

Report Title:	Transformation of Day Opportunities
Contains Confidential or Exempt Information	No - Part I
Cabinet Member:	Councillor Carroll, Cabinet Member for Adult Social Care, Children's Services, Health and Mental Health
Meeting and Date:	25 November 2021
Responsible Officer(s):	Hilary Hall – Executive Director Adults, Health and Housing Lynne Lidster – Head of Commissioning - People
Wards affected:	All

REPORT SUMMARY

This report seeks Cabinet approval to implement the recommended changes to the day opportunities model for older people and people with a learning disability to ensure that services meet the needs and aspirations of residents.

The original proposal recommended the closure of Windsor Day Centre (for older people) and Oakbridge Day Centre (for people with a learning disability) and retaining Boyn Grove Centre (for both older people and people with a learning disability) to enable a building base for people who need one. This would be complemented by a service out in the community for those people who do not want or need to be building based.

Following an extensive consultation with the community and a needs analysis, the final recommendations are to close Windsor Day Centre and Oakbridge Day Centre, retaining Boyn Grove for older people and people with a learning disability. For people with a learning disability who need a building-based service in the Windsor area, the recommendation is to create a smaller building-based day centre offer for people with a learning disability in Windsor at the Mencap building. There are already building-based day centres with sufficient vacancies for older people in the Windsor area, Spencer Denney Day Centre operated by Age Concern Windsor and The Old Windsor Day Centre run by Age Concern Slough and Berkshire East. Both day centres receive grant funding from the Council.

Should the recommendations be approved it would ensure that there are building-based day opportunities across the borough and also provide community-based services for people who either do not want or need to be in a day centre.

Implementation of the final recommendation will deliver savings of £300,000 for the Council. If approved, implementation will commence from December 2021 with the intention to be fully operational by August 2022.

1. DETAILS OF RECOMMENDATION(S)

RECOMMENDATION: That Cabinet notes the report and:

- i) **Notes the outcome of the consultation and the needs analysis**
- ii) **Approves the final recommendation to close Windsor and Oakbridge Day Centres, retain Boyn Grove and to create a smaller Day Centre in Windsor for people with a learning disability**

2. REASONS FOR RECOMMENDATIONS AND OPTIONS CONSIDERED

Options

Table 1: Options arising from this report

Option	Comments
<p>Close Oakbridge Day Centre and Windsor Day Centre. Alongside this, create a flexible community-based day opportunities provision to include activities in the community and a small building-based resource in Windsor for people with a learning disability who need a building-based service. Older people with the need for a building-based service will be referred to the two other day centres in Windsor/Old Windsor.</p> <p>This is the recommended option</p>	<p>This would allow the Council to meet people's needs under the Care Act 2014 and Valuing People 2001. It would ensure that there are building-based day opportunities across the borough and also provide community-based services for people who either do not want or need to be in a day centre. It would deliver savings for the Council of £300,000 per annum.</p>
<p>Close Oakbridge Day Centre and Windsor Day Centre. Alongside this, create a flexible community-based day opportunities provision. The building-based offer for people with a learning disability would be offered at Boyn Grove in Maidenhead.</p> <p>This option is not recommended</p>	<p>This option would also allow the Council to meet people's needs under the Care Act 2014 and Valuing People 2001. However, the only building-based provision for people with a learning disability would be at Boyn Grove in Maidenhead. The consultation and the needs analysis conclude there is a need for a small building-based service for people with a learning disability in Windsor to replace Oakbridge Day Centre. This option would deliver savings for the Council of £300,000 per annum.</p>
<p>Retain the current model for day opportunities – do not close Oakbridge and Windsor Day Centres and do not create a flexible community-based offer to complement the day centre provision.</p> <p>This option is not recommended</p>	<p>This option would not enable the Council to meet people's needs under the Care Act 2014 and Valuing People 2001. The council must be in a position to allow people to have choice and control over the services that are</p>

Option	Comments
	provided to people who need them and their family carers. By retaining both Oakbridge and Windsor Day Centres, the council would not have sufficient resources to establish a community-based provision. There would be no savings for the Council.

Current service offer for day opportunities in the borough

- 2.1 The Royal Borough's current day opportunities offer, run through Optalis, is largely buildings based at:
- Boyn Grove Centre in Maidenhead for older people and people with a learning disability
 - Oakbridge Day Centre in Windsor for people with a learning disability
 - Windsor Day Centre in Windsor for older people
- 2.2 The day centres are open between 8.30am and 4.15pm Monday to Friday. They offer a wide range of activities to older people (including people with dementia) and people with a learning disability who are assessed under the Care Act 2014 as needing day services, most of which are delivered in the day centre. The current day centre provision is well valued by the people who go and by the family carers that support them.
- 2.3 At the beginning of the pandemic all day centres were closed due to government guidance; the pandemic created the opportunity to support people in different ways by increasing the use of community resources, local groups and day centre staff including the Dementia Service Advisors to support people in the community and in their own homes. The two day centres based in Boyn Grove and the Oakbridge Day Centre are now fully open and operational; Windsor Day Centre remains closed due to lack of demand and people who would have been supported there are now either supported in the community or have transferred to Boyn Grove.
- 2.4 In November/December 2020, engagement took place with all people who used day centres prior to the pandemic with the aim of understanding what people wanted and needed from a day opportunity provision going forward including activities and services.

The case for change

- 2.5 The Care Act 2014 requires councils to promote diversity and quality in provision of services to meet the support needs of their local population. Day centre provision of various kinds has long been an important part of a wider day opportunities provision and much of it across all providers is good quality. However, values, standards and expectations have been changing and the relatively inflexible and prescriptive nature of day centre support means that if day centre provision is the only offer then the service is not flexible or inclusive and does not provide for people to have choice and control in how they are supported.

2.6 “Valuing People” was first launched by the Government in 2001 as a “New Strategy for Learning Disability for the 21st Century”. It was followed 8 years later by “Valuing People Now” to refresh the strategy and to document progress made by local authorities. Valuing People is essentially about ensuring that people with a learning disability lead fulfilling lives with choice and control with maximum independence. It is recognised that many people with a learning disability do not take part in community activities or participate in wider social networks with non-disabled people. Few have friends apart from those paid to be with them, their close family, or other people with learning disabilities with whom they live. For people with a learning disability to be part of the local community benefits everyone. For decades, services for people with learning disabilities have been heavily reliant on large, often institutional, day centres. These have provided much needed respite for families, but they have made a limited contribution to promoting social inclusion or independence for people with learning disabilities. The transformation of day opportunities in the borough is key to ensuring that all people have choice and control regardless of their level of need. In 2001, “Valuing People” asked councils to review their approach to day centre provision to allow people to choose between going to a building-based day centre during traditional opening hours and to have support to access other activities in the community e.g. going to the cinema in the evening, going to the leisure centre, undertaking voluntary work etc. This has not yet been achieved for the residents of the borough.

2.7 The Royal Borough’s Adult Social Care Strategic Plan (2021-2024) sets out the vision for adult social care, “to enable people in the Royal Borough of Windsor and Maidenhead to live independent and fulfilled lives”. The key principles underpinning the vision are:

- Prevention – embedding prevention to avoid crisis and loss of independence
- Community – Investing in communities and their assets and connecting individuals to them
- Choice – shaping solutions around outcomes that matter to individual people
- Values – treating everyone with compassion, respect and dignity

One of the key actions in the Strategic Plan is to review the borough’s day opportunities provision to ensure that the service going forward adheres to the principles set out above and to ensure that it meets people’s needs.

The service proposal, consultation and needs analysis

2.8 To inform the transformation of day opportunities, a full twelve-week public consultation exercise was undertaken. The specific proposal that was consulted on was to close Windsor Day Centre and Oakbridge Day Centre and develop alternative, bespoke provision for people who are assessed as needing day opportunities but either do not want or need a building-based provision. The full analysis of the responses to the consultation and methods of engagement used can be found at Appendix A to this report.

2.9 The consultation was promoted on the RBWM website throughout the consultation period and was made prominent on the homepage marketing panel between 16 July and 27 August 2021. The consultation was promoted via a press release, the RBWM Residents’ Newsletter (e-newsletter) and on social media platforms such as Twitter and Facebook. A letter in hardcopy was sent

to all day services customers and the carers of people living with dementia. Letters sent to all customers with a learning disability or additional complex needs also included an Easy Read version to aid understanding. A letter, including an Easy Read version, offering support from The Advocacy People was distributed to customers with a learning disability or additional complex needs.

- 2.10 Optalis and Achieving for Children were asked to promote the consultation to customers, carers and staff via their newsletters and social media channels. Optalis day service staff were asked to raise awareness of the consultation in person with customers to help them understand the proposals and what any changes would mean for them. Manor Green School was asked to promote the consultation to parents and students via their newsletters and social media channels. Partners and stakeholders were invited to participate in online briefings that would enable them to understand the proposals and the reasons for them, to respond to the consultation and to help other people to respond. They were asked to raise awareness of the consultation using the communication methods they had available.
- 2.11 Particular effort was made to communicate the proposals in a clear and easy way to understand. This included a video that was posted in the Engagement HQ platform and shown at the Member Briefing, partner briefings and the Learning Disability Partnership Board. Asian carers, whose first language is not English, were contacted by the Ethnic Minority Development Worker to explain the proposals and assisted to complete the survey. The Advocacy People held independent meetings with people with a learning disability and family carers on request.
- 2.12 Alongside the survey, the borough produced booklets to explain the proposals to residents before they completed the consultation. An example (for older people) can be found at Appendix B to this report. The documents explain that the Council's proposals were to:
- Work with residents and their family carers to support them in a more flexible and person-centred way that enables their independence and choices in the community
 - Support and enable people to take part in a wider range of activities with people of similar ages, interests and needs
 - Close Windsor Day Centre and Oakbridge Day Centre and support people with additional complex needs in other buildings if they need this type of support
 - Make support services available at the time that people need them (for example in the evenings and weekends)
 - Continue to use Boyn Grove in Maidenhead as a community hub, which includes the day centres for older people and people with a learning disability.
- 2.13 102 survey responses were received: 57 people (66%) told us they were either a person who used current day services or their family carers, the remaining 45 people were either members of the public who did not currently use services or from groups representing the community.
- 2.14 We asked people whether they supported the proposals to work with people and family carers in a more flexible and personalised way that enables their

independence and choices in the community – Most people (70%) said that they either fully or partially supported this proposal, 24% said they did not.

- 2.15 People were asked whether they supported the proposals to enable the council to support and enable people to take part in a wider range of activities with people of similar ages, interests and levels of need. Most people (80%) supported this proposal either fully or partially.
- 2.16 We asked people whether they supported the proposal to close Windsor Day Centre and Oakbridge Day Centre. 64% of people said that they did not support this proposal whilst 25% said that they either partially or fully supported this proposal.
- 2.17 Alongside the consultation, a needs analysis was undertaken of people who used the current day services provision, the analysis can be found at Appendix C to this report. As of October 2021, there are 38 people with a learning disability attending Oakbridge Day Centre with a combination of part time and full-time usage. Of the 38 people, 20 have been assessed as needing a building-based service. The breakdown of attendance of those people is as follows (a session means either a morning or afternoon):
- 2 people require 4 sessions per week
 - 4 people require 6 sessions per week
 - 6 people require 8 sessions per week
 - 8 people require 10 sessions per week

Of the 20 people above there is a range of support requirements: 6 require 1:1 support, 5 require 3:1 support (3 people to 1 staff member), 7 people require 5:1 support and the remaining 2 require 10:1 support.

- 2.18 It is clear from the needs analysis that there are a significant number of people with a learning disability currently attending Oakbridge Day Centre who have a need to attend a building-based service. Although those people could be accommodated at Boyn Grove, consideration needs to be given to the people who would be travelling from the Windsor area to Maidenhead. In order to accommodate the 20 people in a building base and to free up resources to allow people who do not need a building base to access other opportunities in the community, it is recommended that Oakbridge Day Centre closes and the Council signs a lease with Mencap for the daily use (Monday to Friday) of the Mencap building in Windsor. The building was purpose-built as the Mencap Club-House three years ago and is currently unoccupied during the daytime. The lease would cost £30,000 per annum, £14,000 of which has been identified from existing Adult Social Care budgets and £16,000 from the day services budget. The occupation of the Mencap building would also depend on works to the existing disabled use toilets and adaptations to the kitchen; a capital bid for these works is due to be considered by Council in February 2022.
- 2.19 There were 23 older people attending Windsor Day Centre prior to the pandemic – all on a part time basis. 7 people attended 1 day per week, 14 attended 2 days per week and 4 people attended 3 days a week. Assuming full attendance, this means that on average there were 4 or 5 people attending the centre on any one day. Full capacity at the centre would be 15 which means the centre was operating at a third of the capacity. Although the centre is of high quality, the lack of attendance means that it was not providing good value for money.

- 2.20 Of the 23 people who did attend Windsor Day Centre, 7 are now live in a care home or supported living, 5 have full time support at home, 5 people have sadly passed away with the remaining 6 attending either Boyn Grove or Spencer Denny Day Centre in Windsor.
- 2.21 Age Concern Slough and Berkshire East currently operates a day centre in Old Windsor for older people. Since re-opening the centre in Summer 2021, the day centre has been refurbished and the organisation has employed a Head of Elderly Care. This appointment will enable people who have personal care needs to attend the day centre alongside people who are more independent. The day centre is open 3 days per week with the intention to move to 5 days per week when there is sufficient demand. The organisation confirmed that they have 35 spaces available per day in addition to the people who are currently attending. The borough has been in contact with the organisation to ensure that there is capacity available for people who have personal care needs. It has been agreed that people referred by Optalis social work teams to the day centre would be charged between £25.00 and £52.00 per day dependent on their needs. This would either be paid by the person's personal budget or the person themselves dependent on their financial assessment.
- 2.22 The recommendation is that Windsor Day Centre is formally closed and that older people who have a need for a building-based service are directed to Boyn Grove, Spencer Denny Day Centre or Old Windsor Day Centre. This will allow the day opportunities offer to be extended to support people in the community and their own homes alongside a building-based service for people who need one.
- 2.23 The proposed new service provided by Optalis (Community Lives), in addition to the building-based services at Boyn Grove and the Mencap building would include:
- The Dementia Advisor Service that supports people and family carers which is available during weekdays. The service provides home visits and supports people to link with all the professionals, groups and service that are needed. It provides advice such as benefits and information on what support is available to people. Recently the service provides reminiscence activities, home visit for individual activities and therapy sessions. There are drop in sessions in libraries and Cognitive Stimulation sessions are planned from April 2022. Should the recommendation in this report be approved, further community support and sessions will be arranged.
 - The Ethnic Minority Development Worker is a first point of contact for support for people who have particular cultural and religious needs. There is a weekly Asian carers' drop in service which offers respite for family carers. The service offers emotional support and advice for carers when their family member is approaching adulthood. There will be further drop -in sessions arranged from April 2022.
 - Community Lives – Using an asset-based approach and working with people on a “what's strong – not what's wrong” basis, this service will support older people and also people with a learning disability. At the point of referral people will be assessed to determine what support they want and need. People will have an opportunity to access taster sessions for activities to find

out what most suits them and have a dedicated keyworker. Optalis is currently working with community partners to support the service to provide a variety of opportunities to maintain and develop skills and interests including arts and leisure, employment for people who want a job, opportunities to socialise, being an active member of the community. Should the recommendation in the report be approved, the service would also be able to offer more flexible support times including evenings and weekends.

- 2.24 The council has recently commissioned a housing needs analysis for people with support needs including people with a learning disability, people with mental health needs, people with autism and older people. The report is expected in December 2021 and will inform a supported housing strategy. Should the recommendation be approved, the closure of Oakbridge and Windsor Day Centres will also provide an opportunity to develop supported accommodation either on the site currently occupied by the day centres on Imperial Road in Windsor (subject to planning permission) or by the sale of the land to develop accommodation elsewhere in the borough.

3. KEY IMPLICATIONS

- 3.1 Based on the recommendation in the report, the key implications are as follows:

Table 2: Key Implications

Outcome	Unmet	Met	Exceeded	Significantly Exceeded	Date of delivery
Confirm a saving of £300,000 in 2021/22 and going forward.	Savings target not achieved.	31 st March 2022	30 th October 2021	30 th July 2021	1 st April 2021
Closure of Windsor Day Centre	Savings target not achieved and community-based service will not go ahead	31 st March 2022	30 th February 2022	30 th December 2021	30 th December 2021
Closure of Oakbridge Day Centre and move to Mencap building in Windsor	Savings target not achieved and community-based service will not go ahead	1 st July 2022	1 st June 2022	1 st May 2022	1 st July 2022

Outcome	Unmet	Met	Exceeded	Significantly Exceeded	Date of delivery
Full launch of Community Lives Service	Savings target not achieved and community-based service will not go ahead	1 st July 2022	1 st June 2022	1 st May 2022	1 st July 2022

4. FINANCIAL DETAILS / VALUE FOR MONEY

- 4.1 This report seeks approval to confirm a saving of £300,000 per annum from 1st April 2021 as agreed by Council in February 2021. This saving is achievable should Cabinet approve the recommended option. The recommended option would allow the saving to be made whilst designing and developing a sustainable and flexible building and community-based service for older people and people with a learning disability.
- 4.2 The annual rent charge on the Mencap building in Windsor to accommodate the proposed new building-based services, for people with a learning disability for those who are assessed as needing that provision, is £30,000 which has been identified from existing budgets.
- 4.3 In order that the Mencap building is suitable for people with a learning disability with complex physical needs, there are minor works that need to be completed including installing a toilet/changing room with a hoist and adaptations to the kitchen. A capital bid has been submitted for these works to the value of £35,000. The capital programme is to be decided by Council in February 2022.
- 4.4 The council currently funds Age Concern Slough and Berkshire East by £30,000 per annum and Age Concern Windsor by £35,000 per annum to provide a day services offer for the benefit of older people across the borough. Both amounts are currently budgeted for within the Adult Social Care budget and the recommended option would enable both organisations to continue to ensure that a building-based service is available for people who need one based in Windsor.

Table 3: Financial impact of report's recommendations

REVENUE COSTS	2021/22	2022/23	2023/24
Additional total	£0	£0	£0
Reduction	-£300,000	-£300,000	-£300,000
Net Impact	-£300,000	-£300,000	-£300,000

CAPITAL COSTS	2021/22	2022/23	2023/24
Additional total	£35,000	£0	£0
Reduction	£0	£0	£0
Net Impact	£35,000	£0	£0

5. LEGAL IMPLICATIONS

- 5.1 The Council must comply with the Care Act 2014 which states that the Council must meet eligible social care needs following a care act assessment and a financial assessment. It also states that people must have choice and control over the services they receive. The Council also has other legal obligations, including the Equality Act 2010 under which the Public Sector Equality Duty arises.
- 5.2 When considering changes to service provision, Cabinet should have due regard to the Public Sector Equalities Duty. To have due regard means that in making decisions it must consciously consider the need to do the things set out in the general equality duty: eliminate discrimination, advance equality of opportunity and foster good relations.
- 5.3 In providing services to people under the Care Act 2014 the Council must ensure that services meet the needs of people who are eligible and that there are a range of services available so that people have choice and control. Alongside the services currently on offer and those proposed in this report, people will have the option of taking a direct payment and arranging their own support for themselves or their family member.
- 5.4 An Equality Impact Screening Assessment must be carried out to demonstrate that decision makers are fully aware of the impact that changes may have on those with protected characteristics in line with the Equality Act 2010. The screening document can be found at Appendix D to this report.
- 5.5 A full consultation has been undertaken and when taking the decision in relation to the proposals identified in this report Cabinet must give genuine and conscientious consideration to the responses received from the consultees.

6. RISK MANAGEMENT

- 6.1 Identified risks are set out below in table 4.

Table 4: Impact of risk and mitigation

Risk	Level of uncontrolled risk	Controls	Level of controlled risk
A representation may be made that the closure of the day centre means that the council is not meeting its legal obligations.	High	An extensive consultation and community engagement process has shaped the recommendation in this report to ensure that people have the day services to meet their needs whether that be in a building base for those who need them or in their own home or the community.	Medium

Risk	Level of uncontrolled risk	Controls	Level of controlled risk
An individual or group challenges the lawfulness of the decisions relating to the closure of Windsor Day Centre and Oakbridge Day Centre through a Judicial Review	Medium	During a Judicial Review, the courts will examine the council's decisions and the process the council took in reaching those decisions, including the council's approach to equality considerations. Therefore, councillors must be able to demonstrate that they have made their decisions based on the statutory requirement of the relevant legislation, and that they have clearly met their Public Sector Equality Duty obligations. Councillors must ensure that they consider the consultation responses before taking the decisions identified in this report.	Low
Delivery of the recommendation is not achieved.	Medium	A phased delivery plan will be developed with timescales. The Director of Provider Services in Optalis will drive delivery and report to the RBWM Optalis Commissioning Board and the Adult Social Care Transformation Board. Regular progress updates will be given to the Cabinet Member.	Low
The capital bid is not approved by Council and the works to enable the Mencap building to be fit for purpose cannot be implemented.	Medium	The bid has been reviewed by the officer panel and has been given the highest priority. The Cabinet Member has also been kept informed of the bid.	Low

7. POTENTIAL IMPACTS

- 7.1 Equalities. The Equality Act 2010 places a statutory duty on the council to ensure that when considering any new or reviewed strategy, policy, plan, project, service or procedure the impacts on particular groups, including those within the workforce and customer/public groups, have been considered. An Equality Impact Screening Assessment has been conducted and is attached as Appendix D to this report. The assessment did not identify any potential negative impact of implementing the recommendation in this report.
- 7.2 Climate change/sustainability. Moving the day opportunities approach to include fewer buildings should decrease the carbon footprint of the Council. The smaller building base proposed for people with a learning disability was built in recent years and therefore should be more energy efficient than the existing buildings at Imperial Road. The council will request that Optalis use the most carbon-efficient transport available.
- 7.3 Data Protection/GDPR. Personal data is processed by Optalis on behalf of the Council; approving the recommendation will not change or alter the way the information is processed.

8. CONSULTATION

- 8.1 As stated in 2.8 above, to inform the transformation of day opportunities, a full twelve-week public consultation exercise was undertaken. The specific proposal that was consulted on was to close Windsor Day Centre and Oakbridge Day Centre and develop alternative, bespoke provision for people who are assessed as needing day opportunities but either do not want or need a building-based provision. The full analysis of the responses to the consultation and methods of engagement used can be found at Appendix A to this report. Please also see points 2.8 to 2.17 above.

9. TIMETABLE FOR IMPLEMENTATION

- 9.1 Should Cabinet approve the recommendation, the full implementation stages are set out in table 5, subject to any call-in.

Table 5: Implementation timetable

Date	Details
30 December 2021	Closure of Windsor Day Centre
1 July 2022	Closure of Oakbridge Day Centre and move to Mencap building. The Oakbridge Day Centre will not close until the new building has opened.
1 July 2022	Full launch of the community lives service, alongside building-based provision at Boyn Grove and the Mencap building

10. APPENDICES

10.1 This report is supported by four appendices:

- Appendix A – Day Opportunities Consultation Report
- Appendix B – Day Opportunities Consultation Explanation for Residents
- Appendix C – Needs Analysis for customers of Oakbridge and Windsor Day Centres
- Appendix D – Equality Screening Assessment for Day Opportunities

11. BACKGROUND DOCUMENTS

11.1 This report is supported by one background document:

- Adult Social Care Strategic Plan 2021-2024 [rbwm_adult_social_care_transformation_programme_strategy\(1\).pdf](#)

12. CONSULTATION

Name of consultee	Post held	Date sent	Date returned
<i>Mandatory: Statutory Officers (or deputy)</i>			
Adele Taylor	Executive Director of Resources/S151 Officer	27.10.21	29.10.21
Emma Duncan	Deputy Director of Law and Strategy / Monitoring Officer	27.10.21	28.10.21
<i>Deputies:</i>			
Andrew Vallance	Head of Finance (Deputy S151 Officer)	27.10.21	29.10.21
Elaine Browne	Head of Law (Deputy Monitoring Officer)	27.10.21	28.10.21
Karen Shepherd	Head of Governance (Deputy Monitoring Officer)	27.10.21	28.10.21
<i>Other consultees:</i>			
N/A			
<i>Directors (where relevant)</i>			
Duncan Sharkey	Chief Executive	27.10.21	01.11.21
Andrew Durrant	Executive Director of Place	27.10.21	27.10.21
Kevin McDaniel	Executive Director of Children's Services	27.10.21	01.11.21
Hilary Hall	Executive Director of Adults, Health and Housing	19.10.21	20.10.21 16.11.21
<i>Heads of Service (where relevant)</i>			
N/A			
<i>External (where relevant)</i>			
David Birch	Chief Executive of Optalis Ltd.	27.10.21	29.10.21
Helen Woodland	Director of Provider Services, Optalis	27.10.21	29.10.21

Confirmation relevant Cabinet Member consulted	Councillor Carroll, Cabinet Member for Adult Social Care, Children's Services, Health and Mental Health	Yes
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REPORT HISTORY

Decision type:	Urgency item?	To follow item?
Key decision First entered into the Cabinet Forward Plan: July 2021	No	No

Report Author: Lynne Lidster, Head of Commissioning – People, 07554 459628
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Royal Borough of Windsor and Maidenhead Day Opportunities Consultation Report October 2021

- 1.1 The Royal Borough of Windsor and Maidenhead (RBWM) aims to enhance the Borough's day service offer in a way that transforms day opportunities for older people, those with dementia and people with learning disabilities and additional complex needs. The objective is to meet people's needs in a more personalised way that enables them to have more choice and control over how they live their lives. 'Day opportunities' includes activities in the community, services and day centres for adults who need care and support.
- 1.2 A savings target of £300,000 was set for day services delivered by Optalis on behalf of the Royal Borough of Windsor and Maidenhead. To ensure the Council continues to deliver its statutory obligations under the Care Act 2014 to meet people's needs, an extensive public consultation and engagement exercise was carried out and a needs analysis commissioned. The results of both have informed the final recommendations to Cabinet.
- 1.3 In addition to the statutory requirement, through carrying out a consultation exercise, the council aimed to shape activities around customers' and carers' needs and aspirations and to access new information, ideas and suggestions. Efforts were made to encourage participation and all views submitted, including those representations made outside of the consultation format, were carefully considered.

Consultation Principles

- 2.1 The Royal Borough of Windsor and Maidenhead takes seriously its responsibility to consult with residents, including those who use services, and other stakeholders when making proposals to change services.
- 2.1 A public consultation and engagement exercise was carried out between 6 June 2021 and 29 August 2021. This consultation was based on the following essential principles:
 - a. **Inclusive** – The documentation was available in hard copy on request, and in 'easy read'. A consultation email address and telephone number were promoted to enable people to ask questions and request the information and survey in hardcopy and bespoke engagement sessions were held with customers and carers on request. An explanatory video was produced. Asian carers, whose first language is not English, were contacted by the Ethnic Minority Development Worker to explain the proposals and assisted to complete the consultation survey. The Advocacy People held independent meetings with people with learning disabilities and carers on request.
 - b. **Informative** – a substantial volume of information was provided to support the proposals and bespoke presentations were delivered to the

Learning Disability Partnership Board, stakeholders and partner organisations. Questions were answered and, where the answers were not readily available, followed up.

- c. **Understandable** – The consultation documents were co-produced with local groups representing residents with care needs (in particular Alzheimer’s Dementia Support, The Advocacy People and the Disability and Inclusion Forum) as well as the Optalis Engagement Officer to ensure the language used was accessible to customers, carers and the general public. Day service staff frequently explained the proposals to customers using the communication method most appropriate for each person.
- d. **Appropriate** – The consultation and engagement process was required due to the statutory obligations under the Care Act 2014 to meet people’s needs and the importance of relevant needs analysis.
- e. **Meaningful** – the aims and other information were presented in different ways to different groups to ensure the consultation was meaningful to those who wished to engage with it.
- f. **Reported** – this report aims to summarise the results.

Approach

- 3.1 The Public Consultation and Engagement exercise was designed to elicit the views of the public, stakeholders and partners on:
 - a. Potential closures of Windsor Day Centre and Oakbridge Centre, both situated in Windsor.
 - b. Potential enhancement of the day opportunities offer, including:
 - i. Working with customers, carers and families to support them in a more flexible and personalised way that enables their independence and choices in the community
 - ii. Supporting and enabling customers to take part in a wider range of activities with people of similar ages, interests and levels of need
 - iii. Providing people with additional complex needs with building-based support
 - iv. Making a support service available at the times customers need it.
 - c. The intention to:
 - i. Continue to provide carers with respite breaks and support
 - ii. Continue to use Boyn Grove Resource Centre as a community hub and two day centres.
- 3.2 Opportunities to give feedback and comments were provided at the engagement sessions, through an online consultation and via email, letter and telephone.

- 3.3 The consultation closed on 29 August 2021. Further representations will continue to be considered as the service offer is further developed in line with the changing priorities of communities, other public services and library customers. We will take up the offer from one respondent to take part in service development discussions, as well as fully involving customers, carers and partners in the change process.
- 3.4 Comments relating to service quality were fed back to the relevant manager at Optalis. Day service management responded to people who requested it via the survey and one respondent in need of support was contacted by the Optalis Duty Team to ascertain their needs.
- 3.5 The extensive consultation and engagement period was intended to ensure that as many residents, customers, stakeholders and partners as possible had the opportunity to respond to the proposals.
- 3.6 A robust communications plan was developed to ensure that the pandemic did not prevent residents from responding.

Communications and Engagement Plan

- 4.1 The consultation was promoted on the Royal Borough's website throughout the consultation period and was made prominent on the homepage marketing panel between 16 July and 27 August. The consultation was promoted via a press release, the Residents' Newsletter (e-newsletter) and on social media platforms such as Twitter and Facebook. A letter in hardcopy was sent to all day services customers and the carers of people living with dementia. Letters sent to all customers with a learning disability or additional complex needs also included an Easy Read version to aid understanding. A letter, including an Easy Read version, offering support from The Advocacy People was distributed to customers with a learning disability or additional complex needs.
- 4.2 Optalis and Achieving for Children were asked to promote the consultation to customers, carers and staff via their newsletters and social media channels. Optalis day service staff were asked to raise awareness of the consultation in person with customers to help them understand the proposals and what any changes would mean for them, using the communication methods that were most appropriate to each person. Manor Green School was asked to promote the consultation to parents and students via their newsletters and social media channels.
- 4.3 Partners and stakeholders were invited to participate in online briefings that would enable them to understand the proposals and the reasons for them, to respond to the consultation and to help other people to respond. They were asked to raise awareness of the consultation using all of the communication methods they had available. Of the organisations that were invited to briefings those able to attend were:

- Age Concern Slough & Berkshire East
- Age Concern Windsor
- Alzheimer's Dementia Support
- Autism Partnership Board
- Braywick Heath Nurseries
- Crossroads
- Dimensions
- Disability and Inclusion Forum
- Manor Green School
- Mental Health Team for Older People (MHTOP)
- Older Person's Advisory Forum (OPAF)
- Optalis Ltd
- PaCiP (Parents and Carers in Partnership)
- People to Places
- Step Together
- The Advocacy People

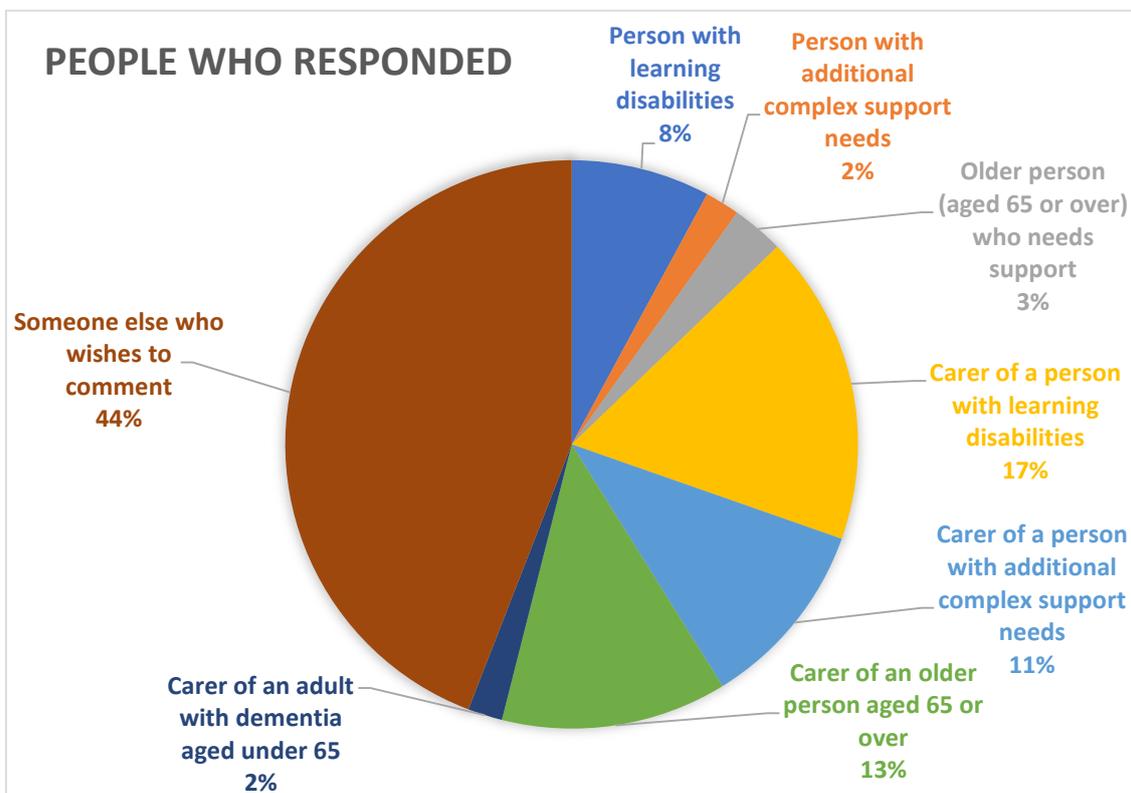
- 4.4 The Head of Commissioning – People led a Members' Briefing and kept councillors informed of the consultation.
- 4.5 The service was able to make the documentation available in other formats on request, including translation into other languages, Easy Read or large font; however, no requests were received.
- 4.6 Themes, concerns, issues and questions raised outside of the provided online questionnaire format, such as in meetings or by email, were included and reviewed carefully and all questions followed up.
- 4.7 Throughout the consultation every effort was made to ensure that, despite the pandemic, as many people as possible were made aware of the proposed changes and had an opportunity to have their say.
- 4.8 Particular effort was made to communicate the proposals in a clear and easy to understand way. This included a video that was posted on the consultation platform, Engagement HQ, and shown at partner briefings, the Members' Briefing and the Learning Disability Partnership Board. Asian carers, whose first language is not English, were contacted by the Ethnic Minority Development Worker to explain the proposals and assisted to complete the consultation survey if they chose to make a submission. The Advocacy People held independent meetings with people with learning disabilities and carers on request.
- 4.9 Answers to frequently asked questions were published on the consultation platform, Engagement HQ.

Consultation Respondents

5.1 102 survey responses were received: 87 were submitted online on Engagement HQ, eight were submitted in hardcopy and eight were completed by the Ethnic Minority Development Worker on behalf of Asian carers whose first language is not English. Hardcopy submissions were subsequently transcribed to the online form.

Who submitted responses?

- 5.2 Ten people told us they had learning disabilities or additional complex needs and 29 people told us they were carers of people with these needs.
- 5.3 Three older people in need of support responded as well as 15 carers of older people and those living with dementia, Two of whom were unpaid carers of a person aged under 65 with dementia. Nobody who responded told us they were aged under 65 with dementia.
- 5.4 In total, 57 people told us they were either a person with social care needs or an unpaid carer, making up 66% of all responses.
- 5.5 Of the remaining 45 respondents, 27 told us they were a member of the public, 17 were from an organisation with an interest in day opportunities services or who represent the community and one person did not answer this question.



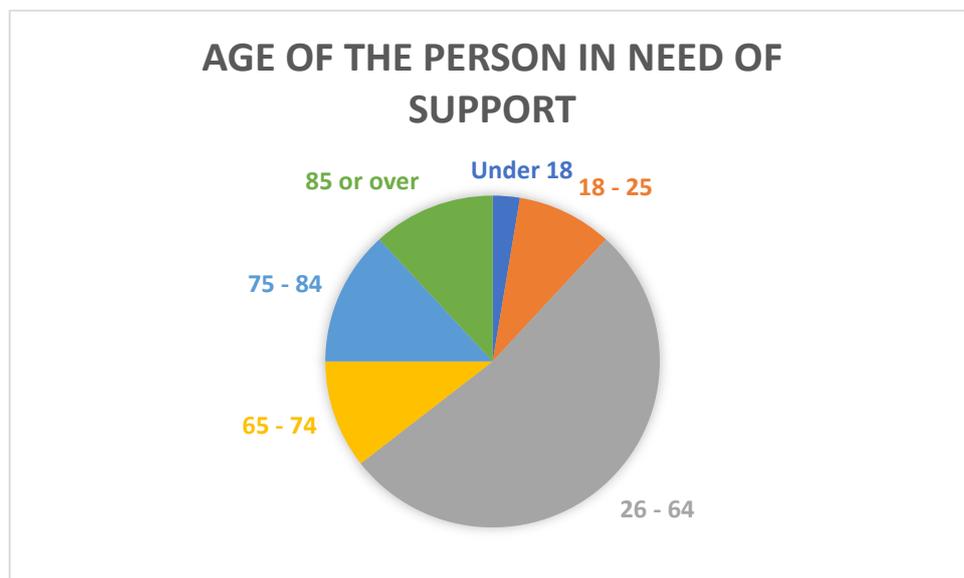
- 5.6 Two thirds of respondents said they were female and nearly a quarter said they were male. Most people (60%) said they were aged between 26-64. Only one person said they were aged under 25 and nearly 30% said they were older than 65.
- 5.7 One fifth of people said they considered themselves to have a disability whilst two thirds said they didn't. Two thirds of respondents told us they were white British, 10% told us they were Pakistani with far fewer people telling us they were from other backgrounds. Just over half of all respondents said they were Christian, 14% said they had no religion, 8% said they were Muslim and fewer people told us they followed a different religion.

Age range of people in need of support

- 5.8 We wanted to know how the needs and wishes of younger people differ to those of older people which would allow us to consider future change in demand. We asked for the ages of people in need of support:

Learning disability and additional complex needs:
 Three customers were aged 25 or under, seven customers were aged 65 or older, whilst the majority (24 people) said the customer was aged between 26-64.

Older people and those living with dementia:
 Two customers were aged between 26-64, one aged between 65-74, six aged between 75-84 with the majority of customers (eight people) aged 85 or older.



- 5.9 Nine people indicated they had used Oakbridge in the past two years; 14 told us they had used Boyn Grove Learning Disability and three more people said they had used both services.

5.10 Three people told us they had used Windsor Day Centre in the past two years; three told us they had used Boyn Grove Dementia Unit and three more people said they had used both services. A further 16 people who told us they were either a customer or carer said they had not used day services in the previous two years.

5.11 Of the 43 people who told us they had used our day services, four (about 10%) used them once a week, 14 (about 30%) used them 2-3 times a week and 25 (nearly 60%) used them 4-5 times a week.

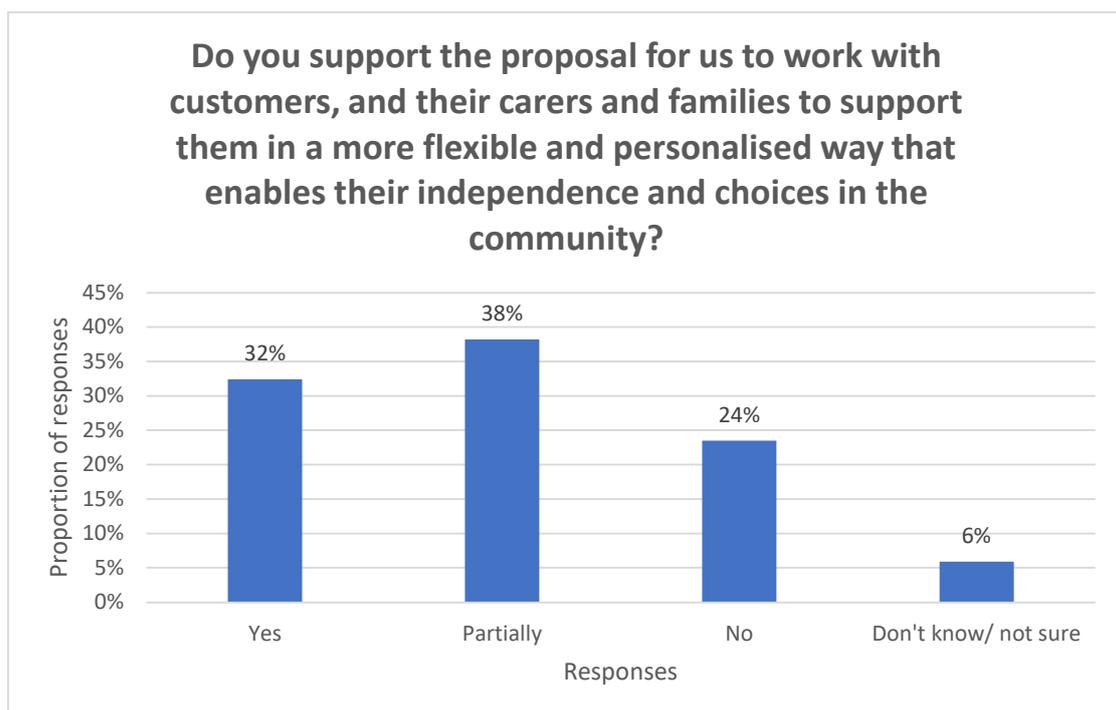
Consultation Responses

The consultation proposals

6.1 We asked:

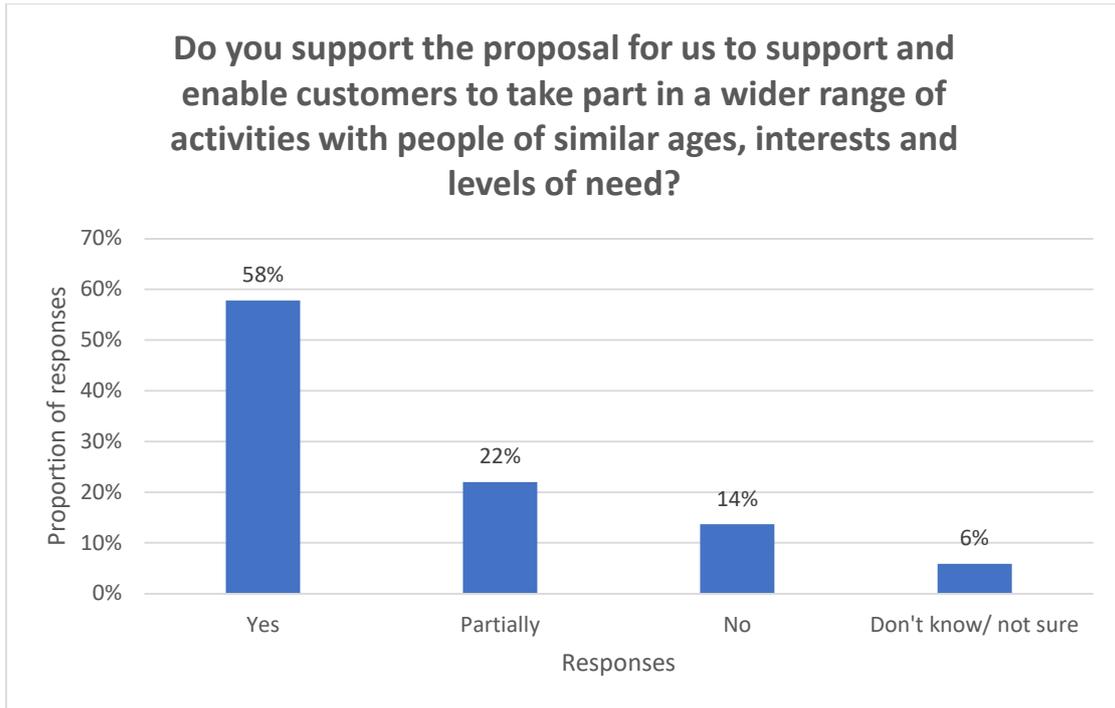
Do you support the proposal for us to work with customers, and their carers and families to support them in a more flexible and personalised way that enables their independence and choices in the community?

Most people (70%) said they supported this proposal either fully or partially and nearly a quarter (24%) said they did not support it.



6.2 We asked:

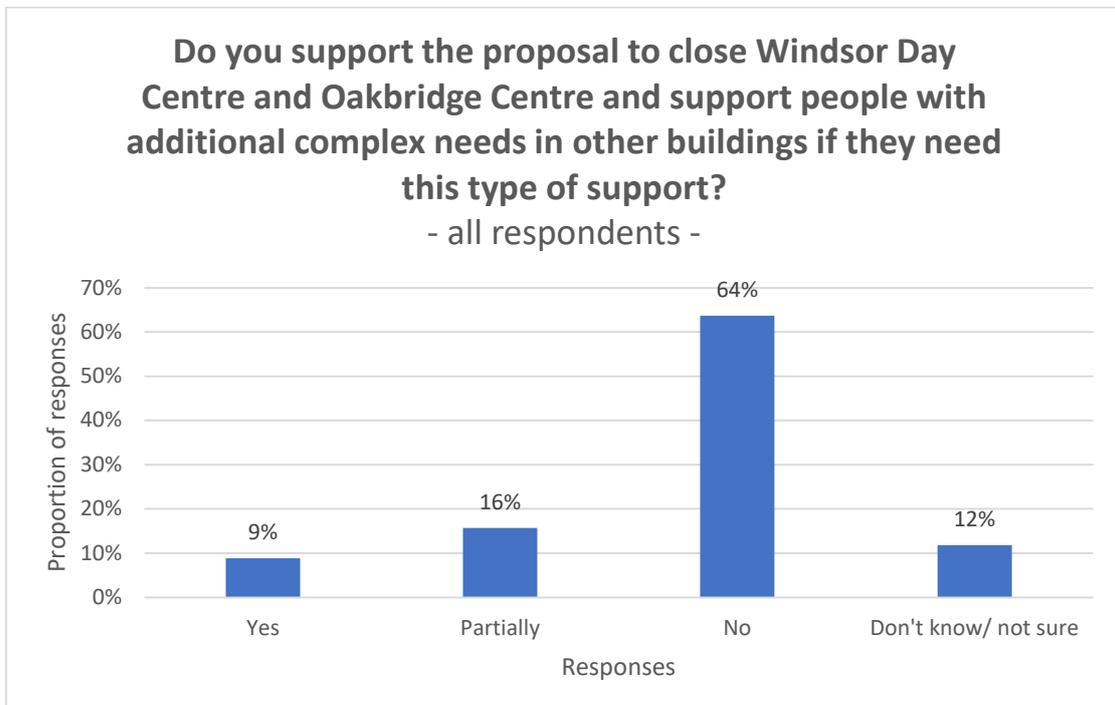
Do you support the proposal for us to support and enable customers to take part in a wider range of activities with people of similar ages, interests and levels of need? Most people (80%) said they supported this proposal either fully or partially and 14% said they did not support it.



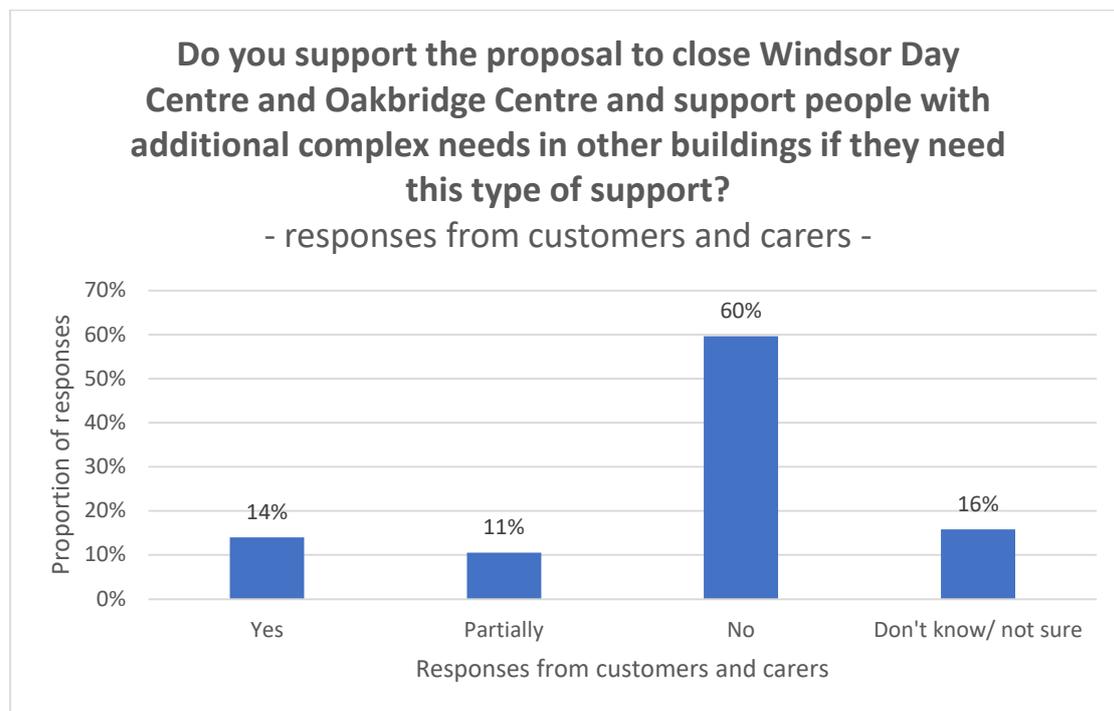
6.3 We asked:

Do you support the proposal to close Windsor Day Centre (for older people and those living with dementia) and Oakbridge Centre (for people with learning disabilities) and support people with additional complex needs in other buildings if they need this type of support?

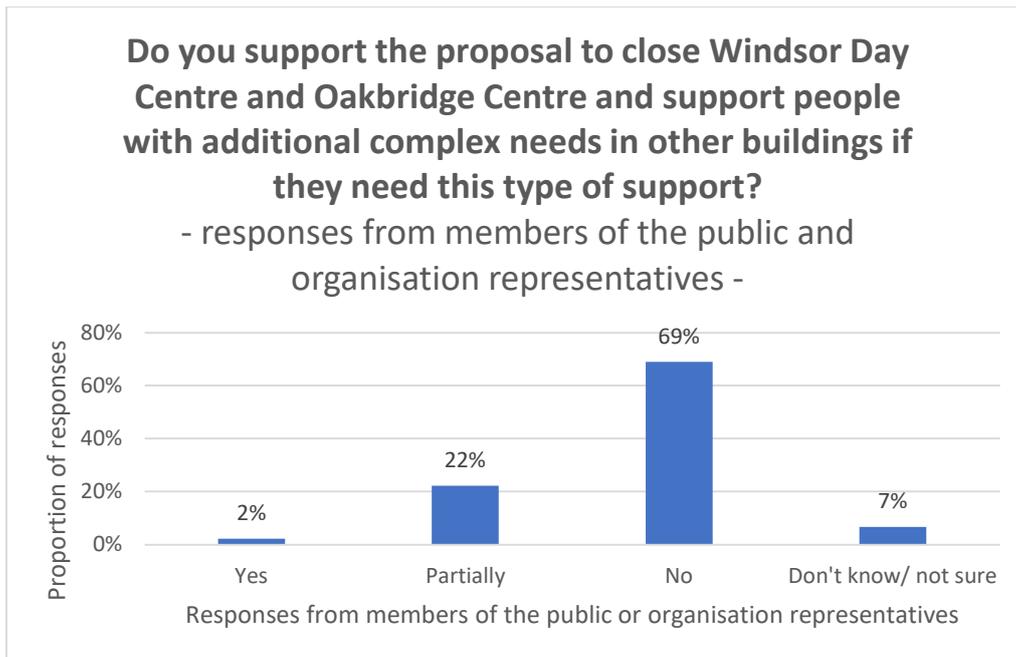
Overall, most people (64%) said they did not support this proposal and a quarter (25%) said they supported it either fully or partially.



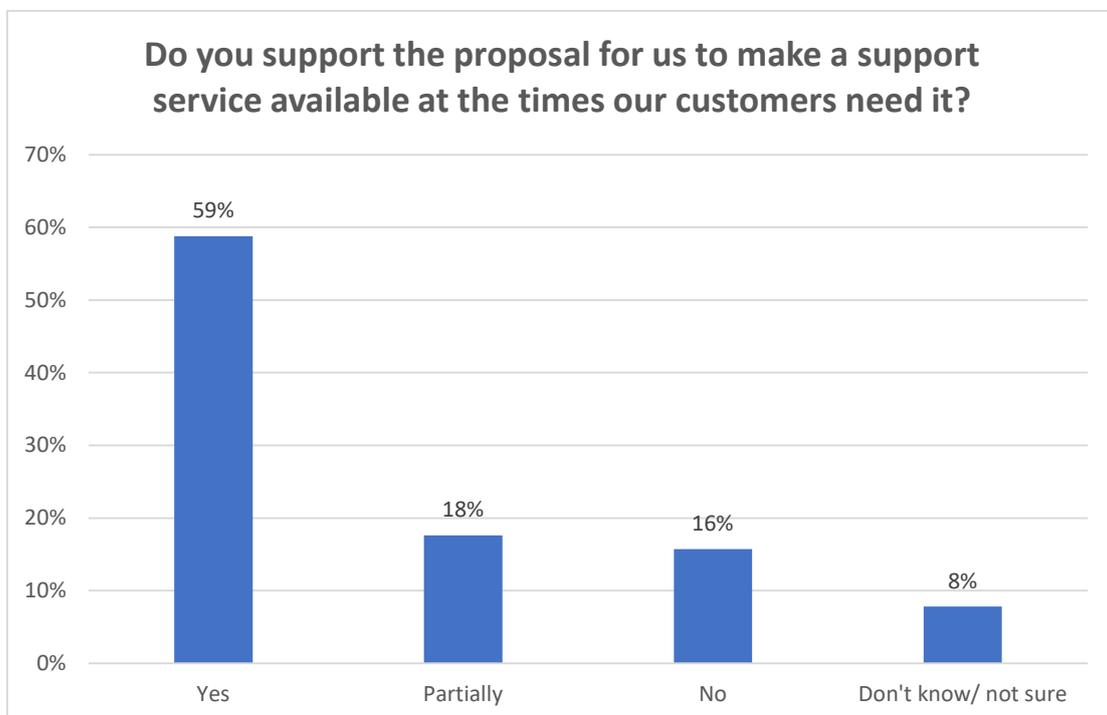
- 6.4 When analysing answers to this question we applied two filters so that we could understand the views of the different people responding. We looked firstly at the responses given only by customers and carers and we then looked at the responses given only by members of the public or those responding on behalf of an organisation.
- 6.5 Most customers and carers (60%) said they did not support this proposal and a quarter (25%) said they supported it either fully or partially.



- 6.6 Most members of the public and organisation representatives (69%) said they did not support this proposal and nearly a quarter (24%) said they supported it either fully or partially.

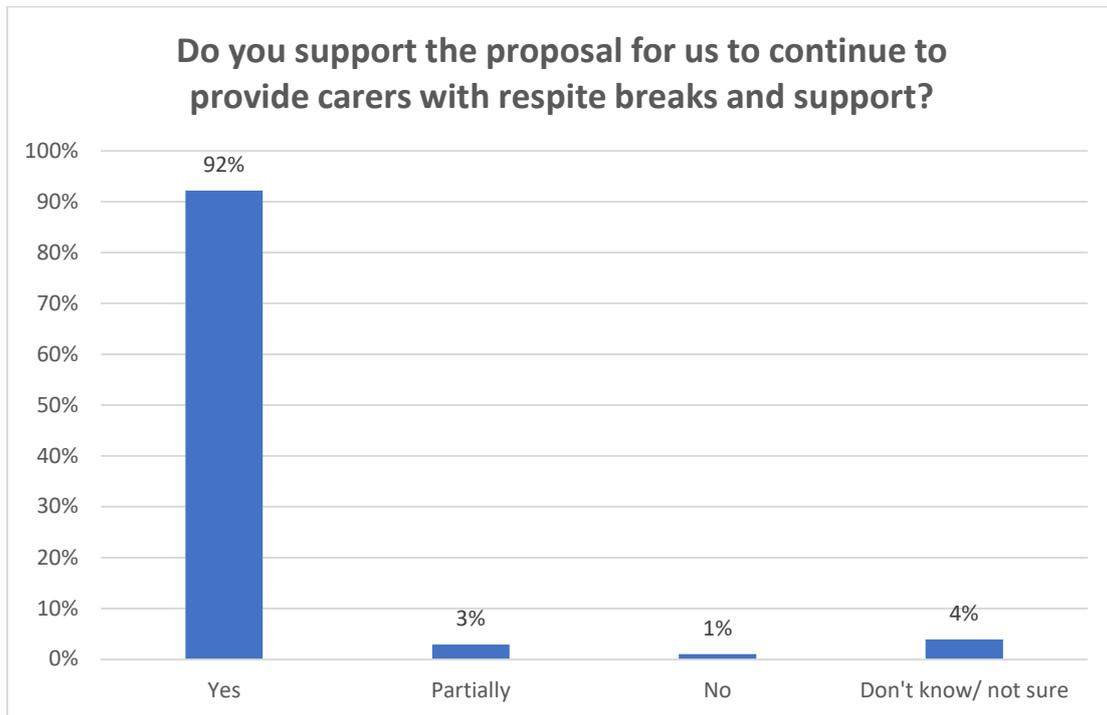


6.7 We asked:
Do you support the proposal for us to make a support service available at the times our customers need it?
 Most people (77%) said they supported this proposal either fully or partially and 16% said they did not support it.



6.8 We asked:
Do you support the proposal for us to continue to provide carers with respite breaks and support?

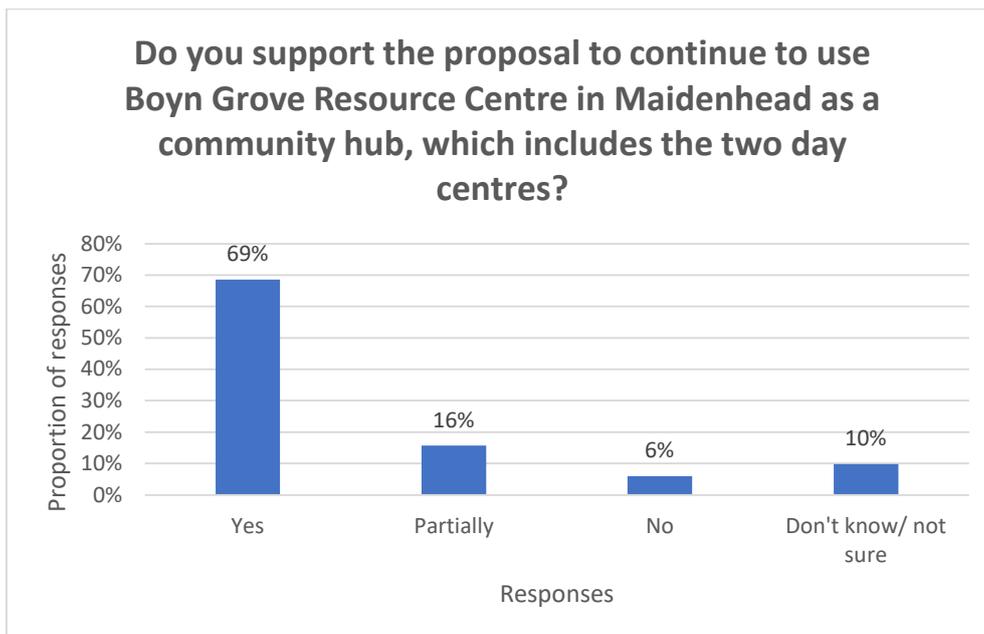
Most people (95%) said they supported this proposal either fully or partially and 1% said they did not support it.



6.9 We asked:

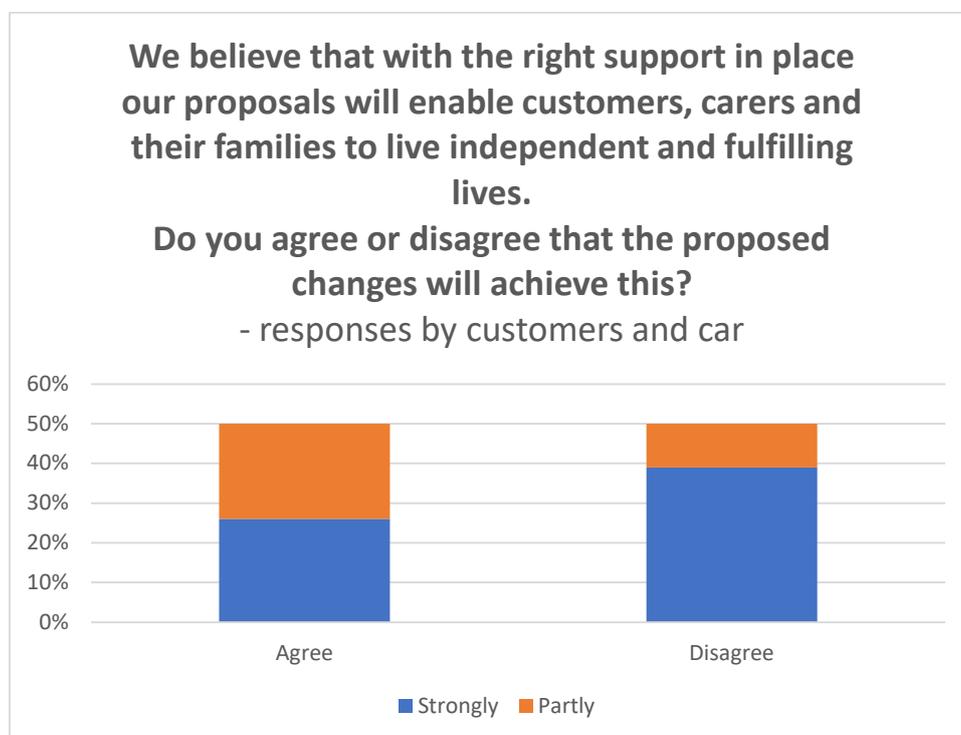
Do you support the proposal to continue to use Boyn Grove Resource Centre in Maidenhead as a community hub, which includes the two day centres?

Most people (85%) said they supported this proposal either fully or partially and 6% said they did not support it.



6.10 We asked:

We believe that with the right support in place our proposals will enable customers, carers and their families to live independent and fulfilling lives. Do you agree or disagree that the proposed changes will achieve this?
Exactly half of all customers and carers either strongly or partly agreed with this statement and exactly half of all customers and carers either strongly or partly disagreed with it.



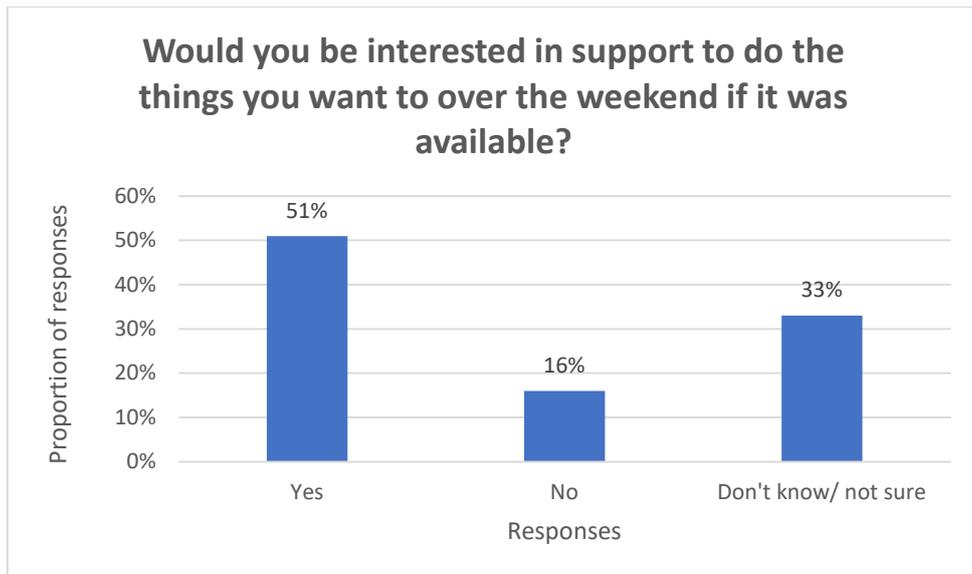
Customer and carer service preferences

6.11 We wanted to know which aspects of a day opportunities service our customers would be interested in to help shape service offers. We asked people to answer these questions if they were a customer or on a customer's behalf.

6.12 We asked:

Would you be interested in support to do the things you want to over the weekend if it was available?

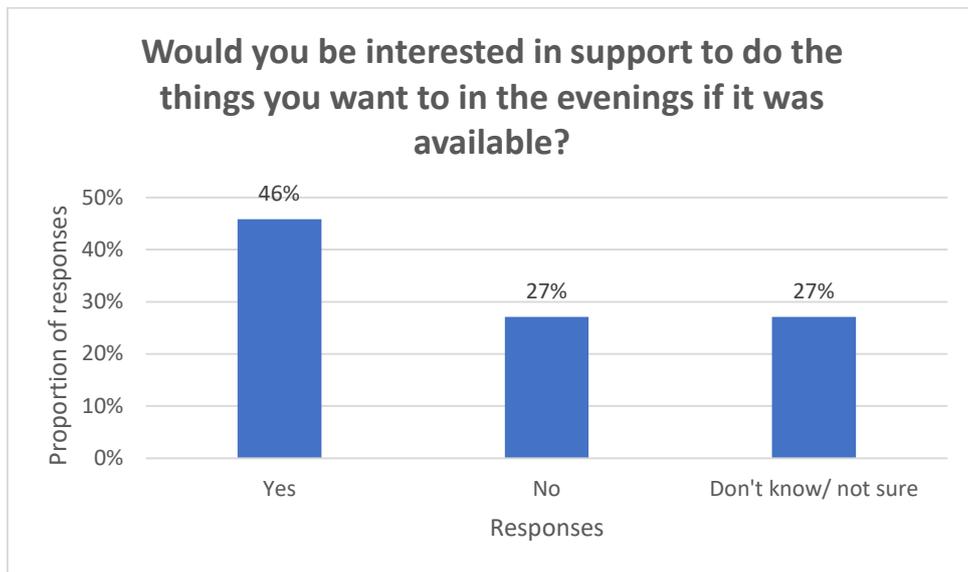
Most people (51%) said yes. Only 16% of people said no and 33% said they were not sure.



6.13 We asked:

Would you be interested in support to do the things you want to in the evenings if it was available?

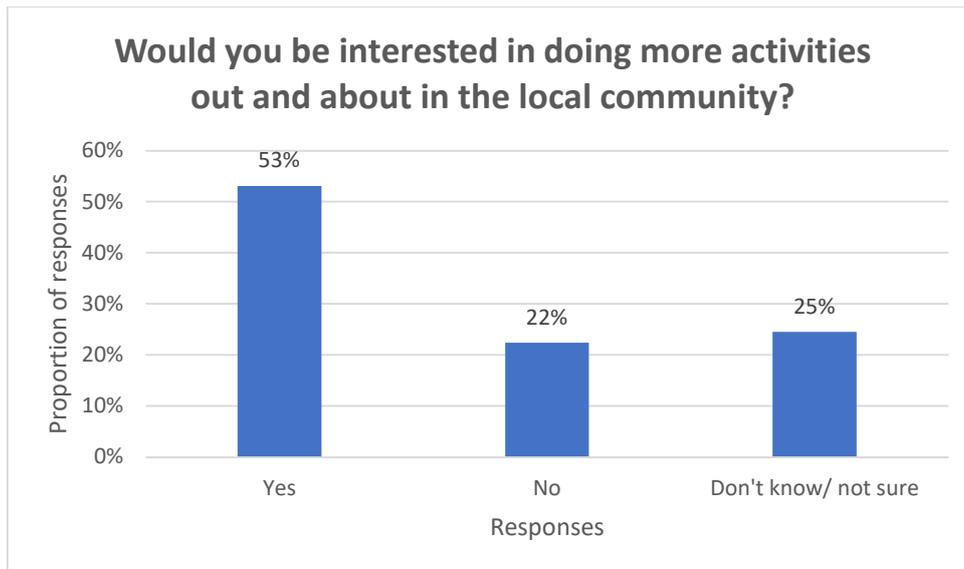
Most people (46%) said yes. Just over a quarter (27%) of people said no and the same proportion of people (27%) said they were not sure.



6.14 We asked:

Would you be interested in doing more activities out and about in the local community?

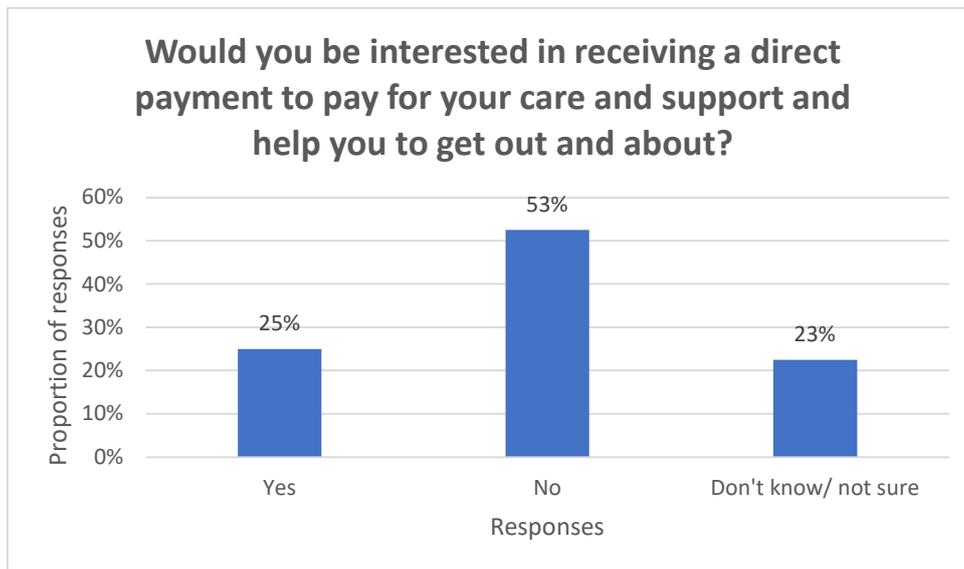
Most people (53%) said yes. 22% of people said no and a quarter (25%) said they were not sure.



6.15 We asked:

Would you be interested in receiving a direct payment to pay for your care and support and help you to get out and about?

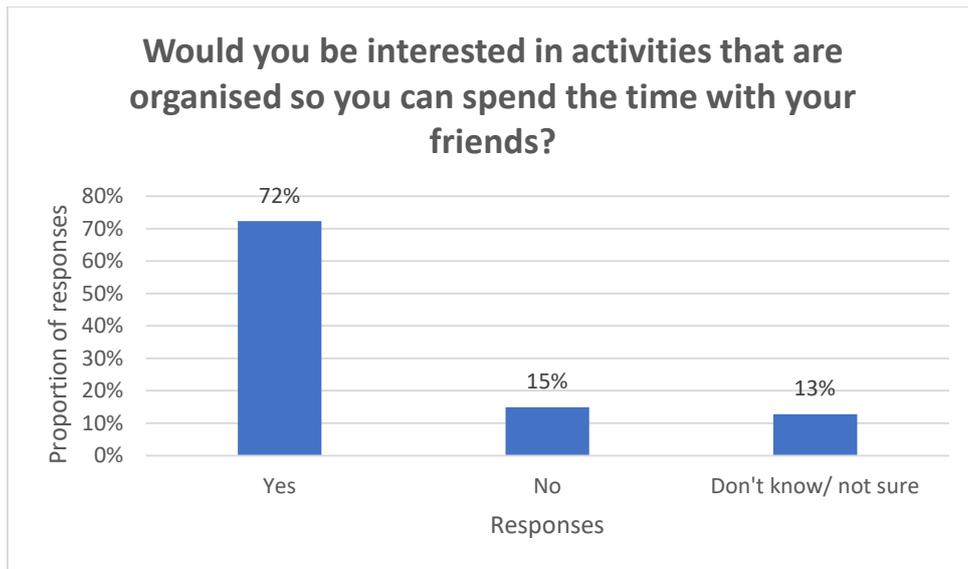
Most people (53%) said no. A quarter of the number of respondents (25%) said yes and nearly a quarter (23%) said they were not sure.



6.16 We asked:

Would you be interested in activities that are organised so you can spend the time with your friends?

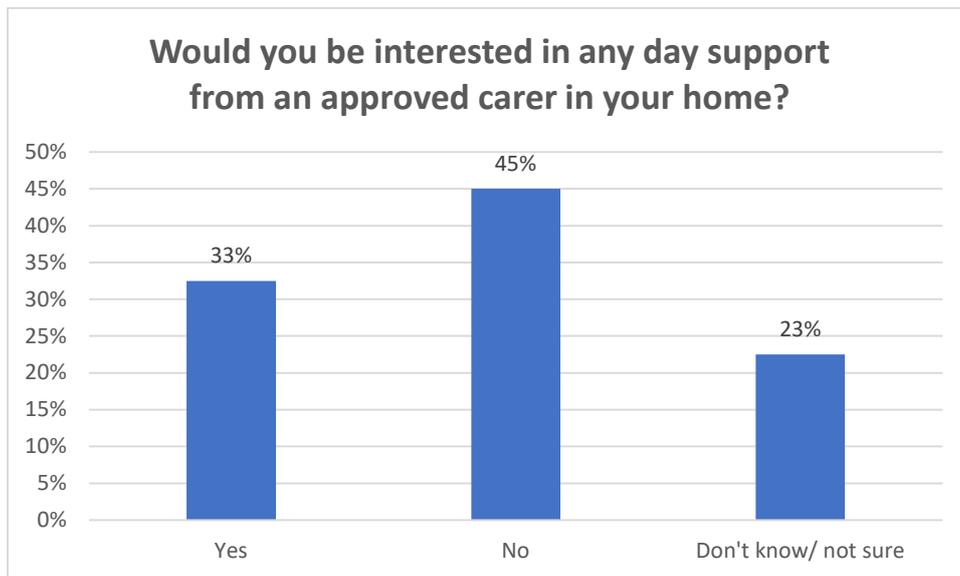
Most people (72%) said yes. Only 15% of respondents said no and a further 13% said they were not sure.



6.17 We asked:

Would you be interested in any day support from an approved carer in your home?

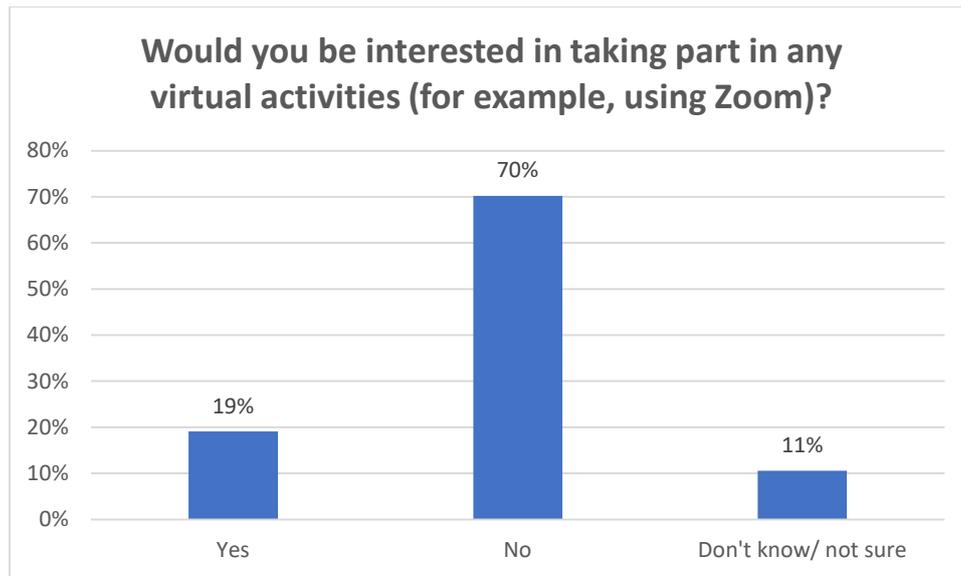
Most people (45%) said no. A third of the number of people responding (33%) said yes and nearly a quarter (23%) said they were not sure.



6.18 We asked:

Would you be interested in taking part in any virtual activities (for example, using Zoom)?

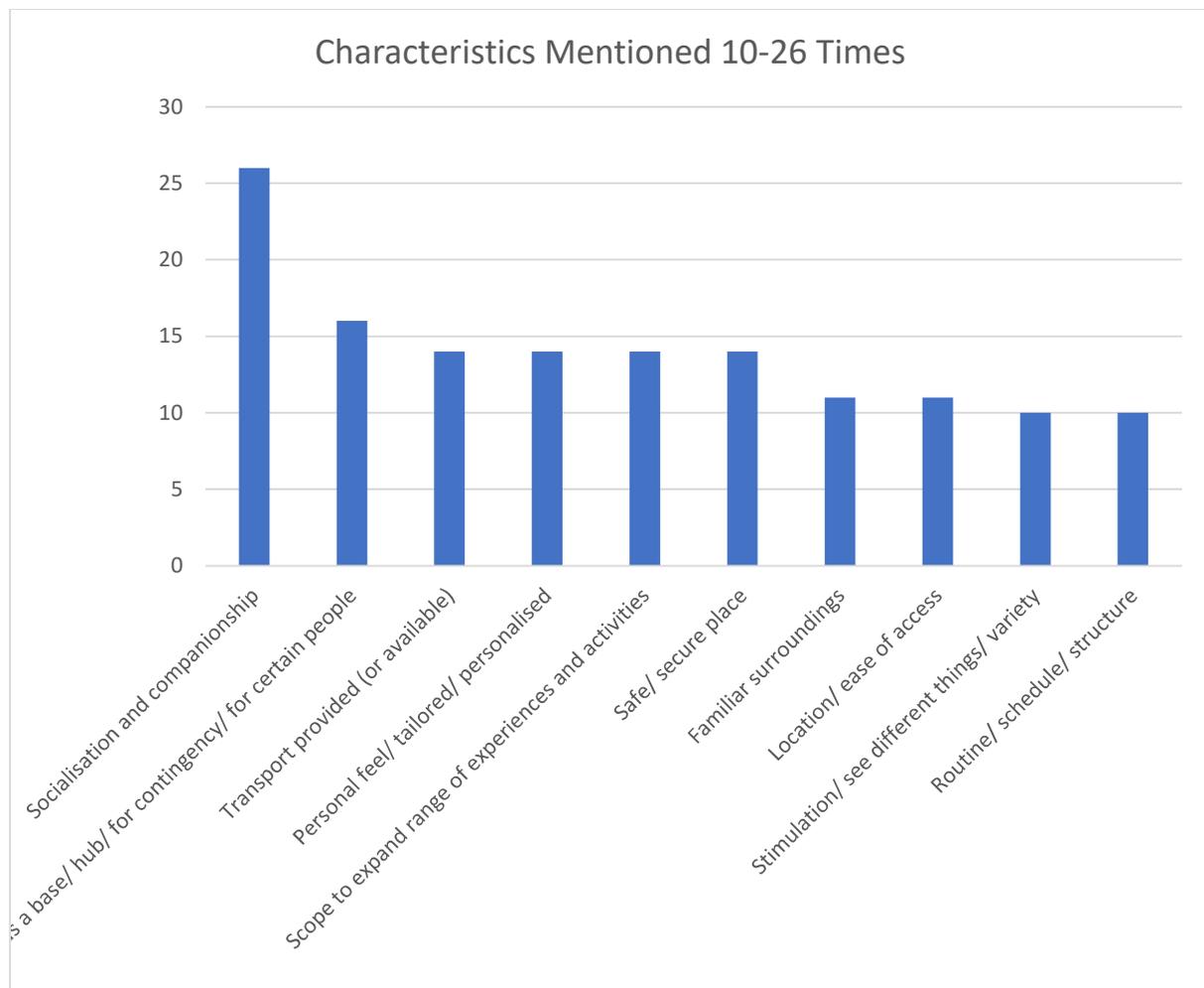
Most people (70%) said no. Nearly a fifth of people responding (19%) said yes and 11% said they were not sure.



Analysis of respondents' comments

- 7.1 An analysis of respondents' comments was undertaken to ensure that views and issues could be captured and fed into the overall consultation analysis.
- 7.2 The number of times a characteristic was mentioned as being desirable for a day service was recorded and quantified. The elements most frequently raised as being important to respondents, in order of highest frequency, were:
- 1 Socialisation and companionship
 - 2 Use a building as a base/ hub/ for contingency/ for certain people
 - 3= Transport provided (or available)
 - 3= Personal feel/ tailored/ personalised
 - 3= Scope to expand range of experiences and activities
 - 3= Safe/ secure place
 - 4= Familiar surroundings
 - 4= Location/ ease of access
 - 5= Stimulation/ see different things/ variety
 - 5= Routine/ schedule/ structure
- 7.3 Above all, socialisation and companionship were by far the things people most wanted to get out of a day opportunities service, mentioned no fewer than 26 times within the comments sections.
- 7.4 Comments relating to venues featured highly and included the wish to have a base for contingency purposes, such as inclement weather, and to meet the needs of some people. It was important to many people that the places where people receive their services are safe, familiar, local and easy to get to and are places that offer a pleasant environment where people feel happy and relaxed.

- 7.5 The provision of transport was mentioned as crucial to many people for them or their loved one to access the service and the community.
- 7.6 Many people rated their wish for a person-centred service highly: they wanted a personal feel and to be able to choose how they spend their days.
- 7.7 Many people felt that the existing provision would benefit from broadening the range of experiences and activities on offer to customers: it is important that the service can offer a way for people in need of day support to be stimulated and experience variety in the things they see and do.
- 7.8 There were comments that also raised the importance of consistency, which might include routine and staff, as well as those which mentioned the need for the service to be reliable and adaptable.



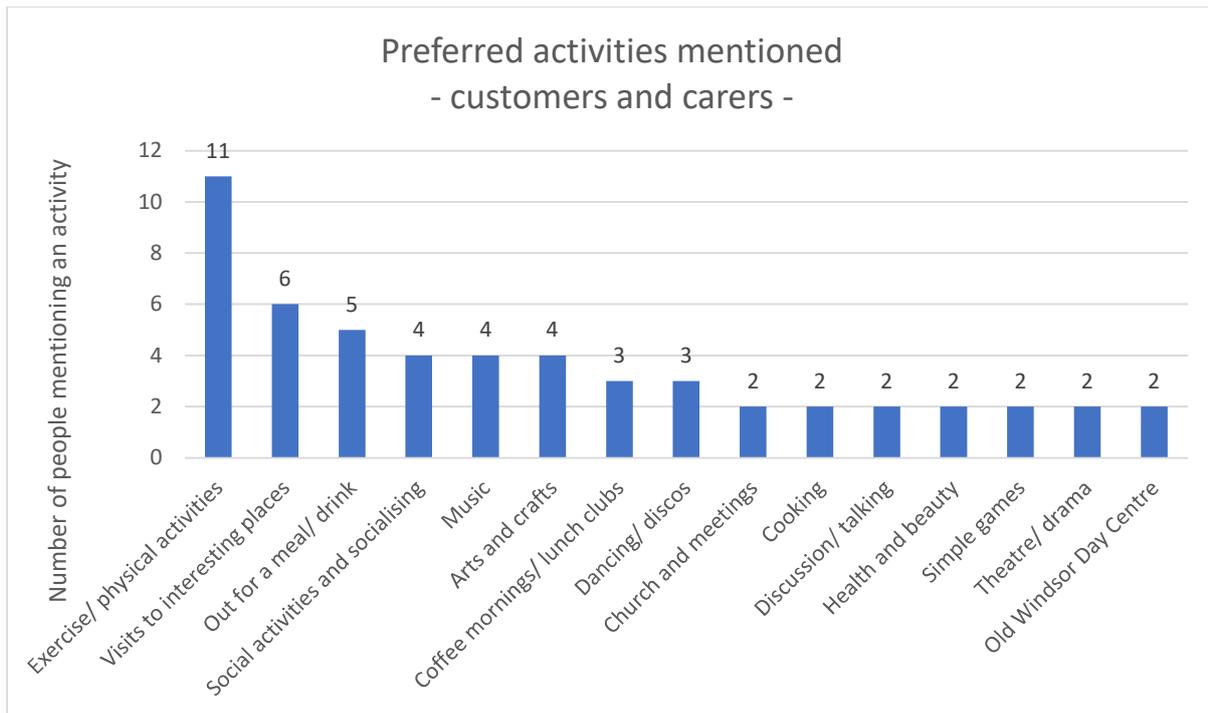
- 7.9 An analysis of the service characteristics that were mentioned nine or fewer times shows that:
- 7.10 Some people were concerned that the existing service level (both for customers and for carers) would be maintained under the proposals and

wanted reassurance that respite would be available for appropriate lengths of time to ensure carers would receive a good quality break.

- 7.11 Some people stated that they felt that specialist facilities or buildings are required, whilst others desired a purpose given to each day by having somewhere to go and to have a change of environment from home.
- 7.12 The importance of having a job and access to employment support, education and training was raised by some people with learning disabilities, additional complex needs and their carers.
- 7.13 More people told us they wanted activities in the community that are local and which they can choose than people who wanted activities that take place in a day centre environment. Some people told us they wanted to feel included and part of the community.
- 7.14 Other, less frequently mentioned, comments included:
- Those relating to staff: that they should be trained and of good quality, consistent, they should build good relationships with customers and treat customers with dignity and respect
 - Those relating to the service: that it should support physical health, mental health and wellbeing, that it should support independence and provide care that includes personal care, that it should ensure people's safety and give them a sense of belonging.

Preferred activities

- 7.15 We asked customers to tell us the sorts of things they would like to do and, as expected, we received a broad range of answers. The majority of people, which included customers from every client group, told us they would like physical activities for exercise, such as going to the gym, bowling, swimming and yoga.
- 7.16 The next most preferred activities for people to do were visits to interesting places, including to the park, The Savill Garden, garden centres, Windsor and the cinema, and to go out for a meal and to coffee shops and pubs.
- 7.17 Several people told us they like to spend time socialising, others like to do things involving music, which can range from listening to music and singing to going to concerts and festivals, and others told us how much they enjoy arts and crafts.
- 7.18 Many other activities and experiences were mentioned by customers (or carers on a customer's behalf), some of which (those mentioned by two or more people) can be seen on the chart below.



Helping people to get out and about

7.19 We asked people what would help them to get out and about in the community. The majority of people (15) said they would need transport to be provided. Some people with learning disabilities would need support with travelling, crossing roads, public transport and handling money. Other comments included wanting there to be one local central venue for drop offs and pick-ups, going out at consistent times with the same staff or friends, that they would need staff or carers so they can go out and that transport should be affordable. There were suggestions of buddy systems for befriending and sites that could be improved to provide better wheelchair access.

Conclusion

- 8.1 The consultation did endeavour to engage with a wide range of residents and partners as outlined in the Communications and Engagement Plan, with particular attention paid to ensuring customers were communicated with in the ways most appropriate to each person to aid their understanding of the proposals and what a future service could look and feel like.
- 8.2 Each response has been reviewed carefully and the feedback has had a direct impact on the final recommendations.
- 8.3 The purpose of this report is to ensure that Cabinet Members understand the views of residents as fed back through the consultation and engagement process and to provide a sound basis on which to make decisions if read alongside the needs analysis.

The Royal Borough of Windsor and Maidenhead Day Services Consultation

Have your say about proposed changes
to day services for older people and
those living with dementia



Windsor Day Centre



Oakbridge Centre



Boyn Grove Community Resource Centre

The Royal Borough of Windsor and Maidenhead

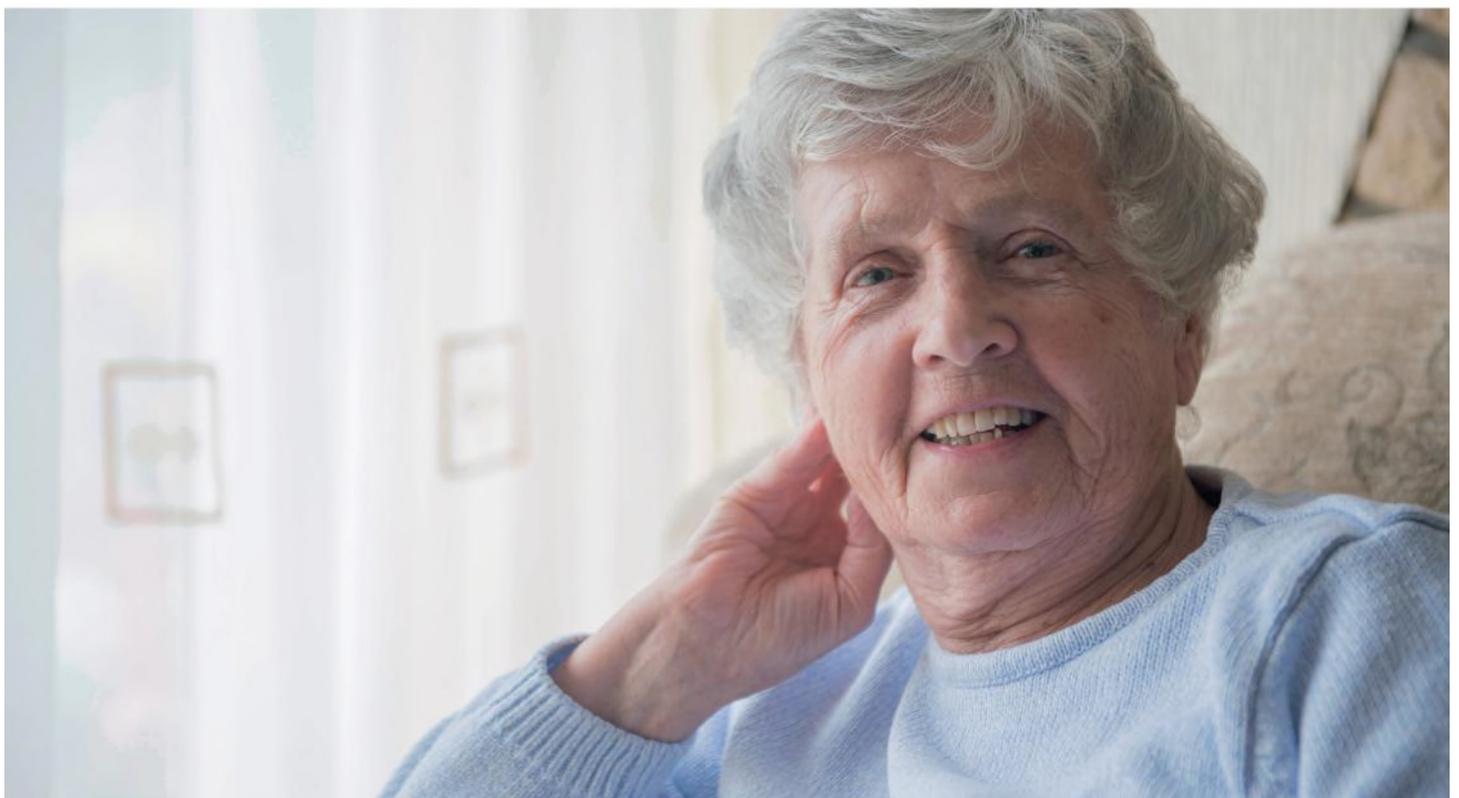
Day Services Consultation

Do you need this information in another format?

If you need this information translated into another language, in Easy Read format or in large font, please call 01628 685 733 or email

CommunityLives.Consultation@rbwm.gov.uk

A video about this consultation is on our website at <http://tiny.cc/gr4ytz>



The Royal Borough of Windsor and Maidenhead

Day Services Consultation

Have your say about proposed changes to day services for older people and those living with dementia

Introduction

We are consulting on proposals to change day services in adult social care in the Royal Borough of Windsor and Maidenhead. Day services, also known as day opportunities, include activities, services and day centres for adults who need care and support and their carers who may need respite services.

Our aim is to enhance our service to meet the needs of people who need day services and respite in a more person-centred way that allows them to have more choice and control in their lives. We want to build on the best of what we currently offer, adapting what we can do to meet the expectations of our current and future customers and their families.

We would particularly like to hear from you if you currently use any of our adult social care services, if you look after someone with social care needs, or if you are a younger person who would like to use our adult day services in the future.

We are also seeking views from any other interested parties, such as staff or organisations who work with people using adult care services or younger people who will have care needs as adults.

The consultation closes on Sunday 29th August 2021. Please share your views before then.

Another consultation running at the same time asks for views about the Royal Borough's learning disability and additional complex needs day services. To read about that consultation please visit <http://tiny.cc/gr4ytz>

Who would the changes affect?

If the changes are agreed, they would affect people who currently use or who would like to use our day services that are provided by Optalis Limited. This includes:

- older people and those living with dementia
- people with learning disabilities

The Royal Borough of Windsor and Maidenhead

Day Services Consultation

- people with additional complex needs
- carers (a carer is a person who looks after someone with care needs)

Background

Following government guidance, our day service has operated a reduced service since March 2020 when the country went into lockdown during the COVID-19 crisis. Although some day centres have stayed open within COVID-19 restrictions throughout the lockdown periods, understandably the majority of people did not want to attend in person so we broadened the support we offered to include telephone wellbeing calls, doorstep visits, activity packs and social activities using Zoom. How we are using buildings is changing due to the pandemic, and what some people want from day support is also changing.

Over the last few months we asked for feedback from people who use these services on the types of activities and services they would like and need. These included the families of older people living with dementia.

Here is a summary of what they said:

Family member of a person with dementia:

It is important for me to know that my Mum is safe and happy at all times. I think that for Mum it is important that she does not feel lonely and isolated and that is why she has enjoyed the Zoom and she really enjoys the day centre. She would enjoy any community activities that may be available, like singing and dancing.

Day services in the Royal Borough

The Royal Borough of Windsor and Maidenhead and Optalis Limited wish to involve local people in the services they receive. Optalis Limited is owned by the Royal Borough and delivers adult social care services for the council, which includes day services.

Our day centres

The Royal Borough of Windsor and Maidenhead

Day Services Consultation



Windsor Day Centre



Oakbridge Centre



Boyn Grove Community Resource Centre

Day Centres for people with learning disabilities and additional complex needs:

Oakbridge Centre, Imperial Road, Windsor

Boyn Grove Community Resource Centre, Courthouse Road, Maidenhead

Day Centres for older people living with dementia:

Windsor Day Centre, Imperial Road, Windsor

Boyn Grove Community Resource Centre, Courthouse Road, Maidenhead

Our day centres are open between 8.30am – 4.15pm Monday to Friday. We offer a range of activities to older people and those living with dementia who are assessed as needing day services, most of which are delivered in a day centre. We are carrying out this consultation so we can use the feedback to enhance our service.

We have staff qualified to deliver Cognitive Stimulation Therapy (CST) to our customers with dementia, a library at Boyn Grove and poetry and book clubs.

We have close links with many different organisations that provide activities in the community, such as Young People with Dementia (YPWD), the National Trust, Men in Sheds, local churches and theatres. We take our customers to relaxed cinema screenings and theatre performances or for rambles. Our customers tell us it is important for them to take part in the activities in their local communities so we want to do more of this.

The Royal Borough of Windsor and Maidenhead

Day Services Consultation

Our vision

Our vision is to enable all of our residents of the Royal Borough of Windsor and Maidenhead to live independent and fulfilled lives.

Our proposals

We would like to:

1. Work with customers, and their carers and families to support them in a more flexible and person-centred way that enables their independence and choices in the community
2. Support and enable customers to take part in a wider range of activities with people of similar ages, interests and levels of need
3. Close Windsor Day Centre (for older people and those living with dementia) and Oakbridge Centre (for people with learning disabilities) and support people with additional complex needs in other buildings if they need this type of support
4. Make a support service available at the times our customers need it (for example, in the evenings and weekends)
5. Continue to provide carers with respite breaks and support
6. Continue to use Boyn Grove Resource Centre in Maidenhead as a community hub, which includes the day centres for older people and those living with dementia and people with learning disabilities and additional complex needs.

No decisions have been made. Please have your say about the proposals so that the Council can take your feedback into account when making its decision.

Our day services are well supported and valued by our customers and their families. We have always sought to improve and look to the future and we believe our proposals would be in the best interests of our current and future customers and carers because:

- We want to explore better ways of meeting people's unique needs so that we can offer them the best service for their needs which will help them to thrive. We will continue to work with customers to understand their wishes and ambitions and involve families, carers and advocates in these conversations.

The Royal Borough of Windsor and Maidenhead

Day Services Consultation

- Having a blend of building-based and community activities will provide value for money to give more people the support they need.

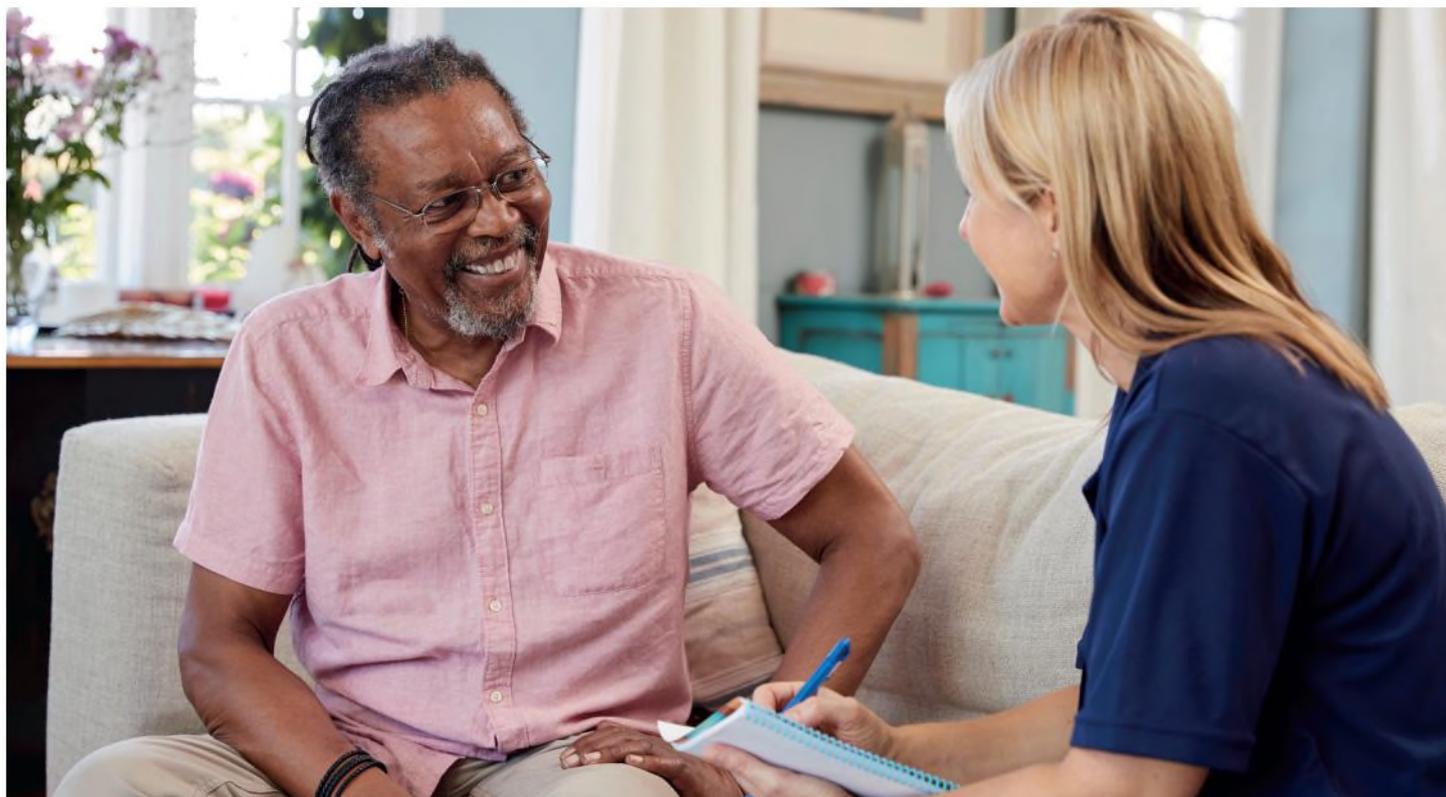
The Royal Borough of Windsor and Maidenhead

Day Services Consultation

- There are many local community groups and clubs that offer a broad range of activities and we want to work more closely with them to support our customers to be involved in these.
- We aim to create enhanced, flexible and person-centred day services that are also good value for money.
- We believe that day services are not about buildings. Day services are about enriching the lives of people who need support so they can reach their goals and live fulfilling lives in the way that they choose. There is a need for specialist facilities to enable people with additional support needs to socialise and learn in an environment suited to letting them engage fully. These venues should be seen for the value they add to people's lives, not solely as buildings for people with care needs.
- We want to be able to offer a service outside of the usual working weekday hours if that is needed by our customers and carers.
- We want to enable people to be truly a part of their communities.
- We want to continue to support our valued carers in their caring roles. Regular breaks help a carer return to the caring role with a positive attitude, prevent carer breakdown, help them to maintain good relationships with their loved ones, and are good for the carer's own wellbeing.

The Royal Borough of Windsor and Maidenhead

Day Services Consultation



The Royal Borough of Windsor and Maidenhead

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- We want to develop what is on offer at Boyn Grove Resource Centre in Maidenhead and invite the community to spend more time with us in our shared spaces.
- There are many people that we could be supporting who do not want to go to a day centre because we are not offering the service in a way that suits their lifestyles. We want our service to fit in with people's lives, not for people to fit into the service.

Based on customers' feedback, we think we offer a great service but we believe we can do even better by modernising it in the ways we are proposing.

The COVID-19 pandemic created the opportunity to successfully increase our use of community resources, local groups and opportunities that was necessary to provide a continuity of service to people. Our proposal is the result of the learning and feedback from this enhanced use of community resources.

Our proposal will allow people to choose from a wider range of activities and experiences than we are able to deliver in a day centre. We will be able to make greater use of community facilities that are available to everyone. It will also allow us to be more flexible so that we can better support people's choices to do what they want to do with their lives and to achieve their goals.

Savings to the council's budget

To ensure financial sustainability we have made significant savings over the last few years. All local authorities must, by law, balance the council's budget. We believe the proposal will give people more choice in the activities they want to do, whether that is out and about in the community or building-based, and at the same time deliver the financial savings we must make.

We need to ensure that the money we spend and the resources available are used in the most effective way to meet the needs of the most vulnerable within our community. The changes proposed to day services would save a total of £300,000 per year. Within these financial constraints we aim to provide a high-quality service by working with customers to help them meet their needs and support them to achieve their goals. We aim to reinvest back into adult social care services as set out in the 2021-22 budget proposals.

The Royal Borough of Windsor and Maidenhead

Day Services Consultation

Our proposals in detail

Below are further details about the proposal.

- 1 We would like to work with customers and their families to support them in a more flexible and person-centred way that enables their independence and choices in the community.

We believe that with the right support in place while taking a person's own strengths and capabilities into consideration we can achieve better outcomes for the people using our services and their families. We also believe that carers should be supported in a person-centred way so we can meet their needs and promote their own mental, emotional and physical wellbeing.

Day services provided in day centres is only one way of meeting needs.

The way that we currently deliver day services does not always appeal to everyone who is eligible to receive them. As a service we need to respond to the feedback from current customers as well as people who are eligible but do not want to attend a day centre. We also recognise that there are younger adults with different aspirations that do not include attending a day centre building and whose expectations are to spend more of their time out and about in their communities.

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We believe our proposals will provide opportunities for people to remain an active part of their community.

We are working with our customers and their families to look at different ways to meet their needs that are not based around attending a building. This person-centred approach to social care looks at the outcomes that are important to each person and supports them in using appropriate and available resources. It takes into account a person's unique circumstances and their capacity, strengths and existing networks that would help them to achieve their goals.

The Care Act 2014 underpins this approach by requiring Adult Social Care to consider the person's own capabilities and support available from their wider network or within the community, alongside the provision of care and support, that would help the person to meet the outcomes they want to achieve.

2 We would like to support and enable customers to take part in a wider range of activities with people of similar ages, interests and levels of need

There are many local community groups and clubs that offer a broad range of activities and we want to work more closely with them to support our customers to be involved in these. Through working in partnership with these community groups we will be able to offer our customers a choice of more and different experiences that enrich their lives. Through volunteering, leisure and social activities, education and work opportunities our services can be inclusive.

From families' feedback we know that most people would prefer to take part in activities with others of similar ages, with similar interests and levels of need. Other people enjoy being with a mixture of people of different ages and abilities. Like anyone else, our customers want to socialise in their chosen friendship groups, perhaps by going to a café for a coffee or down the pub for a pint.

We are committed to supporting people with their cultural and religious needs and anybody can get involved in such activities as joining in with talks at a local mosque, cooking at the Sikh temple or dropping in to a coffee morning and chat at a church.

We want to meet the needs of our different customers, including younger adults with dementia, such as by small group discussion, Cognitive Stimulation Therapy (CST), hobbies, crafts, gardening and trips out. Many of our older customers would like to be more involved in small group discussion, reminiscence, book clubs, CST, gardening, hobbies and 1:1 therapy.

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These are just ideas and this consultation is one way for you to tell us about the things you would most like to do.

We believe that our proposal will enable us to facilitate people's wishes in a more flexible and targeted way.

3 We would like to close Windsor Day Centre and support people with dementia in other buildings if they need this type of support

The proposal, which is in its early stages, is to close Windsor Day Centre and instead have a blended approach to day services so that people can have a choice between going out in the community or going to a building-based service when they need it.

For many people, having a day service is more about the friends they meet, the activities they do, the skills they learn and the quality of the staff than it is about the building that they attend.

For many of their family members it is important that their loved one is safe, secure and properly cared for, meaningfully occupied doing the things they enjoy, that they have companionship and social interaction and that their physical, emotional and communication needs are met by caring staff who know them and regard them as equals.

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It is also important that the time spent away from their loved ones gives carers the opportunity to have a break and be long enough to allow them to use the time as they want and need to.

We believe that our proposed service will successfully achieve all of this without the need for a particular building in a specific location. We believe that the proposal would result in services that meet people's needs and enable them to be involved in the activities and experiences that really matter to them. Closing the day centre would enable us to focus our funding on more customers instead of paying building costs related to owning property and will help us achieve better value for money.

The Royal Borough has a Safe Place scheme that gives vulnerable people a short term 'Safe Place' to go if they are feeling confused, scared or upset when out and about in their local town.

We understand there will be a group of people who have complex or very high levels of need so we will ensure that the most appropriate service will be available to them. These people may require specialist facilities to enable them to socialise and learn in an environment suited to letting them engage fully. There is evidence that person-centred services for this group of people can be offered in a variety of settings.

Windsor Day Centre was initially available to our customers in the early stages of the COVID-19 crisis but, due to very low uptake, the centre temporarily closed and the staff were redeployed to continue to support our customers. The centre remains closed due to continued low uptake and we have provided telephone wellbeing calls, doorstep support, activity packs and social activities using Zoom to our customers throughout the crisis. Prior to the pandemic there were 6 customers in attendance at Windsor Day Centre per day and 12 customers per day at Boyn Grove. One Windsor Day Centre customer required a service during the pandemic that was delivered at Boyn Grove.

If it is agreed to change our day service and close Windsor Day Centre, this will not take place without first completing a thorough assessment of the needs of the customers who were using that centre.

We know that many of the people we support find change very challenging so our staff will sensitively manage any change, whether big or small, with every customer. We will fully involve the customer and the people important to them in their assessment and support planning so that their support options are based on their needs and preferences.

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We recognise that transport can be a big issue for some people so transport needs will be fully factored in to plans, as well as the locations of the places people choose to go to.

4 We would like to make a support service available at the times our customers need it (for example, in the evenings and weekends)

Our service is currently only available between 8.30am to 4.15pm Monday to Friday so people can't be supported by us to do the activities they enjoy in the evenings or at weekends. As adults, we would like to support our customers to do the things they want to do when they want to do them.

We believe that if we could operate at times that better suit our customers we would be able to support them to go, for example, to the pub in the evening, to a relaxed cinema screening or theatre performance on a Saturday or to the church or for a ramble on a Sunday.

5 We would like to continue to provide carers with respite breaks and support

The Royal Borough and Optalis Limited recognise that respite is an essential resource for the success of the caring role. Caring can have a negative impact on a carer's health because carers have very little time to look after themselves and attend to their own health issues.

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Respite is often used so the carer can tend to their own issues that have been put on hold due the demands of their caring role.

After a period of respite the carer is refreshed and rested. A break helps a carer return to the caring role with a positive attitude, prevents carer breakdown and helps them to maintain good relationships with their loved ones. Regular breaks in place help carers to cope better with the pressures of the role as they know that there will be a break coming soon. Breaks help maintain a carer's wellbeing and we will support this with an affordable offer.

Respite is currently offered in the Royal Borough of Windsor and Maidenhead in the form of day services and residential respite for up to 28 days per year. The one-to-one therapy provided by the Dementia Care Assistants team provides the carer with a short period of respite within the home and we can also refer to local charities for befriending services.

6 We would like to continue to use Boyn Grove Resource Centre in Maidenhead as a community hub

We want to develop what is on offer at Boyn Grove and invite the community to spend more time with us in our shared spaces. We already have a library, a café, Changing Places facilities and sensory rooms available to members of the public and groups and we would like to be able to offer more.

The day services for people with learning disabilities and additional complex needs and, separately, older people and those living with dementia will still run at Boyn Grove.

The Royal Borough of Windsor and Maidenhead

Day Services Consultation

How to have your say

- Complete our online consultation survey at <http://tiny.cc/gr4ytz>
- If you are unable to complete an online survey you can ask for a printed copy of the consultation survey by calling 01628 685 733 or by emailing CommunityLives.Consultation@RBWM.gov.uk. We will send you a freepost addressed envelope so no stamp is needed.
- If you currently use day services we will contact you directly about how we or one of our partner organisations can support you to tell us your views.

All responses will be treated in confidence and we will take them into consideration when making decisions.

A video about this consultation is on our website at <http://tiny.cc/gr4ytz>

The consultation closes on Sunday 29th August 2021.

Please share your views before then.

What happens next?

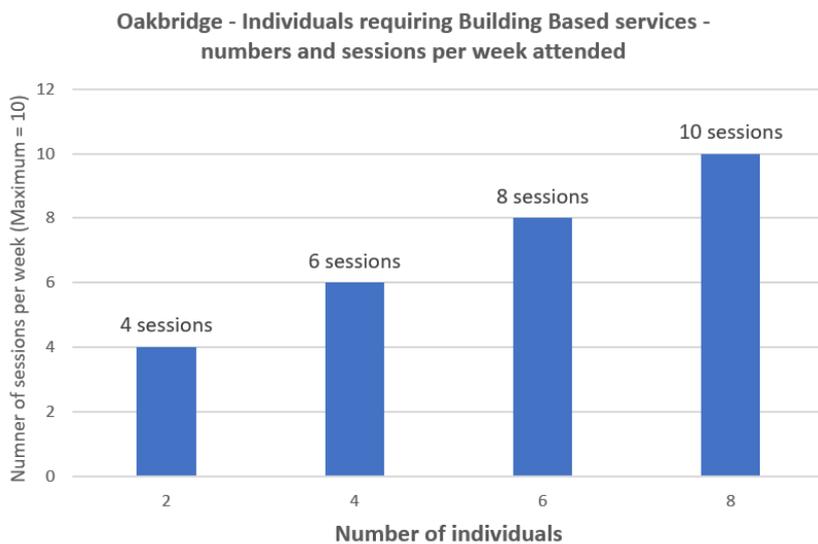
The Council will consider all responses to the consultation before it makes a decision about whether to change day services, including whether to close Windsor Day Centre and the Oakbridge Centre. This decision will be informed by all information available to the Council.

If the proposals are agreed by the Council, it is anticipated that we will close Windsor Day Centre and the Oakbridge Centre and be able to start bringing in new activities from the end of 2021, working closely with customers and their families throughout. If the proposals are not agreed we will not be able to broaden the services we offer and day opportunities in the borough will largely remain building-based.

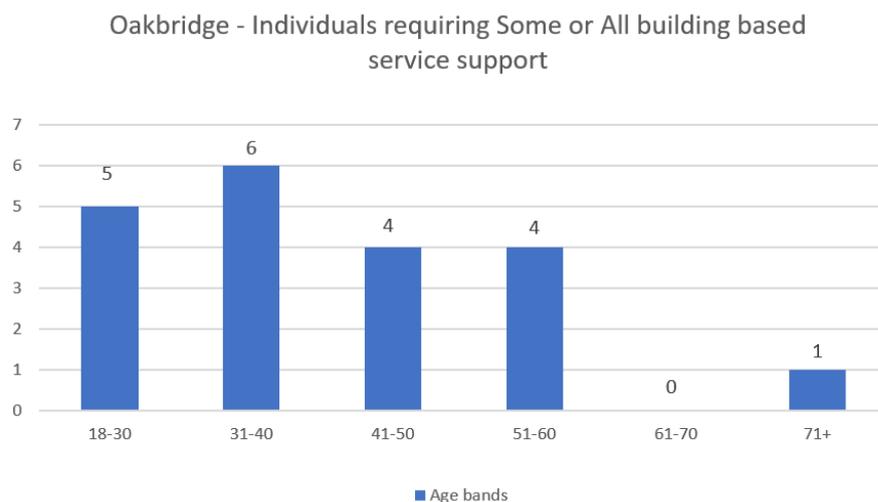
Thank you for taking the time to read this information and we very much hope that you will share your views with us.

NEEDS ANALYSIS OF OAKBRIDGE DAY CENTRE CUSTOMERS – OCTOBER 2021

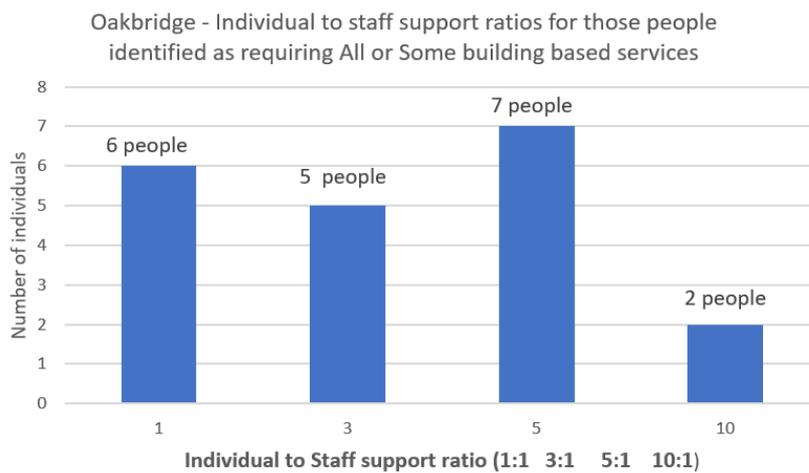
1. In total there are 20 individuals attending the Oakbridge Centre who have been assessed as requiring “Some” or “All” building based services. These individuals attend up to 10 sessions per week (one day comprising 2 sessions – morning and afternoon). The number of sessions per week attended by this group of 20 people is shown below:



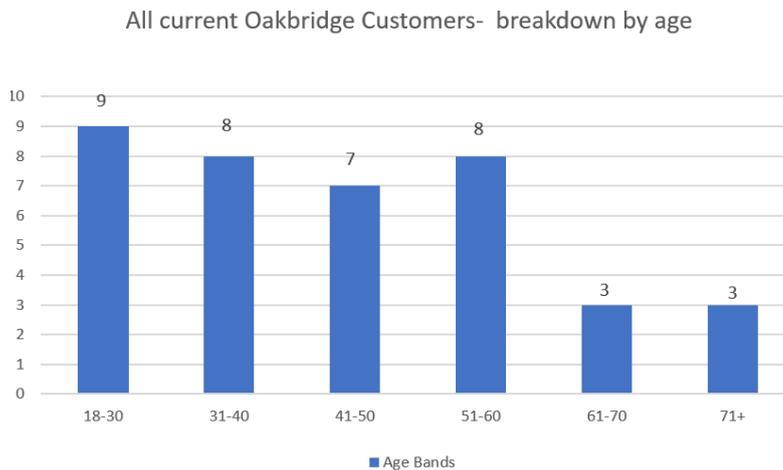
2. The age breakdown of the individuals requiring “All” or “Some” building based services is shown in the graph below:



- There are 38 individuals who attend the Oakbridge Centre in total. The 20 of these who require “All” or “Some” building based services represent 52% of the total cohort.
- Optalis assesses each person’s support needs by reference to an individual to staffing support ratio. Those that have the lowest levels of support need have a 10:1 individual to staff ratio and those with the highest level of support need have a 1:1 ratio. 11 of the 20 people that have been assessed as requiring “All” or “Some” building based services have either 1:1 or 3:1 person to staff support – i.e. have the highest level of staffing support. See graph below.

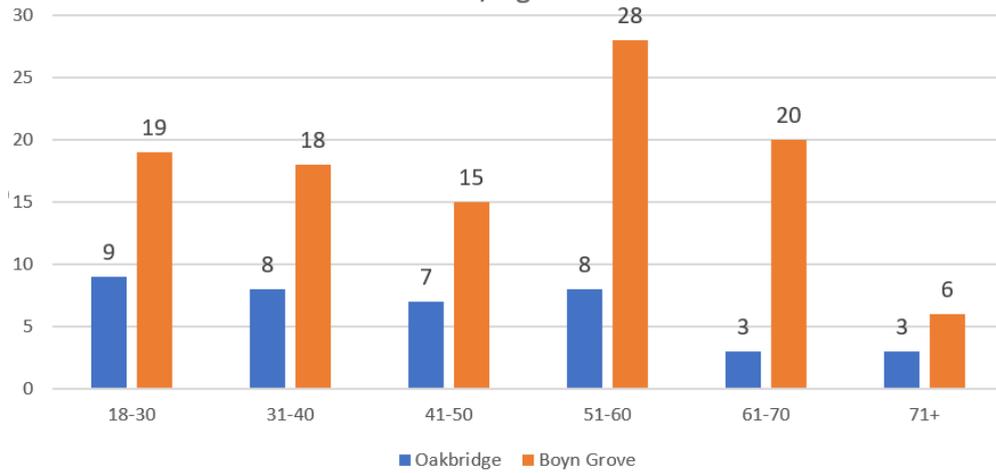


- The age breakdown of all people attending the Oakbridge Centre is shown in the following graph:



- 38 people in total attend Oakbridge, compared with 106 for Boyn Grove. Analysis of attendees by age bands across both centres is shown in the chart below:

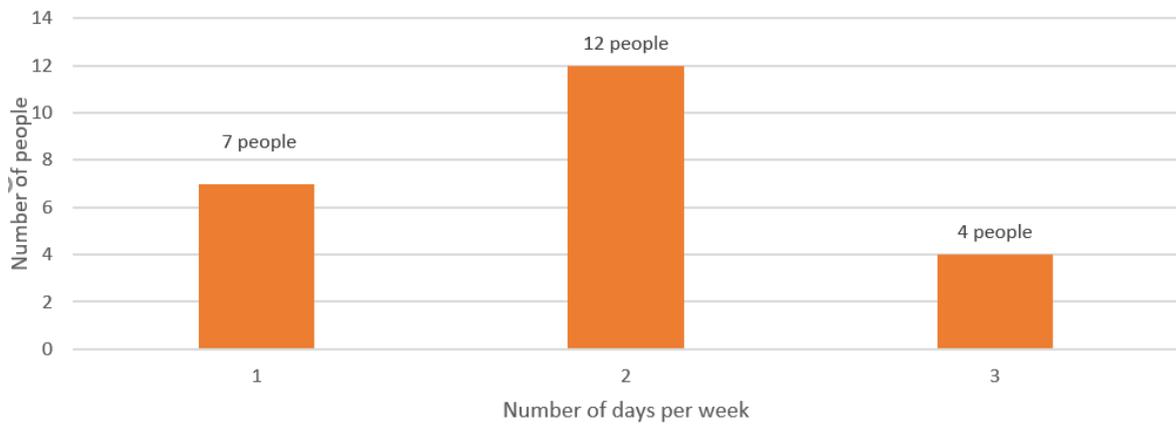
Oakbridge and Boyn Grove - comparison of attendee numbers / age bands



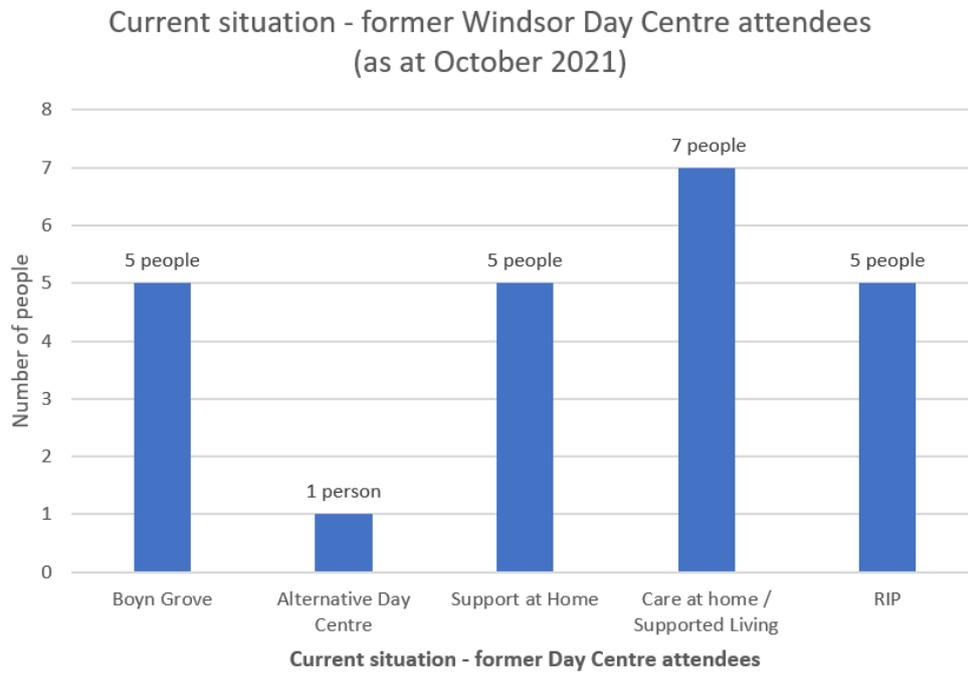
NEEDS ANALYSIS OF WINDSOR DAY CENTRE CUSTOMERS – OCTOBER 2021

7. 23 people attended the Windsor Day Centre prior to COVID. The majority (12 of the 23) attended for 2 days per week. The attendance details are shown in the graph below.

Windsor Day Centre - number of days / individuals' centre attendance (pre COVID)



8. Analysis of the 23 individuals who attended the Windsor Day Centre prior to lockdown, shows the following information as at October 2021:



9. Before the pandemic, there were on average 5 people attending Windsor Day Centre on a daily basis. The Age Concern Day Centre in Old Windsor currently has 35 spaces available on the days that they are open.

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

EQUALITY IMPACT ASSESSMENT

Deliver day opportunities for older people and people with learning disabilities in a different way

Essential information

Items to be assessed: (please mark 'x')

Strategy		Plan		Project		Service procedure	x
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Responsible officer		Service area		Directorate	
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Stage 1: EqIA Screening (mandatory)	Date created: 02/12/2020 revised 18/10/2021	Stage 2 : Full assessment (if applicable)	Date created
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Approved by Head of Service / Overseeing group/body / Project Sponsor:

"I am satisfied that an equality impact has been undertaken adequately."

Signed by (print): LYNNE LIDSTER

Dated: 18/10/2021

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

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Deliver day opportunities for older people and people with learning disabilities in a different way

Guidance notes

What is an EqIA and why do we need to do it?

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

- Eliminating discrimination, harassment and victimisation and any other conduct prohibited under the Act.
- Advancing equality of opportunity between those with 'protected characteristics' and those without them.
- Fostering good relations between those with 'protected characteristics' and those without them.

EqIAs are a systematic way of taking equal opportunities into consideration when making a decision, and should be conducted when there is a new or reviewed strategy, policy, plan, project, service or procedure in order to determine whether there will likely be a detrimental and/or disproportionate impact on particular groups, including those within the workforce and customer/public groups. All completed EqIA Screenings are required to be publicly available on the council's website once they have been signed off by the relevant Head of Service or Strategic/Policy/Operational Group or Project Sponsor.

What are the "protected characteristics" under the law?

The following are protected characteristics under the Equality Act 2010: age; disability (including physical, learning and mental health conditions); gender reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; sexual orientation.

What's the process for conducting an EqIA?

The process for conducting an EqIA is set out at the end of this document. In brief, a Screening Assessment should be conducted for every new or reviewed strategy, policy, plan, project, service or procedure and the outcome of the Screening Assessment will indicate whether a Full Assessment should be undertaken.

Openness and transparency

RBWM has a 'Specific Duty' to publish information about people affected by our policies and practices. Your completed assessment should be sent to the Strategy & Performance Team for publication to the RBWM website once it has been signed off by the relevant manager, and/or Strategic, Policy, or Operational Group. If your proposals are being made to Cabinet or any other Committee, please append a copy of your completed Screening or Full Assessment to your report.

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

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Deliver day opportunities for older people and people with learning disabilities in a different way

Enforcement

Judicial review of an authority can be taken by any person, including the Equality and Human Rights Commission (EHRC) or a group of people, with an interest, in respect of alleged failure to comply with the general equality duty. Only the EHRC can enforce the specific duties. A failure to comply with the specific duties may however be used as evidence of a failure to comply with the general duty.

Stage 1 : Screening (Mandatory)

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

EQUALITY IMPACT ASSESSMENT

Deliver day opportunities for older people and people with learning disabilities in a different way

1.1 What is the overall aim of your proposed strategy/policy/project etc and what are its key objectives?

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

EQUALITY IMPACT ASSESSMENT

Deliver day opportunities for older people and people with learning disabilities in a different way

The overall aim of the proposed project is to transform day opportunities for older people, those with dementia and people with learning disabilities and additional complex needs to meet their needs in a more personalised way and which enables them to have more choice and control over how they live their lives. 'Day opportunities' includes activities, services and day centres for adults who need care and support. With its aim of enhancing its service offer to give people more options, this project builds on the strong foundations of personalisation as set out in the Care Act 2014, Transforming Adult Social Care 2008 and *Valuing People* 2001.

The specific proposal is to close the Windsor Day Centre and Oakbridge Day Centre and secure alternative, bespoke provision for users of those centres and people who don't want to go to the current centres in line with their needs. Currently, most activities are delivered on the day centre site within the hours of 9am to 5pm, which limits the options available to people. The proposals will provide opportunities for people to move from building-based activities in a single centre to more flexible community-based arrangements. People will be able to choose what they do, when they do it and with whom. Carers would have access to a support service at the times they require it. Alongside this, the recommendation to Cabinet is to open a smaller day centre in Windsor for people with a learning disability and also to refer older people who want and need a building based centre to Old Windsor Day Centre run by Age Concern Slough and Berkshire East.

The proposal was subject to a full twelve week public consultation which closed on 29 August 2021. The extensive consultation and engagement period was intended to ensure that as many residents, customers, stakeholders and partners as possible had the opportunity to respond to the proposals. The consultation received 102 submissions. The recommendation to Cabinet will take into account of and address the themes raised through the consultation process, such as:

- Socialisation and companionship are the most important aspects of a day opportunities service
- There is a requirement for a venue (for example, for use as a base for contingency purposes or for some customers with particular needs)
- There is scope to widen the range of experiences and activities for customers
- Customers need services delivered in a safe environment
- The availability or provision of transport is a concern for many people

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Deliver day opportunities for older people and people with learning disabilities in a different way

- Key to any day service are the following characteristics: familiar surroundings, location and ease of access, customers are stimulated and see or do a variety of things, and, if they require it, they experience a consistent routine with structure to their days.

We recognise that there will always be a group of people who have very high levels of need that may require a building-based approach so we will ensure that the most appropriate service will be available to them. There is evidence that personalised services for this group of people can be offered in a variety of settings.

We are continuing to engage with people and their families at each stage of the project to give them the opportunity to help us shape our service offer so that it is fit for purpose.

1.2 What evidence is available to suggest that your proposal could have an impact on people (including staff and customers) with protected characteristics? Consider each of the protected characteristics in turn and identify whether your proposal is Relevant or Not Relevant to that characteristic. If Relevant, please assess the level of impact as either High / Medium / Low and whether the impact is Positive (i.e. contributes to promoting equality or improving relations within an equality group) or Negative (i.e. could disadvantage them). Please document your evidence for each assessment you make, including a justification of why you may have identified the proposal as “Not Relevant”.

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Deliver day opportunities for older people and people with learning disabilities in a different way

Protected characteristics	Relevance	Level	Positive/negative	Evidence
Age	Relevant	High	Positive	<p>The aim of the project is to increase people's choice and control and enhance the existing service. A person's day support needs are identified through a Care Act 2014 assessment of need; with the new enhanced service model we will have greater scope to offer a range of options to people whose needs are related to their age or age-related conditions.</p> <p>There is evidence that people of different ages have different wishes and expectations for their services; these people might be current customers, young adults or younger people who would require our services in 5 to 10 years' time or carers, including Young Carers under the age of 18. A person-centred approach with a community-based focus will ensure that the service can offer different people the opportunity to live their lives in the way they choose.</p> <p>By engaging with customers, carers and their families at every stage of the project and by co-producing the service offer we can ensure the resulting service offer is fit for purpose and relevant for the people this change affects. We will also work in partnership with customers, carers and families to appropriately manage any change in service.</p>

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

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Disability	Relevant	High	Positive	<p>The aim of the project is to increase people's choice and control and enhance the existing service. A person's day support needs are identified through a Care Act 2014 assessment of need; with the new enhanced service model we will have greater scope to offer a range of options to people whose needs are related to their disability or long term conditions.</p> <p>Some people might wish to make choices based on their disability; a person-centred approach with a community-based focus will ensure that the service can offer different people the opportunity to live their lives in the way they choose.</p> <p>Particular effort was made to communicate the proposals within the public consultation in a clear and easy to understand way. This included 'easy read' information with pictures, a video and meetings with customers and carers on request. Optalis day service staff raised awareness of the consultation in person with customers to help them understand the proposals and what any changes would mean for them, using the communication methods that were most appropriate to each person.</p>
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ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

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Deliver day opportunities for older people and people with learning disabilities in a different way

				By engaging with people and their families at every stage of the project and by co-producing the service offer we can ensure the resulting service offer is fit for purpose and relevant for the people this change affects. We will also work in partnership with people and families to appropriately manage any change in service.
Gender re-assignment	Not relevant			The proposal is unlikely to impact a person because of their gender reassignment status.
Marriage/civil partnership	Not relevant			The proposal is unlikely to impact a person because of their marriage / civil partnership status.
Pregnancy and maternity	Not relevant			The proposal is unlikely to impact a person because of their pregnancy and maternity status.

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

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Deliver day opportunities for older people and people with learning disabilities in a different way

Race	Relevant	Medium	Positive	<p>The aim of the project is to increase people's choice and control and enhance the existing service. A person's day support needs are identified through a Care Act 2014 assessment of need; with the new enhanced service model we will have greater scope to offer a range of options to people whose needs are related to their race or culture.</p> <p>Some people might wish to make choices based on their race; a person-centred approach with a community-based focus will ensure that the service can offer different people the opportunity to live their lives in the way they choose.</p> <p>Particular effort was made to communicate the proposals within the public consultation in a clear and easy to understand way. This included 'easy read' information with pictures, a video and meetings with customers and carers on request. Optalis day service staff raised awareness of the consultation in person with customers to help them understand the proposals and what any changes would mean for them, using the communication methods that were most appropriate to each person. Asian carers, whose first language is not English, were contacted by the Ethnic Minority Development Worker to explain the proposals and</p>
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ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

EQUALITY IMPACT ASSESSMENT

Deliver day opportunities for older people and people with learning disabilities in a different way

				<p>assisted to complete the consultation survey if they chose to make a submission.</p> <p>By engaging with people and their families at every stage of the project and by co-producing the service offer we can ensure the resulting service offer is fit for purpose and relevant for the people this change affects. We will also work in partnership with people and families to appropriately manage any change in service.</p>
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ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

EQUALITY IMPACT ASSESSMENT

Deliver day opportunities for older people and people with learning disabilities in a different way

<p>Religion and belief</p>	<p>Relevant</p>	<p>Medium</p>	<p>Positive</p>	<p>The aim of the project is to increase people's choice and control and enhance the existing service. A person's day support needs are identified through a Care Act 2014 assessment of need; with the new enhanced service model we will have greater scope to offer a range of options to people whose needs are related to their religion or belief.</p> <p>Some people might wish to make choices based on their religion or belief; a person-centred approach with a community-based focus will ensure that the service can offer different people the opportunity to live their lives in the way they choose.</p> <p>Particular effort was made to communicate the proposals within the public consultation in a clear and easy to understand way. The consultation collected information about the religions of the people who responded. To ensure the views of people with a range of religions and beliefs were heard, Asian carers of different faiths were contacted by the Ethnic Minority Development Worker to explain the proposals and assisted to complete the consultation survey if they chose to make a submission. These carers are unlikely to have otherwise have engaged with the consultation.</p>
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ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

EQUALITY IMPACT ASSESSMENT

Deliver day opportunities for older people and people with learning disabilities in a different way

				By engaging with people and their families at every stage of the project and by co-producing the offer we can ensure the resulting offer is fit for purpose and relevant for the people this change affects. We will also work in partnership with people and families to appropriately manage any change in service.
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ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

EQUALITY IMPACT ASSESSMENT

Deliver day opportunities for older people and people with learning disabilities in a different way

Sex	Relevant	Medium	Positive	<p>The aim of the project is to increase people's choice and control and enhance the existing service. A person's day support needs are identified through a Care Act 2014 assessment of need; with the new enhanced service model we will have greater scope to offer a range of options to people whose needs are related to their sex.</p> <p>Some people might wish to make choices based on their sex; a person-centred approach with a community-based focus will ensure that the service can offer different people the opportunity to live their lives in the way they choose.</p> <p>By engaging with people and their families at every stage of the project and by co-producing the offer we can ensure the resulting service offer is fit for purpose and relevant for the people this change affects. We will also work in partnership with people and families to appropriately manage any change in service.</p>
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ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

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Deliver day opportunities for older people and people with learning disabilities in a different way

<p>Sexual orientation</p>	<p>Relevant</p>	<p>Medium</p>	<p>Positive</p>	<p>The aim of the project is to increase people’s choice and control and enhance the existing service. A person’s day support needs are identified through a Care Act 2014 assessment of need; with the new enhanced service model we will have greater scope to offer a range of options to people whose needs are related to their sexual orientation.</p> <p>Some people might wish to make choices based on their sexual orientation; a person-centred approach with a community-based focus will ensure that the service can offer different people the opportunity to live their lives in the way they choose.</p> <p>By engaging with people and their families at every stage of the project and by co-producing the service offer we can ensure the resulting service offer is fit for purpose and relevant for the people this change affects. We will also work in partnership with people and families to appropriately manage any change in service.</p>
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ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

EQUALITY IMPACT ASSESSMENT

Deliver day opportunities for older people and people with learning disabilities in a different way

Outcome, action and public reporting

Screening Assessment Outcome	Yes / No / Not at this stage	Further Action Required / Action to be taken	Responsible Officer and / or Lead Strategic Group	Timescale for Resolution of negative impact / Delivery of positive impact
Was a significant level of negative impact identified?	Not at this stage			
Does the strategy, policy, plan etc require amendment to have a positive impact?	Not at this stage	The day opportunities offer will continue to be co designed and co produced with all users to ensure that it is fit for purpose	Head of Commissioning – People Director of Provider Services – Optalis	

If you answered **yes** to either / both of the questions above a Full Assessment is advisable and so please proceed to Stage 2. If you answered “No” or “Not at this Stage” to either / both of the questions above please consider any next steps that may be taken (e.g. monitor future impacts as part of implementation, re-screen the project at its next delivery milestone etc).

ROYAL BOROUGH OF WINDSOR AND MAIDENHEAD

EQUALITY IMPACT ASSESSMENT

Deliver day opportunities for older people and people with learning disabilities in a different way

Stage 2 : Full assessment

2.1 : Scope and define

2.1.1 Who are the main beneficiaries of the proposed strategy / policy / plan / project / service / procedure? List the groups who the work is targeting/aimed at.

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EQUALITY IMPACT ASSESSMENT

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2.1.2 Who has been involved in the creation of the proposed strategy / policy / plan / project / service / procedure? List those groups who the work is targeting/aimed at.

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2.2 : Information gathering/evidence

2.2.1 What secondary data have you used in this assessment? Common sources of secondary data include: censuses, organisational records.

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EQUALITY IMPACT ASSESSMENT

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2.2.2 What primary data have you used to inform this assessment? *Common sources of primary data include: consultation through interviews, focus groups, questionnaires.*

Eliminate discrimination, harassment, victimisation

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EQUALITY IMPACT ASSESSMENT

Deliver day opportunities for older people and people with learning disabilities in a different way

Protected Characteristic	Advancing the Equality Duty : Does the proposal advance the Equality Duty Statement in relation to the protected characteristic (Yes/No)	If yes, to what level? (High / Medium / Low)	Negative impact : Does the proposal disadvantage them (Yes / No)	If yes, to what level? (High / Medium / Low)	Please provide explanatory detail relating to your assessment and outline any key actions to (a) advance the Equality Duty and (b) reduce negative impact on each protected characteristic.
Age					
Disability					
Gender reassignment					
Marriage and civil partnership					
Pregnancy and maternity					
Race					
Religion and belief					
Sex					
Sexual orientation					

Advance equality of opportunity

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EQUALITY IMPACT ASSESSMENT

Deliver day opportunities for older people and people with learning disabilities in a different way

Protected Characteristic	Advancing the Equality Duty : Does the proposal advance the Equality Duty Statement in relation to the protected characteristic (Yes/No)	If yes, to what level? (High / Medium / Low)	Negative impact : Does the proposal disadvantage them (Yes / No)	If yes, to what level? (High / Medium / Low)	Please provide explanatory detail relating to your assessment and outline any key actions to (a) advance the Equality Duty and (b) reduce negative impact on each protected characteristic.
Age					
Disability					
Gender reassignment					
Marriage and civil partnership					
Pregnancy and maternity					
Race					
Religion and belief					
Sex					
Sexual orientation					

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EQUALITY IMPACT ASSESSMENT

Deliver day opportunities for older people and people with learning disabilities in a different way

Foster good relations

Protected Characteristic	Advancing the Equality Duty : Does the proposal advance the Equality Duty Statement in relation to the protected characteristic (Yes/No)	If yes, to what level? (High / Medium / Low)	Negative impact : Does the proposal disadvantage them (Yes / No)	If yes, to what level? (High / Medium / Low)	Please provide explanatory detail relating to your assessment and outline any key actions to (a) advance the Equality Duty and (b) reduce negative impact on each protected characteristic.
Age					
Disability					
Gender reassignment					
Marriage and civil partnership					
Pregnancy and maternity					
Race					
Religion and belief					
Sex					
Sexual orientation					

2.4 Has your delivery plan been updated to incorporate the activities identified in this assessment to mitigate any identified negative impacts? If so please summarise any updates.

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EQUALITY IMPACT ASSESSMENT

Deliver day opportunities for older people and people with learning disabilities in a different way

These could be service, equality, project or other delivery plans. If you did not have sufficient data to complete a thorough impact assessment, then an action should be incorporated to collect this information in the future.