

Name of proposal/policy	The future of day services at Stephenson Court, Kilsby	Budget number (if applicable)	
Service area responsible	Adult Social Care	Cabinet meeting date	13 December 2016
Name of completing officer	Emma Gadsby	Date EqIA created	1 August 2016 Updated 21 Nov 2016
Approved by Director / Assistant Director	Colin Sowerby	Date of approval	31 August 2016 Update approved 23 Nov 2016

The Equality Act 2010 places a 'General Duty' on all public bodies to have 'Due regard' to:

- Eliminating discrimination, harassment and victimisation
- Advancing equality of opportunity
- Fostering good relations

We do this by undertaking equality impact assessments (EqIAs) to help us understand the implications of policies and decisions on people with protected characteristics – EqIAs are our way of evidencing this.

All assessments must be published on the NCC equalities web pages. All Cabinet papers where an EqIA is relevant **MUST** include a link to the web page where this assessment will be published. If you require assistance in getting your EqIA published, please contact equalities@northamptonshire.gov.uk

PART 1

Description of current provision/policy and main beneficiaries/stakeholders

NCC currently commissions day services in a number of ways – as part of this, some services are commissioned through a block contract with Olympus Care Services (OCS). This EqlA concerns the services currently provided at Stephenson Court, Kilsby. Please note that the original EqlA also covered the services provided at The Drayton Centre, Northampton, however as work on the proposals continued it was agreed that two separate EqlAs would be more appropriate to deal with the individual issues for each centre.

Stephenson Court provides services for adults over 65 years of age, some of whom have mild cognitive impairment. Services include personal care, lunch and snacks, therapies, individual and group activities, monthly church service.

The centre has capacity for 36 Customers a week as part of the block contract over 3 days but it is actually only used by 16 customers with a maximum of 9 per day.

Stephenson Court is situated in Kilsby, which is a village in Daventry district. Transport is provided for service users who require it. Some service users pay in full for their transport, while others have their transport costs paid for by NCC. It is part of a retirement/sheltered housing complex of 30 flats, managed by Daventry & District Housing.

Service users are predominantly people supported by NCC although there are some private funders who use the centres too.

Description of proposal under consideration/development

The proposal under consideration is to cease NCC-funded day services at Stephenson Court and utilise existing block contract places that NCC has available to it, securing better value for money by using day centre places that have already been paid for but are not currently being used.

Data used in this Equality Impact Assessment (general population data where appropriate but each EqlA should contain information on people who use the service under consideration – if this is not applicable to your proposal then you probably do not need to do an EqlA)

Data Source (include link where published)

Please summarise what the data tells us – for example “X number of people use this service, X are male, Y are female etc”

OCS (August 2016) – **Stephenson Court**

Age	Number of service users
65 to 69 years	1

70 to 79 years	5
80 to 89 years	5
90 years and over	3

Gender	Number of service users
Male	6
Female	8

Ethnicity	Number of service users
White British	14

Primary health need	Number of service users
Physical/mobility support	6
Sensory impairment	1
Dementia	6
Not known	1

Frequency of visits	Number of service users
Once a week	7
Twice a week	5
Three times a week	2

Tick the relevant box for each line	Based on the above information, what impact will this proposal have on the following groups?			
	Positive	Negative	Neutral	Unsure
Sex		✓		
Gender Reassignment			✓	
Age		✓		
Disability		✓		
Race & Ethnicity			✓	
Sexual Orientation			✓	
Religion or Belief (or No Belief)			✓	
Pregnancy & Maternity			✓	
Human Rights (Please see articles in toolkit)			✓	
Other Groups (rural isolation, socio-economic exclusion etc)		✓		

Initial impact	
Explain your findings above	Actions identified to mitigate, advance equality or fill gaps in information
<p>The profile of the service users means that, if the decision to cease the NCC contract at Stephenson Court is taken, there will be a disproportionate effect on older people, people with disabilities and women, as women tend to live longer and are therefore present in day centre service users in higher numbers as shown in the data above.</p> <p>Day centres are intended to provide company and activities for people with dementia, as well as providing carers with a break from their caring role. It will be important to ensure that service users' needs (and those of their carers) are still met if they no longer attend either day centre under review.</p> <p>We will need to understand more about the carers of the service users to understand the impact upon them.</p>	<p>As part of working with service users, we will also work with their carers to understand how this would potentially affect them.</p> <p>In the event that the decision to cease the NCC contract at Stephenson Court is taken, the Council will undertake a range of actions to protect the welfare of service users and to meet their ongoing assessed needs:</p> <ul style="list-style-type: none"> • Individual assessments will be carried out to understand the particular needs and wishes of all service users • Full investigation of the alternative options for service users will be undertaken • Independent advocacy will be available to any resident that requires it as part of the care planning process

<p>It is also possible that there might be a negative impact with regard to rural isolation given Stephenson Court's rural position and potential alternative support solutions.</p>	<ul style="list-style-type: none"> • Support to service users and their families/carers will be offered throughout to ensure a smooth transition to alternative service provision
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Do you need to undertake further work (e.g. consultation, further equality analysis) based on the impact and actions identified above? If yes, set this out below and then carry out the work and complete Part 2

The Council will begin consultation upon the proposal to close Stephenson Court in September. This will involve general consultation that is open to all interested stakeholders and specific engagement with service users and their family/carer to establish their feedback and requirements. The findings and final recommendations will be brought back to a future Cabinet meeting for consideration.

PART 2

Consultation, follow up data and information gathered from actions identified above

	What does this information tell us?
<p>At the time of updating this EqIA, there had been no change in the number of service users at Stephenson Court.</p>	<p>No change to the analysis in Part 1.</p>
<p>The Council, in conjunction with OCS, ran a consultation with service users from both the Drayton Centre and Stephenson Court from 26th September to 7th November.</p> <p>Identified stakeholders included: residents, residents' families/ carers, OCS and NCC employees, County Councillors, community organisations, interested members of the public, plus others. Due to the breadth of potential stakeholders a questionnaire was devised. OCS actively promoted the consultation within the day service and paper copies of the questionnaire along with an explanatory letter were distributed to service users of the day services and their carers/ family members.</p>	<p>A more detailed summary of the consultation findings can be found in the appendix to the Cabinet report. However, relevant findings relating to service users have been included in this EqIA to support the analysis of the impact of the proposed changes to day services at Stephenson Court.</p> <p>All service users and their carers/families were offered the opportunity to meet with NCC Commissioning staff and OCS Area Management on an individual basis to explain the situation to them and to seek their views on the proposal. NCC and OCS representatives met with 10 service users/ their families, and telephoned an additional service user at Stephenson Court.</p>

A copy of the questionnaire and details of the consultation, including access to the Equality Impact Assessment that was completed to accompany the original Cabinet report, was made available on a dedicated internet web page on NCC's consultation register, which is where all of NCC's consultations are published.

In addition to the questionnaire, a 'videobooth' was set up at the Drayton Centre and Stephenson Court day services. The videobooth is a device which asks participants specific consultation questions and then records a video of the participant verbally providing their answers. This device is useful in capturing the feedback from anyone not wishing to engage with the consultation via other channels. The questions asked via this method closely follow those of the questionnaire. An explanatory note for the proposal and the Equality Impact Assessment were readily available during the videobooth sessions.

A total of 89 people responded to the consultation via the questionnaire, this figure includes the questionnaires completed during the individual discussions held by NCC Commissioning staff and the OCS Area Manager with service users and/or their carers/ families.

Nearly all of the completed questionnaires were from people who are involved with one of the day services. Just over half (57.8%) of respondents are involved with Drayton Centre and nearly a third (30.1%) are involved with Stephenson Court. When analysing what this involvement is 26.1% questionnaire respondents were from the people who attend the day service, with 33.3% respondents identifying themselves as a carer of someone who attends one of the day services, and 49.3% being a relative of someone who attends one of the day services. Many of the respondents who identified themselves as not having an existing relationship with either day service were interested members of the public.

Questionnaire respondents were asked how much of an impact they felt the proposed closures would make. Respondents were asked to scale the perceived level of impact from 1 to 5, with 1 being 'no impact' and 5 being 'significant impact'. Nearly every respondent felt the impact of closure of the day service would have a significant impact, with the average rating for this question being 4.9. Only 1 respondent felt there would be no impact.

Where respondents commented specifically on Stephenson Court, a significant number of respondents felt the impact of the closure will have a negative effect on the physical, social and mental wellbeing on all those that attend the day service. Respondents highly value the service as a place for social interaction; meeting and making friends and helping with respite for carers. Many respondents felt the day service is not too big and is informal which allows service users to form strong bonds.

Many of the respondents felt there is little other opportunity for social interaction for this very vulnerable group of older people in a rural and isolated area of the county. They also felt if the day service were to close then it would confuse people, keep them in their own homes with little or

	<p>no company. As it was, currently for some service users this was the only time they came out of their home. Some stated that attendance to the day services was part of their overall care/ treatment plan.</p> <p>Many service users rely on the day service for a hot meal, and call it a life-line.</p> <p>Respondents consistently said that service users are and will be stressed, confused and worried if the day service were to close/move, and that their quality of life would change dramatically.</p> <p>Many who attend have limited mobility; and may be able to make very short transport journeys to alternative day services but were opposed to coming into longer journeys to Northampton.</p>
<p>As well as consulting with service users and their families, officers from NCC and Olympus Care Services have also looked at potential alternative venues that could support existing users of Stephenson if the decision is taken to cease the NCC contract, to ensure that service users are aware of the potential alternatives and have the opportunity to visit and meet staff, if they wish.</p> <p>Places have been held at Longlands, a day centre in Daventry run by Shaw Healthcare, with whom NCC has a block contract for day services. Service users and their carers had the opportunity to visit Longlands to see the facility first hand and talk to staff and discuss any potential concerns regarding the proposal.</p> <p>Discussions have taken place between OCS and Shaw to explore how to support service users during any transition period.</p>	<p>Those current Stephenson Court users whose costs are fully or partially met by NCC will see no increase in the contribution towards their package (day services and transport, if applicable) if they move to Longlands.</p> <p>There are two service users who pay the full cost of their package, and their contribution would change if they move to Longlands to take up a place, both in terms of the day care costs and the transport costs. Care Management staff will be discussing an alternative and less expensive option for those customers to minimise the financial impact of the change.</p> <p>One service user at Stephenson Court is a self-funder who has arrangements direct with OCS and who will have the option of selecting alternative day services if they wish, including the less expensive option referred to above.</p>

NCC acknowledges that any change to the provision of day services has the potential to have an unsettling effect on service users, and that the decision on the contract at Stephenson Court disproportionately affects women, older people and people with disabilities.

The 13th December Cabinet paper explains the recommendation to cease the day services contracts at the Drayton Centre and Stephenson Court to Cabinet in more detail. The decision to ceasing of the contracts was a difficult one and the Council is mindful of the impact this could have on current service users. If it is agreed to cease the NCC contract with OCS at Stephenson Court, NCC and OCS staff will work with service users to assess their needs and ensure that these needs will be met at Longlands. OCS has confirmed that the Domiciliary care team will continue to build rapport with staff at the Shaw day services to ensure continuity for customers as they move to using services at the Shaw Day Centres. In addition, Care Management staff will work with the two full-cost customers and an alternative day services provider to see whether an alternative day centre with lower costs will still provide them with the support they need for less money.