

Annex B

Community Impact Assessment for the Development
Mental Health Services within Sycamore House.

Community Impact Assessment: Summary

1. Name of service, policy, function or criteria being assessed: Delivery of Mental Health Services – Sycamore House

2. What are the main objectives or aims of the service/policy/function/criteria?

Sycamore House currently hosts a range of services for adults recovering from mental health problems. The proposals to deliver a city wide community offer to adults alongside city centre provision are mirrored in the aspirations of colleagues in Children Services and as such it is proposed to take forward the development of a new city centre “offer” based at Sycamore House which can allow the needs of both areas to be met.

The proposals would ensure that mental health services are aligned with the needs of our residents and are accessible to all - both within the city centre and in our communities.

The proposed model and offer provides an opportunity to explore opportunities to work with colleagues from Children’s Services, the Voluntary and Community Sector and Health. This review will ensure that our focus remains on early intervention and prevention, in ensuring that we deliver services to our communities in a different way. Our shared vision is as follows:

- Revised CYC Adults service provision delivered from Sycamore House
- Increased capacity to deliver mental health services within local communities, delivered by colleagues in the Voluntary and Community sector
- Development of a Safe Haven which provides out of hours support delivered from Sycamore House supported by TEWV
- Services for Young People to be relocated from Castlegate to Sycamore House and enable Children’s services to provide a new “offer” for services to Young People including extended counselling provision alongside the re-location of Castlegate whilst continuing to maintain a “city centre offer”.

3. Name and Job Title of person completing assessment:

Karen Darley, Commissioning Manager, Adult Social Care

ANNEX B

4. Have any impacts been Identified? (Yes/No) Yes	Community of Identity affected: Age, carers of older people and disabled people, disability	Summary of impact: This model of delivery will meet the needs of both young people and adults, in addition to this further services will be available out of hours through the development of a “safe haven” and additional capacity will be added to our communities. By developing this offer, services will be available both within a city centre base and within local communities which addresses the needs of our residents. A comprehensive rebranding, communication and information plan will be put in place to ensure new and existing customers understand the scope of the services offered and that our partners and residents are fully aware of the services offered both from the city centre base and within our local communities.
5. Date CIA completed: 30th September 2016		
6. Signed off by:		
7. I am satisfied that this service/policy/function has been successfully impact assessed. Name: Position: Date:		
8. Decision-making body:	Date:	Decision Details:
Send the completed signed off document to It will be published on the intranet, as well as on the council website. Actions arising from the Assessments will be logged on Verto and progress updates will be required		

Community Impact Assessment (CIA)

Community Impact Assessment Title: Delivery of Mental Health Support Services – Sycamore House

What evidence is available to suggest that the proposed service, policy, function or criteria could have a negative (N), positive (P) or no (None) effect on quality of life outcomes? (Refer to guidance for further details)

Can negative impacts be justified? **For example: improving community cohesion; complying with other legislation or enforcement duties; taking positive action to address imbalances or under-representation; needing to target a particular community or group e.g. older people.** NB. Lack of financial resources alone is NOT justification!

Community of Identity: Age

Evidence	Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
Consultation has taken place via the Discover project led by Vale of York CCG to identify key themes and guiding principles for future mental health service delivery. These included more joined up services, person centred care, building local communities, out of hours provision and early intervention and prevention. See attached document.	<ul style="list-style-type: none"> • Access to services and employment • Health • Education • Individual, family and social life • Participation, influence and voice 	Positive	Negative

The consultation process has enabled us to find out what is important to those who currently access services, and how they would like services to be delivered in the future. By reviewing the scope of services delivered at **Sycamore** house, and by enhancing capacity in the community to develop a range of “pop ups” the needs of our residents will be more fully met.

In addition to this, consultation has taken place with young people regarding the offer currently delivered at Castlegate, our young people still wanted access to a city centre base for both drop in and appointment based services. Sycamore house meets these needs.

Consultation has also taken place with TEWV and the PCU who have identified the need for a Safe Haven to be established within the City. As part of this development work, existing services users and experts by experience have been involved in the development of this service, by participating in a working group and by visiting a similar service within the UK. Dialogue is ongoing and with a co-production approach.

- Identity, expression and self respect

Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
<p>Staff: There will be impact on the existing staff team at Sycamore House; a revision in the current offer will mean a change in job scope. The most significant impact will be on the existing management role within Sycamore House, this will now be undertaken by the Service Manager – Learning Disabilities</p> <p>Customers: - there may be a change to some of the current service times. There will be a broadening of the age range of the customer base to include customers from the age of 16. Details of the Younger Persons offer are contained in the CIA July 2016 YP (attached)</p>	Yes	<p>Staff: Amended opening hours and a revision of the service offered by our staff will have an impact on our existing structure. The number of staff will decrease, as will the management responsibility. Ongoing strategic management will be provided by the existing Service Manager.</p> <p>Customers: This model meets the recommendations of the engagement and consultation process and ensures that Sycamore House remains as a city centre base, but enhanced capacity within the community ensures that services are accessible to all.</p>	Chris Weeks	April 2017

		<p>This new model will build community capacity and empower service users into their communities.</p> <p>Through these changes to Sycamore House there will be increased information about what is available and can be promoted across different communities and service groups.</p> <p>There will be ongoing consultation across all user groups.</p> <p>Sycamore House is “open access” members of the public are able to access Sycamore House and use the Parasol Cafe should they wish to. It is hoped that by remodelling the space and re-branding this will encourage more residents across all ages to access services. There will be robust information, advice and guidance available to ensure that customers receive the best support possible.</p>		
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		<p>There may be a perception by current users that the “adults” offer maybe reduced, this is not this case, services will continue to be available, but delivered citywide rather than at one city centre base.</p>		
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Community of Identity: Carers of Older or Disabled People

Evidence	Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
<p>The development of services offered at Sycamore House will ensure that robust information and advice is available to both existing customers and the wider community. By extending the scope of services available at Sycamore House, there will be a more seamless service available for those transitioning from childhood into adult hood.</p> <p>The Council and colleagues across Health have consulted with customers. The consultation process has enabled us to find out what is important to young people, and to customers with mental health difficulties.</p> <p>Sycamore House is currently under used, and therefore there is scope through this project to maximise capacity and develop services.</p>	<ul style="list-style-type: none"> • Access to services and employment • Health • Education • Individual, family and social life • Participation, influence and voice • Identity, expression and self respect 	Positive	Negative

Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
<p>Staff: Staff roles will change and will focus more on providing comprehensive information, advice and guidance services to customers throughout the week (Mon-Fri). It is not proposed that CYC will run support sessions on weekends; this may be offered to partners within the voluntary and community sector to provide.</p> <p>Customers: - there may be a change to some of the current work programme sessions, and more focus will be given to providing volunteering opportunities. Enhanced Information, Advice and Guidance will be available to both Adults and Young People (and their carers) Mon – Fri 9 - 5. By working with partners there is an opportunity to open a Safe Haven which will provide additional out of hours services for those who feel that they may need additional support to prevent a mental health crisis.</p>	Yes	<p>A re-focus on the services delivered by our workforce will inform re-design of these job roles. Overarching strategic management will be the responsibility of the Service Manager, rather than a full time Manager based within Sycamore House.</p> <p>Customers: This model meets the recommendations of the rehabilitation and recovery and consultation process completed by our colleagues in TEWV which identified that our customers wanted services available both within the city centre and in communities. This work also identified the need for out of hour's support, which can be met by the Safe Haven.</p>	Chris Weeks	April 2017

	<p>This new model will offer more mental health support within our communities for those who currently don't/can't access city centre support. The Safe Haven will complement this, by offering face to face out of hours support. Through these changes there will be increased information available to those customers who currently use services within Sycamore House and Castlegate.</p> <p>There will be ongoing consultation across all user groups.</p> <p>There will be a planned and sustained approach to communication and marketing to support the delivery of services at Sycamore House.</p>		
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Community of Identity: Disability

Evidence	Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
<p>The development of Sycamore House provides the opportunity to offer an integrated service for young people, adults and those with additional mental health needs out of hours.. In addition to this, capacity will be made available in communities by the delivery of a range of “pop up” activities. This will ensure that services are available to a range of customers from a range of locations across the city.</p> <p>Consultation has taken place with colleagues in Health and Children’s Services with both young people who access Castlegate and customers who access mental health support to identify how they would like to see support offered. Sycamore House meets the requirement of a city centre base, whilst customers also want to be able to access more support within their communities will be able to do so. The model we have developed meets both these needs. In addition to this, out of hour’s services via a Safe Haven also meet the needs of customer who may need additional support to prevent a mental health crisis.</p>	<ul style="list-style-type: none"> • Access to services and employment • Health • Education • Individual, family and social life • Participation, influence and voice <p>Identity, expression and self respect</p>	<p>Positive</p>	<p>Negative</p>

<p>Through consultation we have been able to find out what is important to customers that currently use our services, what they value and what they would like in the future.</p> <p>Currently Sycamore House is used by community groups, by integrating with younger people this will help focus on improving community integration and cohesion and work on improving the menu of services available.</p>				
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date
<p>Staff: Staff roles will change and will focus more on providing comprehensive information, advice and guidance services to customers throughout the week (Mon-Fri). It is not proposed that CYC will run support sessions on weekends; this may be offered to partners within the voluntary and community sector to provide.</p>	<p>Yes</p>	<p>Customers: This model meets the requirements noted from the rehabilitation and recovery work, the younger people's consultation and contribution from existing customers.</p> <p>This new model of delivery of services will ensure that rehabilitation and recovery support is available to customers from within the city centre and within communities.</p>	<p>Chris Weeks</p>	<p>April 2017</p>

<p>Customers: - there may be a change to some of the current work programme sessions, and more focus will be given to providing volunteering opportunities. Enhanced Information, Advice and Guidance will be available to both Adults and Young People (and their carers) Mon – Fri 9 - 5. By working with partners there is an opportunity to open a Safe Haven which will provide additional out of hours services for those who feel that they may need additional support to prevent a mental health crisis.</p>		<p>It will also support those who require out of hours support by delivering a “safe Haven” for customers heading into crisis.</p> <p>A secondary function of all services delivered at Sycamore Hse will be supporting customers to build up their resilience and to develop a broader range of coping strategies.</p> <p>In the longer term this will reduce/prevent customers reaching mental health crisis point – many of which result in attendance at Accident and Emergency Depts.</p> <p>There will be ongoing consultation across all user groups.</p>		
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Community of Identity: Gender

Evidence		Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
There is not expected to be any positive or negative impact upon customers or staff.			None	None
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date

Community of Identity: Gender Reassignment

Evidence		Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
There is not expected to be any positive or negative impact upon customers or staff.			None	None
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date

Community of Identity: Marriage & Civil Partnership

Evidence		Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
There is not expected to be any positive or negative impact upon customers or staff.			None	None
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date

Community of Identity: Pregnancy / Maternity

Evidence		Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
There is not expected to be any positive or negative impact upon customers or staff.			None	None
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date

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Community of Identity: Race

Evidence		Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
There is not expected to be any positive or negative impact upon customers or staff.			None	None
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date

Community of Identity: Religion / Spirituality / Belief

Evidence		Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
There is not expected to be any positive or negative impact upon customers or staff.			None	None
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date

Community of Identity: Sexual Orientation

Evidence		Quality of Life Indicators	Customer Impact (N/P/None)	Staff Impact (N/P/None)
There is not expected to be any positive or negative impact upon customers or staff.			None	None
Details of Impact	<i>Can negative impacts be justified?</i>	Reason/Action	Lead Officer	Completion Date