

## COMMUNITY IMPACT ASSESSMENT

Directorate / Service Area		Officer undertaking the assessment
CFA, Adult Social Care		Name: Andy Mailer  Job Title: Strategy Manager  Contact details: 01223 715 699  Date completed: 20 <sup>th</sup> September 2016  Date approved: .....
Proposal being assessed		
Using assistive technology to help people with learning disabilities live and be safe more independently without the need for 24 hrs or overnight care		
<b>Business Plan Proposal Number (if relevant)</b>	A/R.6.116	
Aims and Objectives of the Service or Function affected		
<p>The LDP has an established changed programme focussed on the increased use of assistive technology to reduce the need for a range of night time care arrangements. The programme involves a small team of occupational therapy and assistive technology specialists reviewing eligible cases to identify alternative solutions that will support safe and independent living, without the need for 24 hour / night time support.</p>		
What is the proposal?		
<p>New and existing care packages will be reviewed by specialist Assistive Technology and Occupational Therapy staff to identify appropriate equipment which could help disabled people to be safe and live more independently. In particular we will seek to mitigate the need for support when people wake in the night.</p> <p>The programme has a proven track record of meeting needs while delivering savings over the last 3 years. Scope still exists for further savings by applying assistive technology to remaining services users and projects. These savings form a part of the overall care budget savings within the Learning Disability Partnership and are primarily driven by reducing the requirement for forms of night-time support.</p> <p>It is proposed that night staff levels and community hours are assessed using assistive technology to ensure that commissioned staffing levels are appropriate to the service user and reflect what they actually use and need.</p> <p>Occupational Therapists will enable independence by teaching daily living skills, recommending aids, technology &amp; adaptations, so that people are more independent and therefore less reliant on paid staff. Service users are then able to move on to the next stage of more independent living.</p> <p>Dual trained learning disability Occupational Therapists and Assistive Technologists will provide report on the persons individual care needs and set out a series of recommendations for implementation that will support and assist the person to live safely and independently. The report will be provided to the LDP team managers and care managers to implement through changes to the persons care package.</p> <p>All cases will be reviewed quarterly with the service and business development manager to ensure they remain appropriate to the needs of the individual. Changes will be identified and made as appropriate to ensure the safety of the individual.</p>		
Who will be affected by this proposal?		
<p>.</p> <p>This proposal will impact on all identified residents with a learning disability who meet eligibility for care and support under the Care Act 2014.</p>		
What positive impacts are anticipated from this proposal?		

### Health & Wellbeing

- Improved quality of life, dignity and well-being for service users
- Promotion of as much independence as possible for people who, otherwise, have very complex needs
- Service users are able to live well and to remain as independent as possible
- People at risk of harm are kept safe
- People able to live in a safe environment
- People live a healthy lifestyle and stay healthy for longer
- People have better access to specialist assessment and provision of equipment that best meets their needs

### Finance

- To bring additional savings and avoided costs to the County

### **What negative impacts are anticipated from this proposal?**

The service is only provided to people with specific needs that meet the national eligibility criteria for social care and so the negative impact of the changes will be focused on people with those “characteristics”.

The County Council has an existing policy of meeting need in the most effective way, whilst making best use of available resource. The policy states:

The concept of “meeting needs” is intended to be broader than a duty to provide or arrange a particular service. Because a person’s needs are specific to them, there are many ways in which their needs can be met.

The way that eligible needs are met can change over time as new and innovative ways of working are developed and examples of national and local best practice are shared and adopted across the county. The Council will take decisions on a case by- case basis and will balance assessed risk against the total costs of different potential options for meeting needs, and will include cost as a relevant factor in deciding between suitable alternative options for meeting needs. This does not mean choosing the cheapest option; but the one which delivers the outcomes desired for the best value. As a consequence, the way that needs are being met can change over time.

The Council fully recognises that changes to individual care packages can be unsettling and the team is highly skilled at supporting the service user and their family through the period of change.

### **Are there other impacts which are more neutral?**

N/A

### Impacts on specific groups with protected characteristics

Specific consideration should be given as to whether the proposal has a particular or disproportionate impact on any of the groups listed below.

Please consider each characteristic and tick to indicate any where there will potentially be a disproportionate impact (positive or negative) from implementation of the proposal. Do not tick the boxes if the impact on these groups is the same as the impact on the community as a whole (described in the above sections)

Impact	Tick if disproportionate impact
Age	
Disability	
Gender reassignment	
Marriage and civil partnership	
Pregnancy and maternity	
Race	

Impact	Tick if disproportionate impact
Religion or belief	
Sex	
Sexual orientation	
Rural isolation	
Deprivation	

Details of Disproportionate Impacts on protected characteristics and how these will be addressed
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N/A
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## COMMUNITY IMPACT ASSESSMENT

Directorate / Service Area		Officer undertaking the assessment
CFA, Older People & Mental Health		Name: Diana Mackay .....
<b>Proposal being assessed</b>		Job Title: Service Development Manager .....
Enhanced Occupational Therapy Support to reduce the need for double-handed care		Contact details: Diana.mackay@cambridgeshire.gov.uk
Date completed: 20/9/2016		Date approved: .....
<b>Business Plan Proposal Number (if relevant)</b>	A/R.6.165	
Aims and Objectives of the Service or Function affected		
<p>Since January 2014 CCC's Double-Up Team have been reviewing adult service users with the aim of reducing or preventing the need for long term packages of domiciliary care that require two carers at each visit. The need for two carers is usually related to the service user's moving and handling needs.</p> <p>The Double-Up Team currently consists of two Senior Occupational Therapists (OT) and two OT Technicians. They review service users with a view to providing information and advice or alternative moving and handling equipment that facilitates single-handed care.</p> <p>Since the beginning of the initiative, the team has brought nearly £1.5m savings / avoided costs to the domiciliary care budget. These savings are primarily in Adult Services (older people and adults with physical disabilities). The impact of the team's work has also improved people's quality of life and wellbeing – demonstrated through a number of case studies, available on request.</p>		
What is the proposal?		
<p>The Double-Up Team was set up as a 'spend to save' initiative in 2013 based on evidence from other local authorities. Initially set up as a pilot project, it was endorsed as part of the County Council's prevention agenda, the implementation of Transforming Lives and the requirements of The Care Act.</p> <p>The team consists of two Senior Occupational Therapists (OTs) and two OT Technicians employed directly by the County Council. The team's remit is to focus on the review of service users to assess whether it is possible to either:</p> <ul style="list-style-type: none"> <li>• Reduce existing double-up packages of care to single-handed care</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Prevent single-handed care packages being increased to double-up</li> </ul> <p>This team is currently based outside of the existing mainstream OT service to ensure focus on the delivery of actions that will benefit the recipients whilst returning a saving direct to the Council. Through the actions of the existing team, savings from the Councils homecare budget were generated in the region of £1.1m in 2015-16 and are on track to achieve a similar figure in the current financial year. This business case proposes the expansion of the service through the recruitment of an additional two OT workers so they can share learning and benefits associated with the current model to other settings (further details are listed in the 'scope' section of this document) as well as providing additional review capacity.</p> <p>The proposal is to increase the resources within the team by recruiting an additional two Senior Occupational Therapists so that more reviews can be undertaken in order to bring further savings to the CFA Directorate as a whole. This will include assessments of more service users in the following areas:</p> <ul style="list-style-type: none"> <li>• Learning Disability</li> <li>• Service users in community hospitals whose discharge is delayed due to perceived need for a double-up care package (the team already work with the acute hospitals)</li> <li>• People in receipt of NHS CHC packages, particularly where there is joint funding with Social Care</li> <li>• Self funders (in order to delay the point at which they might need their care package funded by the County Council)</li> <li>• Care Homes – in order to progress with a pilot project already agreed, with the aim of developing a Care Home Educator role with a focus on improving moving and handling in the care home sector. This could bring savings and improvements in terms of falls prevention, admission avoidance, prevention of pressure</li> </ul>		

sores, prevention of moves from residential to nursing care and general promotion of better moving & handling practice in the care home sector

#### **Who will be affected by this proposal?**

The proposal would cover the whole of Cambridgeshire

See above for which service users groups would be affected.

The team is likely to continue to target older people more than other groups purely do to the needs of that demographic group.

#### **What positive impacts are anticipated from this proposal?**

##### Health & Wellbeing

- Improved quality of life, dignity and well-being for service users (full case studies available on request)
- Promotion of as much independence as possible for people who, otherwise, have very complex needs
- 45% of service users report to be able to do more for themselves following the team's intervention and provision of alternative equipment
- Older people and adults with disabilities able to live well and to remain as independent as possible
- Children and young people enabled to live well and to be more independent
- People at risk of harm are kept safe
- People able to live in a safe environment
- People live a healthy lifestyle and stay healthy for longer
- People have better access to specialist assessment and provision of equipment that best meets their moving & handling needs

##### Finance

- To bring additional savings and avoided costs to the County Council, and service users themselves (self-funders)
- Existing care packages reduced in 50% of cases

#### **What negative impacts are anticipated from this proposal?**

The changes to individual care packages resulting from the Teams intervention can be unsettling to the service user and their family, and a small number of family carers have raised concerns about the reduction in support. These issues are worked through on a case by case basis through extensive dialogue with the service user and their family to address their concerns.

Enhancing the service to work with learning disability cases may result in some challenges from families and formal care providers, but the team are experienced at supporting relevant parties through the change period.

#### **Are there other impacts which are more neutral?**

N/a

### Impacts on specific groups with protected characteristics

Specific consideration should be given as to whether the proposal has a particular or disproportionate impact on any of the groups listed below.

Please consider each characteristic and tick to indicate any where there will potentially be a disproportionate impact (positive or negative) from implementation of the proposal. Do not tick the boxes if the impact on these groups is the same as the impact on the community as a whole (described in the above sections)

Impact	Tick if disproportionate impact
Age	
Disability	
Gender reassignment	
Marriage and civil partnership	
Pregnancy and maternity	
Race	

Impact	Tick if disproportionate impact
Religion or belief	
Sex	
Sexual orientation	
Rural isolation	
Deprivation	

Details of Disproportionate Impacts on protected characteristics and how these will be addressed
N/A

## COMMUNITY IMPACT ASSESSMENT

Directorate / Service Area		Officer undertaking the assessment
CFA, Adult Social Care		Name: Teresa Cockette .....
<b>Proposal being assessed</b>		Job Title: Policy Development manager ASC
Ensuring direct payment budget allocations are proportionate to need through closer monitoring		Contact details: 01223 715568 .....
Date completed: 20/9/2016 .....		Date approved: .....
<b>Business Plan Proposal Number (if relevant)</b>	A/R.6.101	
<b>Aims and Objectives of the Service or Function affected</b>		
<p>Currently the business process for setting up new direct payments and the monitoring of direct payments sits in/across different teams and services:-            Business support process is carried out within each team across adult's services and is usually dependent on one single member of staff with some knowledge of Direct payments to carry out the setting up process.</p> <p>The Direct Payment Monitoring (DPMOs) is carried out by a central team which currently sits in Learning Disability services. The DPMO team are reliant on the locality teams to notify them of any new DP being set up, this notification enables the DPMOs to put in place the monitoring process.</p> <p>A recent audit report identified that the lack of centralised coordination and impact amongst the roles responsible for direct payment monitoring was a root cause of the lack of monitoring. The main reasons were:-</p> <ol style="list-style-type: none"> <li>1. Locality teams were not remembering to notify/refer to the DPMOs for monitoring.</li> <li>2. Information management system was not set up for reporting when a new DP had been set up by the planned care team, or when a DP had been changed or discontinued.</li> <li>3. Information received by the teams to DPMOs was scant and did not include correct details</li> <li>4. Impact of poor loading, adjustments or general poor recording by the locality teams make monitoring challenging</li> </ol> <p>The current process as detailed above contributes to the fact that we are not monitoring around 25% of people who have a direct payment in Cambridgeshire. This has a potential value of £395.00 per annum of unspent monies not returned to the LA in a timely manner.</p>		
<b>What is the proposal?</b>		

Improving central monitoring and coordination arrangements for direct payments - ensuring budget allocations are proportionate to need and any underspends are recovered. Done through making arrangements for direct payments – ensuring budget allocations are proportionate to need and any underspend are recouped in a timely fashion.

Once centralised the team will act as a central control on the setting up and monitoring of direct payments across CFA, this will include:- creating and setting up on Adult Finance management system (AFM) sending out, following up and processing key documentation, monitoring spend, providing information for and too people who have a direct payment, monitoring spend of direct payment notifying teams of any inappropriate or unusual spend, notify teams of reviews that need to be completed and where there appears to be any noncompliance of spend as specified in the Direct payment agreement notify teams. The central team will be a single point of contact for any support organisation and locality teams and have specialist knowledge in the field of Direct Payments.

#### **Who will be affected by this proposal?**

Currently as the knowledge about setting up of a direct payment and the ongoing monitoring of a direct payment is varied, customers will potentially have a very different experience when it comes to the setting up arrangements.

Having a centralised team will start to drive consistency, efficiency and offer a more equal approach which should improve customer experience and overall business monitoring.

The central team will offer the same approach across all of adult service the will build professional relationships with all customers, staff and providers and be the go to team for expert advice in relation to the business and monitoring side of Direct payments.

#### **What positive impacts are anticipated from this proposal?**

Having a centralised team should reduce the oversight of monitoring, enable the central team to develop reports that link practice to DP provision, and maintain oversight of spend and financial reconciliation as well as removing paperwork from Social Care Practitioners.

Additionally the central team will be a single point of contact for customers, LA staff, and direct payment support service.

Provide a more Efficient setting up of a direct payment.

Apply a consistent application of policy and procedures

Improve communication to all

Provide expert knowledge to customers and staff

Reduce workload of locality business support teams.

Potential to bring in more income to the LA due to increased monitoring of all direct payments.

##### **Management Benefits**

Improved management oversight of direct payment process: reduction in number of unsigned agreements, better service user understanding of legal framework, improved signing of authorised person agreements and better compliance with care act directives around capacity and direct payment.

Better budget management reporting in relation to claw back (audit finding)

Fiscal management in relation to fraud and mis spending benefits of close communication between admin and DPMOs

##### **Service user benefits**

Timeliness – will be seen as priority in setting up on the systems

Delays in processing a direct payment request should reduce

One point of contact for service user

##### **Benefits to locality teams**

Reduced work load for SW practitioners (refer to business support role).

Better management info – more accurate budget forecast.



One point of contact for locality teams.

Improvement in communication around service user contribution following financial assessment.

A process for reporting and auditing fraud/ ease of access for the SOVA leads.

**Opportunity**

Increasingly we are being asked for information relating to the number of Personal Assistance employed by Service Users. Currently CCC do not record such data In addition with a central team it is an opportunity to think about management of employer and PA information :

**What negative impacts are anticipated from this proposal?**

Some work will need to be completed with the locality team as they currently do not complete the necessary paperwork to enable the timely processing of a direct payment, without this information being provided correctly the central team will struggle.

Some practice issue will need to be addressed i.e. how to deal with split packages arranged provision and direct payment?

**Are there other impacts which are more neutral?**

**Impacts on specific groups with protected characteristics**

Specific consideration should be given as to whether the proposal has a particular or disproportionate impact on any of the groups listed below.  
Please consider each characteristic and tick to indicate any where there will potentially be a disproportionate impact (positive or negative) from implementation of the proposal. Do not tick the boxes if the impact on these groups is the same as the impact on the community as a whole (described in the above sections)

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Disability	
Gender reassignment	
Marriage and civil partnership	
Pregnancy and maternity	
Race	

Impact	Tick if disproportionate impact
Religion or belief	
Sex	
Sexual orientation	
Rural isolation	
Deprivation	

Details of Disproportionate Impacts on protected characteristics and how these will be addressed

## COMMUNITY IMPACT ASSESSMENT

Directorate / Service Area		Officer undertaking the assessment
CFA, Adult Social Care		Name: Tracy Gurney  Job Title: Head of The Learning Disability Partnership  Contact details: 01223 714692  Date completed: 19.09.16 .....  Date approved: .....
Service / Document / Function being assessed		
Increasing independence and resilience when meeting the needs of people with learning disabilities  Transforming in-house learning disabilities services		
<b>Business Plan Proposal Number (if relevant)</b>	A/R.6.114, A/R.6.122	
Aims and Objectives of Service / Document / Function		
<p>The Learning Disability service in the context of the Transforming Lives model will focus on maintaining and increasing independence and the use of community resources and family networks where these are able to meet a person's needs. Through this work we will reduce dependence on and provision of ongoing social care services. For those people who receive social care services, the Teams will ensure that eligible needs are met in the most cost effective way possible. This approach will include the expectation that people will pay for chosen activities where the specific activity is a choice rather than the only way that eligible needs can be met, that where possible assistive technology will be used to promote independence and reduce demand on social care services, particularly staffing.</p>		
<b>What is changing?</b> Where relevant, consider including: how the service/document/function will be implemented; what factors could contribute to or detract from this; how many people with protected characteristics are potentially impacted upon; who the main stakeholders are; and, details of any previous or planned consultation/engagement to inform the CIA.		
<p>The focus will be on helping individuals be independent and resilient through the Transforming Lives initiative, together with policies approved by Adults Committee in 2016. Care and support will focus on developing skills and opportunities, wherever possible, to increase independence. In the short term this may include more intensive support in order to reduce reliance on social care support in the longer term.</p> <p>We will review and make necessary changes to in house services focussed on ensuring that resource is appropriately targeted to provide intensive short term support aimed at increasing independence. We will also Identify where we can work with the independent sector to provide for assessed needs in a different way and so consider ending any service that is underutilised. We will continuing to provide a respite function both as a day provision and an overnight provision and will ensure that this is appropriately staffed and is cost effective.</p> <p>The funding for the LDP operates a pooled budget bringing together through a section 75 arrangement health and social care funding. Whilst the budget proposals relate to the CCC element of funding it is necessary to maintain the agreed financial contribution to the pool and therefore the LDP service needs to make an additional 20% saving to that outlined in the CCC financial tables.</p> <p>The integrated Learning Disability Teams and in-house providers services will reduce expenditure on ongoing health and social care services through:</p> <ul style="list-style-type: none"> <li>• Ensuring people have access to accessible information and advice to help them themselves</li> <li>• Ensuring people have access to support when they need it to assist them through unstable periods/crisis in order to maintain independence.</li> <li>• Considering community resource and family or social network support before provision of statutory support</li> <li>• Using local resources to avoid or reduce the need for transport</li> <li>• Setting progressive goals to increase/regain independence to negate or reduce the need for ongoing support</li> <li>• Supporting carers through the model of carers support</li> <li>• Increased use of mobile technology for practitioners, saving time and travel expense</li> <li>• Increased use of Assistive Technology to increase independence and reduce the need for staffing where</li> </ul>		

assessed risks allow.

- Working with CYPS to embed the principles of increasing independence in life skills alongside educational attainment in preparation for greater independence in adulthood therefore reducing need for services over a person's lifetime.
- Ensuring that eligible needs are met in the most cost effective way possible,
- An acceptance of greater levels of risk where services are meeting needs but not going beyond this to cover situations that might arise e.g. temporary changes in condition
- Expectation that people pay for activities that are their choice rather than specifically required to meet assessed eligible needs.
- Reducing the number of activities in care packages that are related to social inclusion where a person already attends education / community groups or lives with others.
- Expectation that where 24 hour care and support is funded that providers will be expected to meet social inclusion and activity needs within that funding.
- Accepting a higher degree of risk within care packages by withdrawing aspects that are currently in place to mitigate likelihood of a situation occurring rather than actual risk.
- Identifying where people attend activities / services with one to one support and where possible commission shared support in these situations which will be more cost effective. This will include identifying opportunities for activities which meet assessed needs being provided more cost effectively in groups rather than individually.
- Review of current performance delivery and capacity of in house services to ensure this is as cost effective as possible. This will include a review of staffing structure and use of agency and relief staff.
- Consider any scope for rationalisation of in house respite services with independent sector providers.

In addition practitioners will continue to:

- Work closely with partners; health, voluntary orgs
- Focus on people placed out of county or in high cost placements and establish new more cost effective provisions within county.
- Use assistive technology to reduce the need for care staff particularly waking night staff.
- Meet the requirements of the winterbourne concordat and transforming care agenda.
- Only commission single person services where this is an assessed eligible need.

#### Who is involved in this impact assessment?

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

Council Officers

#### 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**

The service is only provided to people with specific needs that meet the national eligibility criteria for social care and so the positive impact of the changes will be focused on people with those “characteristics”.

- People will have access to the information and advice they need to help themselves and will be well supported at all levels to maximise their independence and to increase inclusion in their local communities
- Young people will be supported to maximise the skills needed for adulthood before reaching the age of 18.

#### **Negative Impact**

The service is only provided to people with specific needs that meet the national eligibility criteria for social care and so the negative impact of the changes will be focused on people with those “characteristics”.

- Where it is possible to meet only eligible needs within a reduced level of funding on the health and social care package this will be implemented and therefore it is anticipated that a number of people will have a change in their package and an associated reduction in their personal budget to fund that package.
- Choice will be informed and limited by the most cost effective way to meet assessed needs.
- Greater expectation on carers to continue to provide care and support may lead to more pressure on carers however carers have a right to their own assessment and care plan under The Care Act and their needs will be taken into account in this way.
- Expectations on independent sector providers to meet needs around social inclusion and activity within their funding to a greater extent than is expected currently.
- Greater expectation on community resources to help meet the needs of those with a Learning Disability in their local area. Some areas of the county are currently in a better position than others to do this.

#### **Neutral Impact**

The characteristics where the impact is deemed as neutral are those which are not relevant as no distinction is made when delivering the service.

#### **Issues or Opportunities that may need to be addressed**

- Ensure resources in local communities are accessible to people with learning disabilities though teams working proactively and having a presence in those communities.
- Ensure practitioners have knowledge and promote the use of assistive technology
- Availability of mobile technology for staff
- Work with partner agencies/organisations to increase local opportunities/activities for people with a disability
- Ensure that information, advice and guidance is accessible for all across the county
- Services in place that support progression/maximising independence
- Ensure that the service/personal budget offered is sufficient to meet eligible needs in the most cost effective way

**Community Cohesion**

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

The proposals are underpinned by the intention to reform adult social care which will mean that there is a much stronger focus on supporting people within their community and this will have a positive impact on community cohesion

## COMMUNITY IMPACT ASSESSMENT

Directorate / Service Area		Officer undertaking the assessment
CFA, Adult Social Care		Name: Linda Mynott  Job Title: Head of Disability Service  Contact details: 01480 373220  Approved 14/10/15
Service / Document / Function being assessed		
Supporting people with physical disabilities and people with autism to live more independently		
Business Plan Proposal Number (if relevant)	A/R.6.111	
Aims and Objectives of Service / Document / Function		
<p>The Physical Disability Team and Adult and Autism Team in the context of the Transforming Lives model will focus on maintaining and increasing independence and the use of community resources and family networks where these are able to meet a person's needs. There will be an expectation that people access the Reablement service and Assistive Technology. Through this work we will reduce dependence on and provision of ongoing social care services. For those people who receive social care services, the Teams will ensure that eligible needs are met in the most cost effective way possible. This approach will include the expectation that people pay for chosen activities where the specific activity is a choice rather than the only way that eligible needs can be met. The Teams will continue to use a benchmark cost of what we would expect to pay for each type of care provision.</p>		

What is changing?
<p>The focus will be on developing independence and resilience of individuals and their networks through the Transforming Lives approach and the application of policy lines approved by Adults Committee in 2016.</p> <p>The Physical Disability &amp; Autism &amp; Adults Teams will reduce expenditure on ongoing social care services through:</p> <ul style="list-style-type: none"> <li>• Ensuring people have access to information and advice to help them themselves</li> <li>• Ensuring people have access to support when they need it to assist them through unstable periods/crisis in order to maintain independence</li> <li>• Considering community resource before provision of statutory support</li> <li>• Using local resources to avoid the need for transport</li> <li>• Setting progressive goals to increase/regain independence to negate or reduce the need for ongoing support</li> <li>• Supporting carers through a new model of carers support</li> <li>• Increased use of mobile technology for practitioners, saving time and travel expense</li> <li>• Working with CYPS to improve preparation for independence - focussing on lifelong skills and employment skills for children with disabilities whilst still in education</li> <li>• Ensuring that eligible needs are met in the most cost effective way possible, with benchmarking of unit costs being used to inform this approach</li> <li>• An acceptance of greater levels of risk where services are meeting needs but not going beyond this to cover situations that might arise e.g. temporary changes in condition</li> <li>• Expectation that people pay for activities that are their choice rather than specifically required to meet assessed eligible needs.</li> <li>• Where there are a number of different ways to meet eligible needs, the most cost effective way will be adopted</li> </ul> <p>In addition practitioners will continue to:</p>

- Work closely with partners; health, voluntary orgs
- Maximise the use of the Reablement Service to promote independence
- Maximise use of Housing Related Support Services
- Maximise the use of sensory equipment
- Maximise moving and handling reassessments to reduce the use of 'double of care'
- Continue to maximise access to Visual Impairment Rehabilitation and Occupational Therapy
- Maximise the use of Assistive Technology

#### Who is involved in this impact assessment?

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

All relevant Adult Social Care managers  
Council Officers

#### 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

The service is only provided to people with specific needs that meet the national eligibility criteria for social care and so the positive impact of the changes will be focused on people with those "characteristics".

- People will have access to the information and advice they need to help themselves and will be well supported at all levels to maximise their independence and to increase inclusion in their local communities
- Young people will be supported to maximise the skills needed for adulthood before reaching the age of 18.

#### Negative Impact

The service is only provided to people with specific needs that meet the national eligibility criteria for social care and so the negative impact of the changes will be focused on people with those "characteristics".

- Where it is possible to meet eligible needs and reduce the expenditure on the social care package, some people will have a change in their package and an associated reduction in their personal budget.
- Support/provision will be informed by the most cost effective way to meet assessed needs.
- Greater expectation on carers to continue to provide care and support may lead to more pressure on carers

#### Neutral Impact



- The characteristics where the impact is deemed as neutral are those which are not relevant as no distinction is made when delivering the service.

#### **Issues or Opportunities that may need to be addressed**

- Ensure adequate capacity of re-ablement and housing related support services
- Ensure practitioners across ASC have adequate knowledge of Sensory Services
- Availability of mobile technology for staff
- Work with partner agencies/organisations to increase local opportunities/activities for people with a disability
- Ensure that information, advice and guidance is accessible for all across the county
- Services in place that support progression/maximising independence
- Ensure that the service/personal budget offered is sufficient to meet eligible needs in the most cost effective way
- Ensure all practitioners across ASC have an up to date awareness of Assistive Technology
- Ensure practice is in line with the councils Transforming Lives approach

**Community Cohesion**

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

The proposals are underpinned by the intention to reform adult social care which will mean that there is a much stronger focus on supporting people within their community and this will have a positive impact on community cohesion

# COMMUNITY IMPACT ASSESSMENT

Directorate / Service Area		Officer undertaking the assessment
ETE / Passenger Transport CFA / Learning (cross-directorate project)		Name: Toby Parsons
Proposal being assessed		Job Title: Transport Policy & Operational Project Manager
Total Transport - Roll-out of Total Transport Phase 1		Contact details: 01223 743787
Business Plan Proposal Number (if relevant)		Date completed: 22 November 2016
A/R. 6.244		Date approved: 2.12.2016
Aims and Objectives of the Service or Function affected		
<p>The service provides home to school transport for eligible pupils travelling to mainstream schools across Cambridgeshire, and in a small number of cases across the county boundary. Transport to special needs schools is provided separately and is not included in this project.</p>		
What is the proposal?		
<p>This is an updated proposal, in light of the data and experience gained through Phase 1 of the Total Transport pilot, which was implemented in the East Cambridgeshire area at the start of September 2016. By investing in staff and by extending the use of smartcard technology, the Council will be able to deliver more efficient mainstream school transport services, matching capacity more closely with demand. The intention is to secure financial savings whilst ensuring that all eligible pupils continue to receive free transport with reasonable but efficient travel arrangements.</p> <p>A “clean sheet” network review will be undertaken, to improve efficiency and achieve savings. At the same time, smartcards will replace standard passes, to allow data about real passenger numbers to be collected.</p> <p>There will be no changes to eligibility, nor will charges be introduced (the Council has no statutory right to do so). There will be some impact on journey times, and certain groups of pupils will share services with others. Services will continue to be provided within statutory guidance and the Council’s policy commitments.</p>		
Who will be affected by this proposal?		
<p>The proposal would cover all eligible mainstream pupils within Cambridgeshire.</p>		
What positive impacts are anticipated from this proposal?		
<p>The proposal will deliver financial savings with limited impact on the service received by users.</p>		
What negative impacts are anticipated from this proposal?		

There will be some impact on journey times, and the groups of pupils who share transport. There will be no removal of transport, nor any introduction of charges.

Are there other impacts which are more neutral?

The introduction of smartcards rather than standard tickets will simply change the boarding process for pupils.

### Impacts on specific groups with protected characteristics

Specific consideration should be given as to whether the proposal has a particular or disproportionate impact on any of the groups listed below.

Please consider each characteristic and tick to indicate any where there will potentially be a disproportionate impact (positive or negative) from implementation of the proposal. Do not tick the boxes if the impact on these groups is the same as the impact on the community as a whole (described in the above sections)

Impact	Tick if disproportionate impact
Age	
Disability	
Gender reassignment	
Marriage and civil partnership	
Pregnancy and maternity	
Race	

Impact	Tick if disproportionate impact
Religion or belief	
Sex	
Sexual orientation	
Rural isolation	
Deprivation	

### Details of Disproportionate Impacts on protected characteristics and how these will be addressed

None

## COMMUNITY IMPACT ASSESSMENT

Directorate / Service Area		Officer undertaking the assessment
CFA, Adult Social Care		Name: Linda Mynott  Job Title: Head of Disability Services  Contact details: 01480 373252  Date completed: 13.09.16  Date approved: .....
Proposal being assessed		
Specialist Support for Adults with Autism to increase their independence		
<b>Business Plan Proposal Number (if relevant)</b>	A/R.6.113	
Aims and Objectives of the Service or Function affected		
<p>The Adult and Autism Team was created in April 2014 to meet the needs of Vulnerable Adults who do meet access criteria for Learning Disability Partnership, Physical Disability or Mental Health Services.</p> <p>The team consists of a Senior Social Worker, 1.5 Social Workers and 1.5 Adult Support Co-ordinators. The Team is managed by a 0.5 hr Service Manager and 0.5 hr Team Manager.</p> <p>Referrals to the team come through transition from Children's Services and the Contact Centre. Whilst the majority of people who present to the service are on the Autistic Spectrum the team support people with a variety of other vulnerabilities.</p> <p>In recognition that people on the Autistic Spectrum benefit from occasional assistance during an unplanned event or crisis, a preventative service was commissioned from the National Autistic Society (NAS) to provide 1:1 support through 2 x 0.8 hr Support Workers, working across the County. NAS has the benefit of being co-located with CLAS, the Adult Autistic Spectrum Disorder Diagnosis Centre and importantly people are able to self-refer. The work of the NAS support workers spans offering information and advice on diagnosis, assistance (can be re-occurring) during a crisis or unplanned event and one to one short/medium term goal focused support.</p>		
What is the proposal?		
<p>It is recognised that the support offered by NAS is not sufficient to cope with developing demands, in particular the 1:1 support. As it has not yet been possible to determine future commissioning arrangements for people on the Autistic Spectrum, or other vulnerabilities, the proposal is to introduce 2 x full time equivalent Council Support Workers, who would sit with the Adult &amp; Autism Team for a fixed term period of 12 months. The workers will provide short/medium goal focused intervention, assisting people to maximise their independence and reducing the need for ongoing statutory support.</p> <p>The work of the 'in house' Support Workers will be monitored and evaluated to inform future commissioning arrangements.</p>		
Who will be affected by this proposal?		
<p>Recruitment of 2 full time Support Workers for a 24 month period to work with service users to develop skills and access opportunities such as training or employment that would reduce the need for social care support.</p> <p>The proposal will affect people on the Autistic Spectrum and Vulnerable Adults who do meet access criteria for Learning Disability Partnership, Physical Disability or Mental Health Services and are deemed to meet eligibility criteria.</p>		
What positive impacts are anticipated from this proposal?		

Increased independence and wellbeing for people using the service.  
Financial savings for Cambridgeshire County Council.  
Assisting with monitoring and evaluating current and future need.

**What negative impacts are anticipated from this proposal?**

Existing service users may need to adjust to a change in the way that support is provided; working to towards greater independence.

**Are there other impacts which are more neutral?**

No

**Impacts on specific groups with protected characteristics**

Specific consideration should be given as to whether the proposal has a particular or disproportionate impact on any of the groups listed below.

Please consider each characteristic and tick to indicate any where there will potentially be a disproportionate impact (positive or negative) from implementation of the proposal. Do not tick the boxes if the impact on these groups is the same as the impact on the community as a whole (described in the above sections)

Impact	Tick if disproportionate impact
Age	
Disability	X
Gender reassignment	
Marriage and civil partnership	
Pregnancy and maternity	
Race	

Impact	Tick if disproportionate impact
Religion or belief	
Sex	
Sexual orientation	
Rural isolation	
Deprivation	

**Details of Disproportionate Impacts on protected characteristics and how these will be addressed**

This proposal directly affects people on the Autistic Spectrum and Vulnerable Adults who meet the eligibility criteria for services; the impact will be a positive one

## COMMUNITY IMPACT ASSESSMENT

Directorate / Service Area		Officer undertaking the assessment
LGSS Transactions		Name: Ashley Leduc .....
<b>Proposal being assessed</b>		Job Title: Service Delivery Manager .....
Increase in income from Older People's client contributions from increased frequency of reassessments		Contact details: 07912 891860 .....
<div style="display: flex; justify-content: space-between;"> <div style="width: 150px;"><b>Business Plan Proposal Number (if relevant)</b></div> <div>A/R.6.134</div> </div>		Date completed: 12 <sup>th</sup> September 2016 .....
Date approved: .....		
Aims and Objectives of the Service or Function affected		
<p>Previously, financial reassessments for people who are receiving council funded services in the community were completed on an ad hoc basis. This meant that financial contributions did not increase in line with uplifts to state benefits or new income and capital being received.</p>		
What is the proposal?		
<p>We realised recently that older people and those with mental health are not always being financially reassessed every year. The council will therefore reassess all clients more regularly to ensure that the full contributions are being collected.</p> <p>There are 2 things changing in terms of reassessing customers who receive community based services.</p> <ol style="list-style-type: none"> <li>1. A temporary reassessment team is being created to reassess all the customers in the community who have not had an up to date financial assessment in the last 12 months. This will enable the Council to up to date their records and increase contributions based upon inflationary increases in their income which they have received since their last financial assessment. It also gives the Council the opportunity review all financial circumstances including allowances afforded for housing and disability costs.</li> <li>2. All those customers who have received a financial assessment in the last 12 months will receive an automatic reassessment every April in line with increases to state benefits and private pensions. This will alleviate the need for the Financial Assessment team to manual reassess every 12 months and ensure that the Council can maximise financial contributions at the earliest possible point.</li> </ol> <p>The aim of this work is so that the Council can ensure that the customer has an up to date financial assessment regularly. This will enable the Council to maximise income being generated and to ensure that the charge is fair.</p>		
Who will be affected by this proposal?		
<p>.</p> <p>The proposal will affect all Adult Social Care customers across all of Cambridgeshire.</p>		
What positive impacts are anticipated from this proposal?		
<p>It is anticipate that income generation for the authority will be increased to the correct levels and will provide the Council the opportunity to identify those customers who have not maximised their benefit entitlement. The proposal also means that less staff time is being spent reassessing customers and can be better focussed on improving the customer experience.</p>		
What negative impacts are anticipated from this proposal?		

Customer's financial contributions may increase which may mean that they feel additional financial pressure. This could lead to customer complaints and people refusing to pay their care invoices.

**Are there other impacts which are more neutral?**

Automatic reassessments are not always 100% accurate which can mean that customers have to contact us to provide correct information.

**Impacts on specific groups with protected characteristics**

Specific consideration should be given as to whether the proposal has a particular or disproportionate impact on any of the groups listed below.

Please consider each characteristic and tick to indicate any where there will potentially be a disproportionate impact (positive or negative) from implementation of the proposal. Do not tick the boxes if the impact on these groups is the same as the impact on the community as a whole (described in the above sections)

Impact	Tick if disproportionate impact
Age	
Disability	
Gender reassignment	
Marriage and civil partnership	
Pregnancy and maternity	
Race	

Impact	Tick if disproportionate impact
Religion or belief	
Sex	
Sexual orientation	
Rural isolation	
Deprivation	

**Details of Disproportionate Impacts on protected characteristics and how these will be addressed**

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## COMMUNITY IMPACT ASSESSMENT

Directorate / Service Area		Officer undertaking the assessment
Economy, Transport & Environment Directorate Highways Service		Name: Richard Lumley
<b>Proposal being assessed</b>		Job Title: Head of Highways
Move to full cost-recovery for non-statutory highways works		Contact details: <a href="mailto:Richard.lumley@cambridgeshire.gov.uk">Richard.lumley@cambridgeshire.gov.uk</a>
<div style="display: flex; justify-content: space-between;"> <div style="width: 40%;"> <b>Business Plan Proposal Number (if relevant)</b> </div> <div style="width: 40%;"> <b>B/R.6.213</b> </div> </div>		Date completed: 18 September 2016
		Date approved: .....
Aims and Objectives of the Service or Function affected		
<p>Cambridgeshire County Council's highway service facilitates the local highway improvement (LHI) initiative and third party (privately funded) schemes) on the public highway, across Cambridgeshire.</p> <p>In both cases these are community led and funded (LHI require a minimum 10% contribution to the scheme cost), small scale highway improvement schemes.</p> <p>Highway's officers work closely with local communities, local members and Parish / Town councils to support, guide and implement the desired improvements.</p>		
What is the proposal?		
<p>The County Council is aware that at present not all costs associated with this work are being accurately recorded and thus recovered. Given the significant pressure on budgets it is important that true cost of work is known and that those communities that want highway schemes to take place are aware of the full cost and can then cover the cost.</p> <p>It is proposed to implement a time recording system for all highways staff across the county to use, to start recording the time spent on individual projects. This information will then build up a picture of how much a particular type of scheme will cost, thereby enabling the Council to provide accurate quotes for schemes. This in turn will allow the applicant to make an informed decision as to whether or not they wish to proceed.</p> <p>Council officers will be educated in the use of the system and the more commercial approach that the organisation needs to take going forward.</p> <p>Greater transparency will also enable the County Council to resource itself accordingly, therefore ensure that if the money is available from the applicants then the scheme can be progressed.</p>		
Who will be affected by this proposal?		
<p>The proposal will affect all those that wish to apply for highway improvement schemes, either via the LHI application process of privately funded work.</p> <p>County Council staff will have to change their mind set and approach to delivering LHI and privately funded schemes, ensuring that time is recorded accurately in order to recover the full cost of schemes.</p>		
What positive impacts are anticipated from this proposal?		

- Reduced pressure on already stretched budgets, therefore potential for the money to go further.
- Greater transparency regarding small scale highway improvement schemes.
- County staff becoming more commercially minded.
- Increased certainty that schemes will be delivered due to appropriate resource and better programme management.

**What negative impacts are anticipated from this proposal?**

- The cost of schemes to communities will increase.
- Poorer communities may not be able to fund highway improvements.
- Could lead to an increased divide between areas of the county.

**Are there other impacts which are more neutral?**

There are no neutral impacts.

## Impacts on specific groups with protected characteristics

Specific consideration should be given as to whether the proposal has a particular or disproportionate impact on any of the groups listed below.

Please consider each characteristic and tick to indicate any where there will potentially be a disproportionate impact (positive or negative) from implementation of the proposal. Do not tick the boxes if the impact on these groups is the same as the impact on the community as a whole (described in the above sections)

Impact	Tick if disproportionate impact
Age	
Disability	
Gender reassignment	
Marriage and civil partnership	
Pregnancy and maternity	
Race	

Impact	Tick if disproportionate impact
Religion or belief	
Sex	
Sexual orientation	
Rural isolation	
Deprivation	x

### Details of Disproportionate Impacts on protected characteristics and how these will be addressed

The likelihood is that the cost of schemes will increase; therefore some of the more deprived communities may not be able to afford to pay for highway improvement schemes. However there are still other types of funding available through the local transport plan that will ensure the whole county benefits from highway improvements. The LHI initiative is also designed in such a way that communities only have to pay a contribution, rather than cover the cost of the whole scheme.