

The 'Better Decision Making' tool should be completed when proposing new projects, services, policies or strategies.

This integrated impact assessment tool was designed to help you to consider the impact of your proposal on social, economic and environmental sustainability, and equalities and human rights. The tool draws upon the priorities set out in our Council Plan and will help us to provide inclusive and discrimination-free services. The purpose of this new tool is to ensure that the impacts of every proposal are carefully considered and balanced and that decisions are based on evidence.

Part 1 of this form should be completed as soon as you have identified a potential area for change and when you are just beginning to develop a proposal. If you are following the All About Projects Framework it should be completed before going through Gateway 3.

Part 2 of this form should be filled in once you have completed your proposal and prior to being submitted for consideration by the Executive. If you are following the All About Projects Framework it should be completed before going through Gateway 4. Your answer to questions 1.4 in the improvements section must be reported in any papers going to the Executive and the full 'Better Decision Making' tool should be attached as an annex.

Please complete all fields (and expand if necessary).

Introduction

Service submitting the proposal:	Adult Social Care
Name of person completing the assessment:	Adam Gray
Job title:	Commissioning Manager
Directorate:	Health, Housing and Adult Social Care
Date Completed:	31/07/2017
Date Approved: form to be checked by service manager	

Part 1

Section 1: What is the proposal?

1.1	<table border="1"> <tr> <td colspan="2" style="text-align: center;">Name of the service, project, programme, policy or strategy being assessed?</td> </tr> <tr> <td style="width: 10%;"></td> <td>Carers Support Services</td> </tr> </table>	Name of the service, project, programme, policy or strategy being assessed?			Carers Support Services
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Section 2: Evidence

What data / evidence is available to understand the likely impacts of the proposal? (e.g. hate crime figures, obesity levels, recycling statistics)

National Context: Statistics compiled by Carers UK indicate the following;

- There are around seven million carers in the UK.
- Three in five people will be carers at some point in their lives in the UK.
- Out of the UK's carers, 42% of carers are men and 58% are women.
- The economic value of the contribution made by carers in the UK is £132bn a year.
- By 2030 the number of carers will increase by 3.4 million (around 60%).
- Informal carers are increasingly doing more hours of care per week and are, on average, getting older.
- 19% of carers known to local authorities are not in paid work due to their caring responsibilities.
- Caring has affected the health of 86% of carers.
- 20% of emergency hospital admissions for carers/cared-for are for existing conditions which could be managed effectively by primary, community or social care and could be avoided.
- An estimated 35% of working age in-household carers may be entitled to, but not receiving, Carer's Allowance.
- Research suggests that funding carer support services is a cost effective preventative investment – that for every £1.00 invested in carers, there is a potential equivalent reduction in local authority cost of £5.90, and with significantly greater 'social return' benefits.

2.1

Local Context: Figures obtained from the 2011 Census, York Carers Centre and the Joint Strategic Needs Assessment for York indicate that;

- There are 18,224 carers recorded in the 2011 census in York, comprising 9.2% of the population.
- The number of registrations with York Carers Centre is increasing at a rate of over 10% per annum.
- Figures from the 2011 census show that there has been a 25% increase in the number of young adult carers, aged 16-25. Most of these carers remain hidden.
- City of York Council and its partners are aware of nearly 3,000 carers (or 16% of the total number of carers registered through the census).
- 19% of these carers provide 50+ hours of care per week.
- In the next 15 years the number of York residents aged over 65 will increase from 36,000 to 46,000 and those aged over 75 will increase from 17,000 to over 26,000.
- As York's population increases so does the prevalence of dementia and other long term health conditions. As a result it is envisaged that the demand for spouses and adult children to provide unpaid care will more than double over the next 30 years.

	What public / stakeholder consultation has been used to support this proposal?
2.2	<p>Consultation and customer feedback has been sought on a continual basis by York Carers Centre as part of their contract monitoring arrangements and annual review process, through focus groups, surveys and interviews with carers of all ages from a wide variety of backgrounds.</p> <p>Consultation feedback has been consistent - customers see significant value in the alignment of carers support services through existing Carers Hub model and are strongly in favour of its continuation. Customers also see particular value in this model being delivered by the voluntary sector, who are often closer to the service user than statutory providers and better able to understand their support requirements.</p> <p>Case notes from the York Carers Centre AQ-OL system and from Carers Assessments also point to customer satisfaction with existing support arrangements - particularly the co-ordination of all services through a single point of contact. The emphasis on early intervention and prevention through community outreach provision has been particularly valued. The ability to access Carers Assessments simply and easily within a community setting has also been widely appreciated.</p> <p>The result of the 2017 National Carers Survey have not yet been published. However raw data from York respondees is available and again indicates customer satisfaction with the existing arrangements.</p>

	Are there any other initiatives that may produce a combined impact with this proposal? (e.g. will the same individuals / communities of identity also be impacted by a
2.3	<p>The proposal is in line with emerging initiatives within Adult Social Care (driven by the Care Act 2014) to create a culture of personal commissioning - placing emphasis on prevention, early intervention and the maximisation of self care. The Carers Hub will deliver strongly against the strategic priorities set out in the New Operating Model for Adult Social Care, particularly the principle of 'preventing, reducing and delaying the need for ongoing care and support'.</p>



Part 1

Section 3: Impact on One Planet principles

Please summarise any potential positive and negative impacts that may arise from your proposal on staff or residents.

For 'Impact', please select from the options in the drop-down menu.
 If you wish to enter multiple paragraphs in any of the boxes, hold down 'Alt' before hitting 'Enter'.

Equity and Local Economy

	Does your proposal?	Impact	What are the impacts and how do you
3.1	Impact positively on the business community in York?	Positive	The project will actively engage and support employers and promote awareness of carers and their needs across the business community of York. Carers in Employment is likely to be included as a specific themes within the tender documentation. The number of employers actively supported / advised by the re-tendered service in respect of their duties and obligations to carers will be rigorously monitored.
3.2	Provide additional employment or training opportunities in the city?	Positive	Carers will be supported to enter, and maintain, employment, training and education. The project will work in partnership with a variety of education and training providers.
3.3	Help individuals from disadvantaged backgrounds or underrepresented groups to improve their skills?	Positive	Carers (many of whom are from significantly disadvantaged backgrounds) will be supported to enter and maintain employment, training and education, thereby significantly improving their skill levels.

Health & Happiness			
Does your proposal?		Impact	What are the impacts and how do you
3.4	Improve the physical health or emotional wellbeing of staff or residents?	Positive	The project will significantly improve the physical and mental health of carers of all ages and from all backgrounds by supporting them in a variety of ways. For example carers will have access to activities that may provide a break from caring and enhance the health and wellbeing of the carer. Carers will have access to a wide range of other support services that will help to maintain their wellbeing e.g. counselling, 1:1 case work, financial advice, outreach support in local neighbourhoods, carers grants etc.
3.5	Help reduce health inequalities?	Positive	Carers in York report poorer levels of physical and mental health than the wider population. The project aims to support carers, improve their health and therefore reduce the health inequalities that exist between carers and the wider population.
3.6	Encourage residents to be more responsible for their own health?	Positive	Carers will be equipped with various techniques to enable them to adequately look after their own health and to stay mentally and physically well. This will sustain carers in their care giving role, which will in turn positively impact on the health and wellbeing of the person they care for.
3.7	Reduce crime or fear of crime?	Neutral	The project will not impact positively or negatively on crime or the fear of crime.

3.8	Help to give children and young people a good start in life?	Positive	The project will support both child and young adult carers. The personal aspirations and ambitions of child and young adult carers will be recognised and encouraged so that these carers are supported towards realising their individual potential.
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Culture & Community

Does your proposal?		Impact	What are the impacts and how do you
3.9	Help improve community cohesion?	Positive	The project will promote stronger, cohesive communities where carers are valued, recognised and supported.
3.10	Improve access to services for residents, especially those most in need?	Positive	One of the primary purposes of the project is to give carers a voice and enable them to shape and influence the services of statutory organisations in the city, particularly those services which impact significantly upon carers lives.
3.11	Improve the cultural offerings of York?	Positive	The Carers Hub will organise a range of social, cultural and leisure activities in order to enhance the emotional health and wellbeing of carers.
3.12	Encourage residents to be more socially responsible?	Positive	The project will recruit volunteers to actively support carers in a variety of settings.

Zero Carbon and Sustainable Water

	Does your proposal?	Impact	What are the impacts and how do you
3.13	Minimise the amount of energy we use, or reduce the amount of energy we will use/pay for in the future?	Neutral	The project will not impact positively or negatively on energy usage.
3.14	Minimise the amount of water we use or reduce the amount of water we will use/pay for in the future?	Neutral	The project will not impact positively or negatively on water usage.
3.15	Provide opportunities to generate energy from renewable/low carbon technologies?	Neutral	The project will not impact positively or negatively on energy generation from renewable / low carbon technologies.

Zero Waste

	Does your proposal?	Impact	What are the impacts and how do you
3.16	Reduce waste and the amount of money we pay to dispose of waste by maximising reuse and/or recycling of materials?	Neutral	The project will not impact positively or negatively on waste reduction.

Sustainable Transport

	Does your proposal?	Impact	What are the impacts and how do you
3.17	Encourage the use of sustainable transport, such as walking, cycling, ultra low emission vehicles and public transport?	Neutral	The project will not impact positively or negatively on sustainable transport.
3.18	Help improve the quality of the air we breathe?	Neutral	The project will not impact positively or negatively on air quality.

Sustainable Materials

	Does your proposal?	Impact	What are the impacts and how do you
3.19	Minimise the environmental impact of the goods and services used?	Neutral	The project will not impact positively or negatively on the environmental impact of goods and services used.

Local and Sustainable Food

	Does your proposal?	Impact	What are the impacts and how do you
3.20	Maximise opportunities to support local and sustainable food initiatives?	Neutral	The project will not impact positively or negatively on local sustainable food initiatives.

Land Use and Wildlife

	Does your proposal?	Impact	What are the impacts and how do you
3.21	Maximise opportunities to conserve or enhance the natural environment?	Neutral	The project will not impact positively or negatively on conservation or the natural environment.
3.22	Improve the quality of the built environment?	Neutral	The project will not impact positively or negatively on the quality of the built environment.
3.23	Preserve the character and setting of the historic city of York?	Neutral	The project will not impact positively or negatively on the character and setting of the city.
3.24	Enable residents to enjoy public spaces?	Neutral	The project will not impact positively or negatively on public spaces.

3.25

Additional space to comment on the impacts

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Part 1

Section 4: Impact on Equalities and Human Rights

Please summarise any potential positive and negative impacts that may arise from your proposal on staff or residents.

This section relates to the impact of your proposal on **advancing equalities and human rights** and should build on the impacts you identified in the previous section.

For 'Impact', please select from the options in the drop-down menu.

If you wish to enter multiple paragraphs in any of the boxes, hold down 'Alt' before hitting 'Enter'

Equalities

Will the proposal **adversely impact** upon 'communities of identity'?

Will it **help advance equality** or **foster good relations** between people in 'communities of identity'?

		Impact	What are the impacts and how do you know?	Quality of life indicators
4.1	Age	Positive	Caring responsibilities can affect people of all ages but children and young adults are particularly affected and their life chances disadvantaged as a result of their caring duties. Though various dedicated support mechanisms the project will impact positively on this age group. Older people are another age group that the project will benefit from tailored support packages - many older people face disproportionate caring responsibilities at a time when their own health may be deteriorating.	N/A

4.2	Disability	Positive	<p>Many of the adults in need who people care for will possess some form of physical or mental disability. By supporting and sustaining their carers the project will impact positively on this client group - ensuring that their existing care arrangements are maintained and enhanced, thereby preventing their conditions from deteriorating or worsening.</p>	N/A
4.3	Gender	Positive	<p>In total more women are carers than men in York, as indeed elsewhere. The re-tendered service will continue reaching out to female carers through a variety of channels that have already proved effective e.g. outreach / pop-up hubs at community events, social clubs and support groups with a high female attendance, through family support networks and by having a presence in GP surgeries etc.</p> <p>However, it should be noted that while more women than men under 65 are carers, men aged in the 50-64 age group provide a higher percentage of unpaid care than women aged 25-49. Among the over 65s, more men provide care (15%) than women (13%). Many older men who care for spouses, partners or family can become isolated and unwilling to ask for help, or even ignored by GPs who focus on the person needing care. From the general to the very individual, older male carers experience loss in many areas of their lives and experiences. Similar</p>	N/A

	Gender	Positive	<p>challenges are faced by female carers – but a significant problem for men is the lack of support networks, and a reluctance to discuss these problems.</p> <p>Overall, older men are less likely and less forthcoming generally in asking for help and support than older female carers; they tend to reach crisis point before asking for support from care services. Family support, for example, isn't necessarily something that older male carers feel they can rely on. This suggests that male carers – older and perhaps younger – can have a different kind of experience and need different kinds of support than older women carers.</p> <p>The re-tendered service provision will therefore give careful consideration as to the issues affecting carer as a result of gender (and in some cases a combination of age and gender).</p>	N/A
4.4	Gender Reassignment	Neutral	The project will not impact positively or negatively on gender reassignment.	N/A
4.5	Marriage and civil partnership	Neutral	The project will not impact positively or negatively on marriage and civil partnership	N/A
4.6	Pregnancy and maternity	Neutral	The project will not impact positively or negatively on pregnancy and maternity.	N/A

4.7	Race	Positive	<p>The re-tendered service will demonstrate that all communities of identity use / feel welcome to use the service. The service will engage meaningfully over the longer term with carers from all communities of identity in York. Raising awareness of services and support within these communities is a key element to improving levels of take-up. Making specific, tailored support packages available to different communities of interest is also critical. (Levels of take-up will be carefully tracked as part of the monitoring arrangements for the new service).</p>	N/A
4.8	Religion or belief	Positive	<p>The re-tendered service will demonstrate that carers of all religions and beliefs will use / feel welcome to use the service. The service will engage meaningfully over the longer term with carers from all religions and beliefs. Raising awareness of services and support within these communities is a key element to improving levels of take-up. Making specific, tailored support packages available to carers if all religions and beliefs is also critical. (Levels of take-up will be carefully tracked as part of the monitoring arrangements for the new service).</p>	N/A

4.9	Sexual orientation	Positive	The re-tendered service will demonstrate that carers of all sexual orientations will use / feel welcome to use the service. The service will engage meaningfully over the longer term with carers of every sexual orientation. Raising awareness of services and support within these communities is a key element to improving levels of take-up. Making specific, tailored support packages available to different is also critical. (Levels of take-up will be carefully tracked as part of the monitoring arrangements for the new service).	N/A
4.10	Carer	Positive	The primary intention of the project is to support carers of all ages and from all backgrounds.	N/A
4.11	Lowest income groups	Positive	Carers are amongst some of the lowest income groups in the city. Support with income maximisation will be one of the specific strands of the project.	N/A
4.12	Veterans, Armed forces community	Positive	The project aims to work closely with the veterans and armed forces community in York - many families from armed forces backgrounds have substantial caring responsibilities.	N/A

Human Rights		
Consider how a human rights approach is evident in the proposal		
	Impact	What are the impacts and how do you know?
4.13	Right to education	<p>The project will impact positively on the right to education. The existing Carers Hub support service is working very closely with schools in York to identify young carers that may be invisible to them, and school liaison will form a crucial part of the re-tendered service specification / contract monitoring.</p> <p>As with existing provision the new service will provide drop ins / talks in local schools to raise awareness of the challenges faced by young carers and to support young carers attending these schools. The service will also support schools to work towards the Carers Trust Bronze, Silver and Gold Awards, which equip schools with a range of techniques to identify young carers and ensure that they receive the same access to education as other children.</p> <p>Furthermore the re-procured service will ensure that young carers have a voice that influences and informs the planning and deliver of education services by ensuring young carer representation on appropriate education partnership forums / boards.</p>
4.14	Right not to be subjected to torture, degrading treatment or punishment	<p>The project will have a positive impact in this area. Staff and partners involved in the initiative will be trained to recognise degrading treatment and protect people from it. Staff involved in the project will have a very clear understanding on when and how to report/escalate issues if they suspect people are not being treated with respect, or being treated in a humiliating and degrading way.</p>
4.15	Right to a fair and public hearing	<p>The project will not impact positively or negatively on the right to a fair and public hearing.</p>

4.16	Right to respect for private and family life, home and correspondence	Positive	The project will have a positive impact in this area. The service provider will ensure that carers' human rights are upheld - respecting carers rights to make choices about things that affect them is likely to be a recurrent theme throughout the tender documentation. The service will be expected to demonstrate that carers are confident and empowered to engage in consultation and decision making processes.
4.17	Freedom of expression	Positive	The project will have a positive impact in this area. Freedom of expression gives children the right to learn and get information on what they want, which means that young carers have the right to be told about the support and benefits that are available to them. The re-tendered service will be monitored to ensure that outcomes for young carers are being achieved in this respect.
4.18	Right not to be subject to discrimination	Positive	The project will support carers and ensure that they are not discriminated against or treated in a manner which makes it difficult for them to fulfil their caring responsibilities, particularly carers in the workplace.
4.19	Other Rights	Positive	Young carers could be unintentionally or intentionally exploited into caring responsibilities that are unreasonable. It is important that the re-tendered service tracks and monitor instances where this type of situation occurs and takes action to prevent it.

4.20

Additional space to comment on the impacts



Part 1

Section 5: Developing Understanding

Based on the information you have just identified, please consider how the impacts of your proposal could be improved upon, in order to balance social, environmental, economic, and equalities concerns, and minimise any negative implications.

It is not expected that you will have all of the answers at this point, but the responses you give here should form the basis of further investigation and encourage you to make changes to your proposal. Such changes are to be reported in the final section.

5.1	<p>Taking into consideration your responses about <u>all of the impacts</u> of the project in its <u>current form</u>, what would you consider the overall impact to be on creating a fair, healthy, sustainable and resilient city?</p> <p>The overall impact on the creation of a fair, healthy, sustainable and resilient city is overwhelmingly positive. Through a combination of early intervention, proportionate assessment and triage for more complex cases of need the Carers Hub initiative will provide a highly responsive, integrated and flexible carers support model - one which will prove effective in sustaining carers in their care giving role thereby reducing the demand for permanent, long-term care. This in turn will lead to measurable cost savings across the health and social care system.</p>
5.2	<p>What could be changed to improve the impact of the proposal on the <u>One Planet principles</u>? (please consider the questions you marked either mixed or negative, as well as any additional positive impacts that may be achievable)</p> <p>The project impacts positively on the Health & Happiness, Culture & Community and Equity & Local Economy principles. The intention is to maximise the impact of the existing positive impacts by extending the project's reach and influence and impact within these specific themes. This is not a new project, rather than the re-commissioning of an existing successful scheme. If there is one area that could potentially be improved through the re-commissioning process it is around the setting of clear, measurable outputs and outcomes that support the One Planet Principles - ensuring that there are robust monitoring procedures in place to ensure that the outcomes are being delivered.</p>

	<p>What could be changed to improve the impact of the proposal on <u>equalities and human rights</u>? (please consider the questions you marked either mixed or negative, as well as any additional positive impacts that may be achievable)</p>
5.3	<p>The project's existing impacts on equalities and human rights have been highly positive, particularly in the areas of age, disability, supporting the lowest income groups and carers (the primary beneficiaries of this project). As with the One Planet Principles If there is one area that could potentially be improved through the re-commissioning process it is around the setting of clear, measurable outputs and outcomes that support the Equalities and Human Rights Agenda - ensuring that there are robust monitoring procedures in place to ensure that the outcomes are being delivered.</p>

Section 6: Planning for Improvement

	<p>What further evidence or consultation is needed to fully understand its impact? (e.g. consultation with specific communities of identity, additional data)</p>
6.1	<p>There has been ongoing, significant consultation with service users and other stakeholders which has been undertaken through regular project monitoring (quarterly review meetings and an intensive Annual Project Review). This process of stakeholder and service user engagement combined with regular monitoring of project outputs and outcomes will be sustained and enhanced through the re-commissioning procedures.</p>

6.2	<p>What are the outstanding actions needed to maximise benefits or minimise negative impacts in relation to this proposal? Please include the action, the person(s) responsible and the date it will be completed (expand / insert more rows if needed)</p>
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Action	Person(s)	Due date
<p>Ensure the Carers Hub tender contains clear, measurable outputs and outcomes that support the One Planet Principles</p>	Adam Gray	25/09/2017
<p>Ensure the Carers Hub tender contains clear, measurable outputs and outcomes that support the Equalities and Human Rights Principles</p>	Adam Gray	25/09/2017

6.3	<p>Additional space to comment on the impacts</p>
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Part 2

Section 1: Improvements

Part 2 builds on the impacts you identified in Part 1. Please detail how you have used this information to make improvements to your final proposal.

Please note that your response to question 1.4 in this section must be reported in the One Planet Council implications section of reports going to the Executive.

1.1	<p>For the areas in the 'One Planet' and 'Equalities' sections, where you were unsure of the potential impact, what have you done to clarify your understanding?</p> <p>The project's impact on these sections will either be neutral or positive.</p>
1.2	<p>What changes have you made to your proposal to increase positive impacts?</p> <p>As part of the retendering arrangements expectations around innovation, added value and impact upon the One Planet and Equalities & Human Rights Principles will be built into the service specification and carefully measured through contract monitoring arrangements. Whilst the existing provider has delivered a highly valued service the service specification will be reviewed and outcomes clearly defined for an enhanced service approach through the re-tendering process.</p>
1.3	<p>What changes have you made to your proposal to reduce negative impacts?</p> <p>There are no negative impacts of this project. Future emphasis will be placed on further enhancing, extending and evidencing the positive impact of this initiative.</p>

1.4	<p>Taking into consideration everything you know about the proposal <u>in its revised form</u>, what would you consider the overall impact to be on creating a fair, healthy, sustainable and resilient city?</p> <p>Your response to this question must be input under the One Planet Council implications section of the Executive report. Please feel free to supplement this with any additional information gathered in the tool.</p>
	<p>With the implementation of the actions identified in Section 7 it is anticipated that the project will impact even more positively on the creation of a fair, healthy, sustainable and resilient city than was originally envisaged. The actions identified through the Integrated Impact Assessment are critical to enhancing the quality of the project and mitigating risk - and will be delivered thoroughly and diligently over forthcoming months.</p>

1.5	<p>Any further comments?</p> <p>n/a</p>
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