

COMMUNITY IMPACT ASSESSMENT

Directorate / Service Area		Officer undertaking the assessment	
CFA, Older People and Mental Health Services		Name: Charlotte Black Job Title: Service Director: Older Peoples Services and Mental Health Contact details: Tel No: 01223 727990 E mail: Charlotte.Black@cambridgeshire.gov.uk	
Service / Document / Function being assessed			
Enhanced Response Service – Falls and Telecare			
Business Plan Proposal Number (if relevant)	C/R.5.313, A/R.6.171		
Aims and Objectives of Service / Document / Function			
<p>At present, the absence of a response to non-injured falls, telecare alerts and other one off personal care incidents is resulting in several unnecessary costs to public services, for example, calls to the Ambulance Service from people who need attention but actually do not need to go to hospital (62% of ambulance calls for falls are not transported). These admissions can go on to result in unnecessary residential/nursing placements.</p> <p>This proposal relates to increasing the capacity and scope of the Council's Reablement Service, to deliver a co-ordinated response to falls and care issues (along with the Fire and Rescue Service). The Reablement Service is a programme of short term support tailored to individual needs, to help older people (re) learn the skills needed for daily living and maintaining independence.</p>			
What is changing?			
<p>The proposal is for a partnership between the Fire and Rescue Service and the Council's Reablement Teams to deliver an enhanced response service. This would be available 24 hours a day, 7 days a week and cover Cambridgeshire. The target response time would be an hour. The responders would address immediate needs, provide reassurance and practical help, for example getting up off the floor, and would escalate requests to other services if needed. The responders would instigate any follow up actions or preventative measures that were appropriate for the individual which could mitigate reoccurrence. The monthly telecare call centre reports would also be used to identify repeat callers and instigate preventative interventions with key partners, such as Adult Early Help, the Falls Prevention Pathway and the Assisted Technology Team.</p> <p>The Fire and Rescue Service will respond to falls and the Reablement Service will respond to care issues. Additional capacity is needed in the Reablement Teams to take on the responding role, over and above their existing workload.</p>			
Who is involved in this impact assessment?			
e.g. Council officers, partners, service users and community representatives.			

Community alarm holders in Cambridgeshire

The five large housing providers of sheltered housing schemes: Cambridge City Council, South Cambridgeshire District Council, Luminus (Hunts), Roddens (Fenland), Sanctuary (East Cambs.) and their residents

Informal carers

The Reablement Service

The Fire and Rescue Service

The ambulance service and local hospitals

What will the impact be?

Tick to indicate if the impact on each of the following protected characteristics is positive, neutral or negative.

Impact	Positive	Neutral	Negative
Age	x		
Disability	x		
Gender reassignment		x	
Marriage and civil partnership		x	
Pregnancy and maternity		x	
Race		x	

Impact	Positive	Neutral	Negative
Religion or belief		x	
Sex		x	
Sexual orientation		x	
The following additional characteristics can be significant in areas of Cambridgeshire.			
Rural isolation		x	
Deprivation		x	

For each of the above characteristics where there is a positive, negative and / or neutral impact, please provide details, including evidence for this view. Describe the actions that will be taken to mitigate any negative impacts and how the actions are to be recorded and monitored. Describe any issues that may need to be addressed or opportunities that may arise.

Positive Impact

As this is a service for community alarm holders and those in sheltered housing, a disproportionate impact will be experienced on those who are older and disabled. The impact on both groups will be positive and, therefore, does not require addressing.

- Helping older people and disabled people to retain their independence and links to their communities for as long as possible – positive impact on quality of life and wellbeing
- Increased support for informal carers, enabling their cared for person to remain at home longer due to reassurance that there is a responding service, particularly overnight
- Reduce unnecessary hospital admissions and associated costs
- Reduce unnecessary residential/ nursing placements that result from hospital admissions and associated costs
- Reduce the deployment of very costly overnight support staff (sleep ins/ waking nights) for people with learning disabilities (there in case anything happens)
- Prevention of re-occurrence of falls and other personal care incidents by implementing preventative measures with people receiving a service
- Avoid potential redundancy costs of night care staff in the Reablement Service

Negative Impact

No negative impacts are anticipated

Neutral Impact

The enhanced response team will build upon the work that the Fire and Rescue Service is doing on the implementation of 'Safe and Well' visits.

Issues or Opportunities that may need to be addressed**Community Cohesion**

If it is relevant to your area you should also consider the impact on community cohesion.

Version Control

Version no.	Date	Updates / amendments	Author(s)
1.0	13.12.16		Sarah Leet

COMMUNITY IMPACT ASSESSMENT

Directorate / Service Area		Officer undertaking the assessment
CFA, Children's Social Care Directorate		Name: Fiona Mackirdy Job Title: Interim Head of Looked After Children Contact details: Fiona.mackirdy@cambridgeshire.gov.uk Date completed: 19-12-2016
Service / Document / Function being assessed		
No Wrong Door Model to improve outcomes for children on the edge of care, looked after and care leavers		
Business Plan Proposal Number (if relevant)	C/R.5.403, A/R.6.205	
Aims and Objectives of Service / Document / Function		
<p>'No Wrong Door' is a model that is being employed successfully by a number of local authorities, with North Yorkshire being the pioneer. It aims to provide young people who are experiencing family breakdown, those looked after, and those leaving care with flexible accommodation and support from a single multi-agency team. The team comprises residential staff, outreach workers, clinical staff, speech and language therapists, police officers and support from drug and alcohol services, youth offending services, supported accommodation provision and housing providers. Key to the model is a shared management structure, training and a shared understanding of the model's culture and vision. In regards to Council services affected by this proposal, these are primarily services for Looked After Children and families where children are at the edge of care. These services fall into the Children's Social Care Directorate and the Enhanced and Preventative Services Directorate.</p> <p>The Children's Social Care (CSC) Directorate is responsible for children's social care services across the county. Its responsibilities include: lead responsibility for ensuring compliance with safeguarding standards, purchasing arrangements for social care, fostering, children's disability services, and work with children and families on child protection plans and 18-25 services. Social work is delivered through the 'Unit Model'; each Unit consisting of a small group of professionals including a consultant social worker, social workers, a specialist clinician and a unit co-ordinator.</p> <p>The Enhanced and Preventative Services Directorate (Early Help) is responsible for providing a range of local universal preventative services and more specialist services for children and families that may be more vulnerable. Early help is about identifying families who are beginning to struggle, stopping problems deepening and preventing the need for costly specialist or crisis interventions with effective early action. Its responsibilities include: children's centres, the Youth Offending Service, the Family Intervention Partnership (FIP), Education Welfare and Multi-Systemic Therapy.</p>		
What is changing?		

Implement a No Wrong Door model in Cambridgeshire using Victoria Road residential home in Wisbech as the hub base. The scoping and implementation phase of the project has begun with a visit to North Yorkshire to collect intelligence.

Four stakeholder workshops will be held to engage staff. There will be marketing activity to secure additional foster carers and supported lodgings carers. These carers will be assessed and will be provided with therapeutic re-parenting training, restorative practice training and Therapeutic Crisis Intervention Training .

A No Wrong Door Manager will be employed on a 2 year fixed term basis to oversee implementation and delivery of the model. There will be a number of other posts that will provide multi-agency support to the project including a data analyst (funded by partner agency), a band 6 mid-point Speech and Language Therapist, 1.5 fte Clinicians, relief contractors, 0.6 fte Advocacy Worker, Maths and English teaching provision and residential staff. Some of these costs will be covered by the current Victoria Road budget.

This team will bring together a variety of accommodation options and support, including outreach across the county, under one management umbrella. This will provide consistent relationships and continuity of keyworker as young people move into independent accommodation.

The service will require start-up costs and delivery costs for the first two years but in the years following, the costs of the model will be offset by reductions in the number of looked after children and the cost of specialist external placements. Key to the model is the consistent wrap-around support for young people with complex needs to avoid the use of costly external provision that may not meet needs. The hub will also prevent placement breakdowns by providing outreach support for young people and their carers. Joint funding from partners is being sought for key posts within the model and partners will be expected to identify how the implementation costs will become part of base budgets.

Who is involved in this impact assessment?

e.g. Council officers, partners, service users and community representatives.

Young people aged 11 and over who are experiencing family breakdown

Looked after children/ young people aged over 11 who are at risk of placement breakdown

Looked after children/ young people aged over 11 who have complex needs requiring multi-agency support

Young people leaving care who may have experienced multiple placement breakdowns and who have complex needs requiring multi-agency support

What will the impact be?

Tick to indicate if the expected impact on each of the following protected characteristics is positive, neutral or negative.

Impact	Positive	Neutral	Negative
Age	X		
Disability		X	
Gender reassignment		X	
Marriage and civil partnership		X	
Pregnancy and maternity		X	
Race		X	

Impact	Positive	Neutral	Negative
Religion or belief		X	
Sex		X	
Sexual orientation		X	
The following additional characteristics can be significant in areas of Cambridgeshire.			
Rural isolation		X	
Deprivation		X	

For each of the above characteristics where there is a positive, negative and / or neutral impact, please provide details, including evidence for this view. Consider whether the impact could be disproportionate on any particular protected characteristic. Describe the actions that will be taken to mitigate any negative impacts and how the actions are to be recorded and monitored. Describe any issues that may need to be addressed or opportunities that may arise.

Positive Impact
<ul style="list-style-type: none"> • Reduced risk of child sexual exploitation, missing from care episodes and self-harm • A reduction in youth offending • Improvements in young people's emotional wellbeing • More stable and sustained return home for young people • Prevention of becoming looked after • Better outcomes for care leavers such as improved rates of young people in education, employment and training • Enable young people to build their trust in adults through the sustained relationship with their keyworker • Improve placement stability • Reduce the need for specialist placements and associated costs • Development opportunities for foster carers, staff and other professionals • Wider community and professional partnership engagement in supporting looked after children and care leavers <p>As this is a service for young people aged 11-25 years, a disproportionate positive impact will be experienced on those who are within this age category. However, this will not result in any negative impact on younger children or adults so, therefore, does not need addressing</p>
Negative Impact
It is not anticipated that there will be any negative impact
Neutral Impact
The No Wrong Door model will impact the delivery model for edge of care services and services to children looked after and will therefore be embedded in the re-design of services within the Children's Change Programme
Issues or Opportunities that may need to be addressed

Community Cohesion

If it is relevant to your area you should also consider the impact on community cohesion.

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1.0	16.12.16		Sarah Leet