

Proposal to close Kingsbury and New Millenium Resource Centres

Department

Everyone

Person Responsible

Judy Hubert

Created

30th January, 2015

Last Review

30th January, 2015

Status

Assessed

Next Review

30th January, 2016

Impact Assessment Data

5. What effects could your policy have on different equality groups and on cohesion and good relations?

5.1 Age (select all that apply)

- Neutral

Kingsbury Resource Centre

Age 60 -70 9 users

Age 70 -80- 23 users

Age 80 -90 28 Users

All service users that access day care provision age range from 65 to 95 years old. Many of them have age related illness specifically dementia, mobility and frailty problems and experience social isolation because many live on their own. Older service users might find it difficult to accept new concepts or adapt to change. Five service users had moved to this centre as a consequence of the closure of previous older people day centres in the borough i.e. Westbrook Day Services and Dollis Hill. They feel that there is nowhere else they can go in the community.

To mitigate the above the consultation focused on ensuring all service users will have their needs re-assessed by the social work team. All those who are eligible will continue to receive a service. Family, Keyworkers and advocate will be part of this process to ensure that the assessment is based on the individual holistic needs and that any change to service provision will effectively support the individual un met needs.

New Millennium Day Centre

The age range is from 30-90.

30 – 40 = 8 Service Users

40 – 50 = 24 Service Users

50 – 60 = 26 Service Users

60 – 70 = 12 Service Users

70 – 80 = 15 Service Users

80 - 90 = 2 Service Users

The majority of people are age between 50 and 70. Younger People are choosing not to attend this type of day care provision finding educational and vocational routes more able to meet their needs.

For all age groups ages the centre provides them with the social activities they have found difficult to access in the wider community. The social enterprise model will enable them to continue and build on the social element of the current service. It will give them more of a choice and control on how the service transforms in the future and with the support of the council become an entity which remains a viable operating model for the future. The project will empower service to shape services for disable people for the future and they can continue to work in this new environment with the existing and new friends as the service evolves.

5.2 Disability (select all that apply)

- Neutral

Kingsbury Resource Centre

All service users have a range of disabilities to include
Demetria Limited Capacity to make decision and choice
Vascular dementia No capacity to make a decision or choice
Physical Disabilities
Sensory Impairment
Mental Depression
Stroke suffers
Dyslexia
Asperger Syndrome

Kingsbury Resource Centre

People from the older community find it more difficult to manage change and as most of the people in Kingsbury are disable this may have an impact. As the consultation meeting moved forward there was a general understanding that what was important was to have a service. Where services are provided will form part of the review of needs process which will look at the specific disability of individuals and match services to their needs. An example of this is to place an older person who lives with Dementia within that specialist new service to support that need and this would be done in collaboration with the service user, family members, key workers and advocate

New Millennium

All service users have a range of disabilities. Developing their own social enterprise will help them to develop services to support the range of disability currently associated with the users of the centre. The focus will be to look at a menu of activities which could be social, educational or work related that will enhance and develop skills. There will be opportunities to promote services to the wider disable community of Brent and attract revenue which can be re-invested into the service allowing the enterprise to be sustainable for the future.

For some service users the focus will be on re-ablement which will help disable people back into to living independently and to access more day opportunities in the community to enhance their lives. Ultimately the new service model will promote social inclusion for disable people

5.3 Gender identity and expression (select all that apply)

- Neutral

For both Kingsbury Resource Centre and New Millennium there is no impact

5.4 Marriage and civil partnership (select all that apply)

- Neutral

For both Kingsbury Resource Centre and New Millennium there is no impact

5.5 Pregnancy and maternity (select all that apply)

- Neutral

For both Kingsbury Resource Centre and New Millennium there is no impact

5.6 Race (select all that apply)

- Positive

Brent remains a majority Black Asian Minority (BAME) borough with 63.7% of the population being non white. In England and in Wales the figure is 14% and 40% in London. The largest single ethnic group in Brent - is the Asian-Asian British, Indian or British Indian Group 18.6% of the borough population followed by the White: English/Welsh/Scottish/ Northern Irish/ British group with 18%. In England and Wales the Asian/British: Indian or British Indian group makes up 2.5 % of the population, rising to 8.8% in Outer London

Kingsbury

Asian 26 service users
Black Caribbean 21 service users
Black African 4 service users
White UK 26 service users
White Irish 5 service users
White Other 5 service users

Kingsbury Resource Centre has 41 people from the above represented group of the BAME population which represents 68% of the total borough overall population

There is a positive impact on the current diverse groups as there are a number of cultural specific day centres within

the borough which can better support race and cultural needs

New Millennium

Have 51 people from the above represented group of the BAME population which represent 58% of the total borough total population. There is a positive impact and the social enterprise model will allow service users to plan and develop services around their cultural and racial needs

5.7 Religion or belief (select all that apply)

- Positive

Kingsbury Resource

The Council does not believe that there will be any impact on the grounds of Religion or belief. For those service users who would be transferring to alternative day services or community facilities. A practice of different religions is available in many of the voluntary and independent day care centre. The Day Opportunities Strategy which was first implemented in 2012 for learning disabilities day service demonstrated that many users were able to secure alternative community services which better supported the religious and spiritual needs, for example day services for supporting people from the Jewish and Hindu community.

New Millennium

The Council does not believe that there will be any impact on the grounds of Religion or belief. The practice of different religions is something which will form part of the service provision within the social enterprise model. There will be opportunities to promote, share and practice the various religions of current and future service users of the enterprise. Learning about the different religious belief will enhance personal development and will develop a greater understanding.

5.8 Sex (select all that apply)

- Neutral

Kingsbury Resource Centre

The gender profile of service users is 38 female and 22 male, which reflects the general trend of more females using our services, as a general theme men use our day services less than women. Overall the policy will have a negative impact on females. We aim to ensure that both females and males are supported according to their needs during the process through robust advocacy as well as psychologist loss and bereavement therapy if necessary.

New Millennium

The total number of male is 48 and female 39 The policy will have a positive impact on males as there are more male service users. However it will also have a positive impact on females and they choose how specific services are develop to meet their needs

5.9 Sexual orientation (select all that apply)

- Neutral

Kingsbury Resource Centre and New Millennium

We are unable to specify whether the policy will have an impact or not due the unavailability of information. No feedback has been received through discussions with users, carers or staff which indicates that the proposal would have any impact in regards to this group.

New Millennium

Kingsbury Resource Centre and New Millennium

We are unable to specify whether the policy will have an impact or not due the unavailability of information. No feedback has been received through discussions with users, carers or staff which indicates that the proposal would have any impact in regards to this group.

5.10 Other (please specify) (select all that apply)

- Neutral

6. Please provide a brief summary of any research or engagement initiatives that have been carried out to formulate your proposal.

What did you find out from consultation or data analysis?

Were the participants in any engagement initiatives representative of the people who will be affected by your proposal?

How did your findings and the wider evidence base inform the proposal?

Consultation and Co Production

Consultation Kingsbury Resource Centre

The statutory 90 days consultation programme commenced in March 2015. 18 Meetings were held in total with service users, carers and staff. There were 9 service user meetings. All discussions were captured by a note taker. Key workers, advocates, translators and a Makaton signer were also available to assist service users to express their views. There were 9 carers meetings. All discussions were captured by a palentypist which provided a complete verbatim record of what had been discussed. Translators were also present.

The 90 days consultation process has raised a number of concerns in response to the specific proposal. For example, they:

do not want to lose the day centres as a meeting place where they have friends

expressed a fear of having to stay home and being socially isolated

were apprehensive about the assessments process, and whether this would lead to a reduction in number of days at a centre

also wanted a more cultural specific centre which would better meet their needs.

Carers concerns focused on the following. They:

raised their view that the changes are driven by the need to save money rather than improvements to the service

were concerned about the quality and relevance of the current assessments, and the need for future high quality,

transparent assessments and support plans

wanted to know why the cost was higher than the associated cost within the independent sector

raised concerns about the timescale for any changes

wanted to consolidate the services provided at Kingsbury with other local services.

The key points were confirmed: that this consultation is not about taking away a service, but about changing the way that service is delivered, and the assessment process would focus on individual needs, in a person centred way involving people who are important to the service users, including their key worker and will take account of existing friendship groups as part of any transitional arrangements.

Consultation New Millennium Day Centre

The statutory 90 days consultation programme commenced on 19th March and ended on 20th April. As the focus had been to co-production, working together with service users and carers to develop options the formal 90 days statutory consultation was not necessary. 8 Meetings were held in total with service users, carers and staff.

All service user meeting, 3 in total, responses and questions were captured by a note taker. Key workers, Advocates Translators and British Sign Language (BSL) signers were also available to assist service users to express their views.

All carers meetings, 3 in total, responses and questions were captured by a palentypist which provided a complete verbatim record of what had been discussed. Translators were also present.

The consultation process has raised a number of significant concerns in response to the specific proposal.

Service users concerns were wide ranging. For example, they:

were worried about the centre closing, and the ongoing changes, which seem to be a continuous process, going on for at least the last 6 years. They felt the change needed to stop

raised issues about trusting the Council which were the product of the concerns they have with the last changes to in house day services in felt there is a lack of alternative provision in the borough

think the centre is special. They are all like one big happy family.

do not want to lose the relationship they have with staff

Carers concerns focused on the following, they:

The impact of continuous budget cuts on the service

wanted to stress that the service provided much needed respite support

to ensure the assessment process also included carer assessments to

make better use of the building

Openness and transparency was important to ensure trust and confidence in the process. Continuous and effective communication was maintained across all stakeholder groups and delivering and sharing key messages in a timely way helped to rebuild trust.

The move to co-production work will support a sustainable model for the future

Although it had been identified that there was a number of other day centre services within the voluntary sector operating in the borough that provided similar activities to that held at New Millennium Day Centre the aim was to work together to look at ways of rationalising day service provision, reduce costs, make better use of the buildings we have and to develop a sustainable model for the future

All future assessment will take into account carers assessment and any respite requirements. This forms part of the

Council's commitment when implementing the Care Act 2014.

Co-production Kingsbury Resource Centre

While Kingsbury Resource Centre were involved in Co-production the focus was on closure as this was the proposal that had been put forward in the Cabinet Report in February.

The meetings were very much focused on ideas for reducing costs to help keep the centre viable. Ideas put forward included:-

- Families transporting their relative to the centre
- Rationalising the number of routes being used for transport
- Extending the use of the building to other organisations
- Working with local community organisations to rationalise resources
- Paying for tea and coffee

As a way of taking some of the ideas forward meetings were held with a number of voluntary organisations to establish how partnership arrangement could work. These discussions were very positive and led to the development of a variety of ways of effectively working together and at the same time reducing cost.

Co-production New Millennium

The aim was to look at alternative care solutions working closely with stakeholders to develop a range of more personalised options and to offer service users a way to be truly being in control of the services they receive and to work in genuine partnership to deliver the best outcomes

At these meetings service users were supported by Key Workers, Advocates, Translators and British Sign Language signers (BSL) to assist them to express their views. 3 initial meetings took place, mapping out similar local community resources and looking at ways of rationalising the number of services. One of these 3 meetings involved a visit to Thurrock Council to review a service model based on a social enterprise organised and managed by learning disabilities service users. This model was discussed and built on in the 3rd co-production meeting which concluded by pulling information together from the first and second meetings to share with the wider service users and carer groups. Then 12 smaller co-production group meetings were held to inform all the service users what had been happening in the previous 3 co-production meetings and to get from them an opinion on the suggested care service models for the future which included:-

For some service users the concept of a social enterprise was difficult to understand and refrained from the decision to support any of the specific models above and some did not want to get involved in a commercial operation. However, in the main service users were supporting a service model which they had control over to build on their ideas for improving services and having control in who supports them and how that support is provided. A smaller but significant number of service users wanted the existing staff to own and manage the social enterprise because of their knowledge of the existing staff and the quality of care that they provide. However staff expressed their dis-interest in owning and managing a social enterprise because of the risk in terms of financial investment.

At the Carer's co production meetings there was a lot of support for no change to the existing day centre service. Three initial meetings were held which included the session where the group went to review the Thurrock Council's social enterprise model. The fourth and final meeting focused at the 4 social enterprise models put forward as options and whether carers had a preference. There was not a clear out right preference on any of the models however; there was a complete rejection on any partnership arrangement with the private sector

7. Could any of the impacts you have identified be unlawful under the Equality Act 2010? Prohibited acts include direct and indirect discrimination, harassment, victimisation and failure to make a reasonable adjustment.

- No

No. Central to the work of the Adult Social Care services are the concepts of dignity, respect, equality, anti discrimination and fairness and the backbone of this work is the right to independence, choice and control for vulnerable people and specifically people from the protected groups. These concepts and the aims of the Day Opportunities Strategy fulfil the Council's Action Plan for disability and Race Equality and adhere to the Equality Act of 2010.

The promotion of greater personal choice and independence, employment and well-being is in line with the Council's policy.

8. What actions will you take to enhance the potential positive impacts that you have identified?

The assessment process will be person-centred focus and results in a support plan being developed that can meet the overall outcomes service users want and that improves their overall well being. Increasing access to community based services will require strategic commissioning work with voluntary and community based providers, for example: ensuring services are more culturally appropriate and better meet the health and social care needs of individual. Consideration will also be given to those who would like their relative and friend to be part of this process and visits to potential new centres will take place together with a trial period before any confirmed new placement is made.

Service users will have advocate input to ensure they have an understanding of the concept and the proposed change.

The policy aims to ensure that friendship groups are not broken up and that any new service provision chosen by users will have enough capacity to support groups of friends.

Flexible payment mechanisms, for example, a Direct Payment so that people have a choice in how they spend their personal budget will be promoted for both Kingsbury Resource Centre and within the Social Enterprise model for New Millennium

Continued engagement with service users, carers, staff and other stakeholders happen and assurance will be given that all FACs eligible service users will continue to have their care needs met.

The Council will also work with the users of New Millennium Day Centre to work up a business case for the development of the social enterprise model. The right skills and resources will be invested and partnership working through a dedicated board will form part of the governance arrangements

A communication plan will be produced which outlines the full breadth of the communication activities which will be delivered and a commitment to continue to deliver a quality service to vulnerable adult

9. What actions will you take to remove or reduce the potential negative impacts that you have identified?

There are no negative impacts identified. Should this change on implementation the Council will work with individual families, advocates and key workers to reduce the impact. Each service user will be supported in a person centred way taking into account specific needs and choice and to jointly together find a way of obtaining a positive solution

10. Please explain how any remaining negative impacts can be justified?

There are no negative impact

Comments

Staff

Staff have been engaged in a consultation process following the proposals being made; this has involved service managers Human Resources and Union representation.

Should the proposals be approved staff will be subject to a full range of options and wherever possible redeployment opportunities will be identified for staff.

Databases of staff numbers and grades currently employed at each centre are available.

Individual meetings will be held with staff to ensure their individual circumstances needs and preferences are identified taken into account when considering redeployment opportunities. This will include ability to access transport, family commitments working patterns and any other individual factors impacting on individuals.

Full engagement with HR and Unions will ensure a fair and equitable process is undertaken with due regard to all employment law and equalities legislation.

Any competitive interview process will be undertaken within an equal opportunities framework.

Any potential redundancies will be considered with due regard to employment law and legislative requirement. In common with most areas of social care and health provision, there are more women than men working in mental health day services. The issue of safety for staff working alone in the community should pay attention to any risks specifically for female staff.