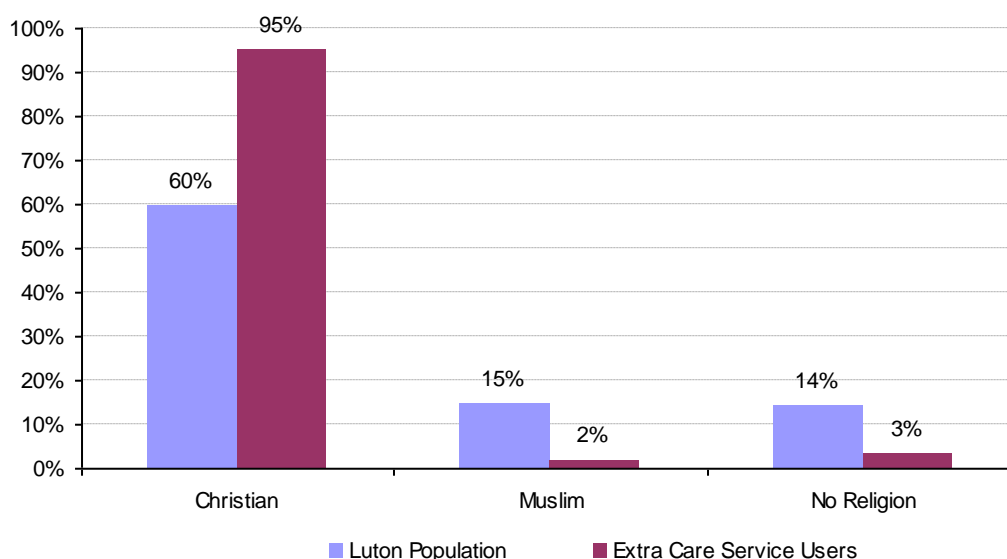
Age: (Neutral) If the proposal is accepted by Council Executive, the proposed changes to the service will disproportionately affect those over 65 as this age group comprise 90% of service users, compared to just 11% in the Luton population at large. The impact of the proposal upon service users has been classified as Neutral, because although the proposal involves changes to the service, in the form a tender for the onsite care contract at Jill Jenkins and Betty Dodd and operational changes within the LBC-staffed sites, the current quality of service will be maintained, and in some areas, improved upon. The Service Specification at Jill Jenkins and Betty Dodd Court will include detail on 'Core Service Principles' which will specify that the Provider will ensure that it and its staff do no discriminate against people because of their age.

Age: Luton Population vs. Extra Care Service Users

Religion: (Neutral) Based on data collect through consultation, it has been established that a higher proportion of Extra Care residents identify as Christian than in the Luton population at large. If the proposal is accepted after consultation with service users

and stakeholders and agreed at Executive, the impact of the proposal upon service users has would be Neutral, because although the proposal involves changes to the service, in the form a tender for the onsite care contract at Jill Jenkins and Betty Dodd and operational changes within the LBC-staffed sites, the current quality of service will be maintained, and in some areas, improved upon. The Service Specification at Jill Jenkins and Betty Dodd Court will include detail on 'Core Service Principles' which will specify that the Provider will ensure that it and its staff do no discriminate against people because of their religion.

Religion: Luton population vs. Extra Care Service Users



[For advice & support from the Social Justice Unit click here](#)

3. Impacts on Cohesion

If you have identified an impact on community cohesion, please describe here what this may be and who or where you believe could be affected.

Guidance Notes:

By 'impact on community cohesion' we mean - is the proposal likely to have a noticeable effect on relations within and between specific section(s) of the community, neighbourhoods or areas.

You will need to consider here actions to enhance and maintain positive impacts and how to mitigate negative impacts.

Specific actions to be detailed in action plan below.

No impact

[For advice & support from the Social Justice Unit click here](#)

4. Impacts on Poverty & Inclusion

APPENDIX A

If you have identified an impact on tackling poverty/promoting social inclusion, please describe here what you believe this would be and who you believe would be affected.

Guidance Notes:

By poverty and inclusion we mean - is the proposal likely to have a noticeable effect on households that are vulnerable to exclusion, e.g. due to poverty, low income and/or in areas of high deprivation.

You need to consider here actions to enhance and maintain positive impacts or mitigate negative impacts.

Specific actions to be detailed in action plan below

No impact.

[For advice and support from Public Health click here](#)

5. Health & Wellbeing

If you have identified an impact with regards to promoting Health and Wellbeing please consider the questions below in more detail.

5.1 Please describe what this impact is and who may be specifically affected by the proposal.

Guidance Notes:

By impact on health and wellbeing we mean - is there the potential for a positive or negative impact on the physical, mental or social well-being of an individual / group. You need to consider here actions to enhance and maintain positive impacts or mitigate negative impacts.

Specific actions to be detailed in action plan below

If proposals are accepted, there will be a positive impact in the wellbeing and quality of life of residents at Extra Care Sheltered Accommodation, as this will lead to a coherent and more responsive service, improving (in some cases) and sustaining the quality of life of residents.

5.2 Will the proposal impact positively or negatively on access to, and /or quality of, health and wellbeing services?

Guidance Notes:

By Health and Wellbeing services we mean clinical services as well as, for example, health improvement services such as Stop Smoking, weight management, alcohol and drug services, exercise programmes, affordable warmth, falls prevention etc.

You need to consider here actions to enhance and maintain positive impacts or mitigate negative impacts

Specific actions to be detailed in action plan below.

If proposals are accepted, better access to health care will be experienced as it will be a consistent and more equitable approach to healthcare and services, through the tender at Jill Jenkins and Betty Dodd.

[For advice and support from the Strategy & Sustainability Team click here](#)

6. Impacts on the natural & built environment

If you have identified an impact on the natural and built environment please consider the questions below.

Are there aspects of this proposal that may:

- a)** help in reduction of greenhouse gas emissions, produced by the burning of fossil fuels (i.e. coal, oil), which is likely to add to the effects of climate change
- b)** have an effect on conservation of energy, water, minerals and materials
- c)** have an impact on the amount of waste that could be generated through the implementation of the proposal

- d)** impact positively or negatively on access to and the quality of the natural environment (eg parks, play areas, green spaces, conservation areas)
- e)** improve people's or infrastructure's resilience towards extreme weather conditions
- f)** affect amount of car journeys to/from a particular site

Guidance Notes:

If you identify positive impacts with regards to questions please outline how these can be enhanced and maintained. If you identify negative impacts in response to questions then you will need to explain any actions that you intend to take to mitigate these impacts.

No impact.

Specific actions to be detailed in action plan below

a)
b)
c)
d)
e)
f)

Please detail all actions that will be taken to enhance and maintain positive impacts and to mitigate any negative impacts relating to this proposal in the table below:

Action	Deadline	Responsible Officer	Intended Outcome	Date Completed/ Ongoing
Draft IIA to go to Executive	22/10/2012	Fiona Green	Executive Report asks permission to consult on proposal to go out to tender for the onsite care contract on five Extra Care sites.	22/10/2012
Full and final IIA to go to Executive	04/03/2013	Fiona Green	Executive Report asks permission to tender for the onsite care contract at Jill Jenkins and Betty Dodd and to make operational efficiencies within LBC-staffed sites.	04/03/2013

A review of the action plan will be prompted 6 months after the date of completion of this IIA

Key Contacts:

Fiona Green (Fiona.green@luton.gov.uk)

Summary of Findings and Actions (for publication and to be written by the author)

Next Steps

- All Executive Reports must have an IIA attached (where relevant)
- All report authors must complete the IIA section of Executive Reports (equalities, cohesion, inclusion, health, environment)
- All reports are to be forwarded to the Social Justice Unit, Public Health and Strategy & Sustainability Unit for sign off in time for Executive deadline
- Social Justice Unit, Public Health and Strategy & Sustainability Unit to highlight key points of concern from IIA in their sign off comments
- On the rare occasion that the Social Justice Unit are unable to sign off the report, e.g. recommendations are in breach of legislation, a statement will be submitted by Social Justice Unit Manager or Equality and Diversity Policy Manager
- Completed and signed IIA's will be published on the internet once the democratic process is complete