



Equality Impact Assessment (EQIA)

Day Opportunities New Service Model

1 September 2024, Version 2

Completed by Sarah Perrett, Commissioning Manager and Sarah Frigot, Project Manager.

1. Transforming the delivery of Day Opportunities

2. Review of service
3. Both internal and external

Aim & Objectives

The Council's Commissioning for a Better Life for Adults in Dorset Strategy 2023 – 2028 underpins the aims and outlines the approach to establish a new model of day opportunities through offering a wider community offer. Providing access to a diverse range of activities across multiple locations, rather than from a specific portfolio of buildings.

Providing day opportunities through a series of hub, spoke and specialist provisions to support those of working age with learning disability, mental health conditions, physical and sensory disability, and older people with advanced frailty and dementia. The new model offers greater choice and control to those in receipt of support services, promoting independence above all, as well as safe environments for those with higher levels of need.

Right Support

We will improve people's choices through offering personalised support made available through direct payments and individual service funds. We will build on what works well, harnessing the creativity of existing networks of providers, and community partnerships. This includes digital offers and opportunities initiated during the pandemic. Day Opportunities that are available incorporating the wider community, voluntary sector offers in each Locality. We will utilise assistive technology to promote daily independence, such as medication prompts, movement sensors, travel training – or in adapting or improving specialist settings.

Right Place

Our biggest immediate intervention is the development of a hub, spoke and specialist provision model of day opportunities. The model aims to review the use of existing buildings and will offer a range of day opportunities including specialist provision for those requiring more complex care and support and/or a safe space. The hub, spoke and specialist services model includes the provision of advice and signposting as well as having a coordinating role working with the spokes and specialist provision across the locality. Spokes and specialist provision will be community-grounded, forming a network of wider day opportunities in local areas.

Working in partnership with Care Dorset our Local Area Trading Company we will review the current use of buildings with a view to ensuring the best location for hubs, spokes and

specialist provision in each of the five locality areas across Dorset to offer greater local choice for the people accessing the services provided.

As part of the review, we will seek to promote independence to access transport and reduce transport times whilst increasing the transport options.

Right Time

Information and advice should be clear and accessible to support people in making timely decisions about their care and support options, and we will build a new advice and resource directory, as well as supporting partners and providers to market their services.

Objectives

Objective 1: understanding

To build on current commissioning intentions by building a compelling and shared picture of what data tells us about need, what people tell us about what works for them, and what constitutes good, modern day opportunity practice in the sector

- Data analysis
- Digested account of key messages from stakeholders
- Good practice analysis

Objective 2: exploring with stakeholders

The scope, initiate and deliver a programme of engagement with those who use services, their careers and family, the provider market, and the wider community about how we can build a service offer that meets needs

- Engagement/co-production plan
- Market engagement plan
- Supporting materials

Objective 3: Designing the model

To draw up a draft service model for formal consultation that would meet the needs of people who currently access Day opportunities using a place based approach moving away from static buildings-based provision. Alternatives to be included for any multi use buildings.

- Draft service model
- Consultation plan and documentation
- Draft implementation plan

As implied above, this project does not proceed to implementation in its current form, but a further implementation plan will be drawn up based on the service model and consultation undertaken.

Background

Day opportunities are a critical part of the overall provision of care and support services to adults in Dorset. Delivered, by Care Dorset, the Councils local authority trading partner, private providers, and by a wide range of community and voluntary groups.

We are working closely with the community and community-based organisations in shaping our plans and services as well as the social care provider market developing strong partnerships with the NHS, other statutory bodies and voluntary groups in Dorset. We want to build on good practice models already in place and support local groups.

Our partnerships are focused on 'place', shaping services to local needs, we will continue the development of strategic partnerships that focus on a shared understanding of our challenges and the possible solutions.

Gathering Information

During 2021 we consulted with Individuals and their circles of support about their experience of day opportunities. 'Better Days 2021' took place shortly after the Covid 19 lockdown period and a decision was made to repeat the consultation and engagement in 2023 to ensure the 2021 findings had not been influenced by the 2020 Covid outbreak and subsequent lockdown.

As a result of the information gathered in 2021 and 2023, we have: -

- established a model of day opportunities for Dorset, which has been jointly produced with those who use services, their families and the wider community, the private day service sector, and a cross-section of staff within the Council and Care Dorset
- a clear set of activities required to further expand the take-up of direct payments and individual service funds in support of the new offer
- a clear market development plan for day opportunities to continue to expand the quantity and variety of day opportunity providers
- a plan for the development of building based services operated by Care Dorset and the projects management team through their business planning process, to transform the current service offer
- an outline transport plan for how to approach the reconfiguration of transport operations implied by the changes in the new model
- a plan for the development of carer support services which can run in parallel with the day opportunities developments to support them in the transition to new options

Evidence and engagement

The findings of the 'Better Days' consultations are intrinsically linked with the outcomes of the Councils strategy Commissioning for a Better Life for Adults in Dorset Strategy 2023 – 2028.

Outcome 1: Communities are **resilient, vibrant and inclusive** through working in partnership with the voluntary and community sector, and provide natural circles of support for people's independence and wellbeing

Outcome 2: People have **ready access to a range of technology options** that can support their independence and their ability to receive long term care in ways that work best for them

Outcome 3: People are **supported to manage their own care** through the use of direct payments and individual service funds, with a vibrant marketplace from which they can choose and buy their support

Outcome 4: People have **choice and control** over their lives, including where they live, how they spend their days, and how they are supported when they need it

Outcome 5: People have **access to high quality support services** appropriate to their needs, which promote both their safety and their independence, and work together well to

support them through important transitions in life, including from birth to settled adulthood and later into older age

All Information provided is for adults aged 18+ and who have been assessed as having Care Act eligible needs.

- In Dorset there are 521 people who use a day opportunity.
- 303 people attend Care Dorset Day centres
- 239 attend private day opportunities
- 35 people attend both Care Dorset day centre and private day opportunities
- 30% of people attending day opportunities are 65+
- 70% of people attending day opportunities ages 18 – 64 have a learning disability

The Council recognises that people have differing spiritual and cultural needs which can be provided through commissioned Day opportunities or through the provision of a Direct payment or Individual Service Fund to enable people to access a day opportunity of their choice.

Since 2021 there has been a decrease in the number of Care Dorset Day Centres by **2** and an increase in the number private providers from **46 - 48**.

Overall, there has been a **10%** increase in the number of Individuals attending day opportunities since 2021.

In 2021 we sent over 1000 surveys to 270 different settings, this included our current day opportunities providers, village halls, leisure centres, libraries, children's centres and doctors' surgeries. 553 responses were received this represents a 55.3% return.

65% had a Learning Disability
31% had a Physical Disability
18% had a Mental Health Illness
21% had a form of Autism.
9% of respondents had Cognitive Impairment or Memory Loss

The findings of the 2021 engagement with an outline proposal for the future of day opportunities was presented to the People & Health Overview Committee. Reviewing the responses to the 2021 engagement activity, People & Health Overview Committee noted that the engagement had taken place in the latter days of the Covid pandemic, and that it would be more representative to conduct a repeat survey and confirm (or nuance) the feedback. This resulted in a further engagement exercise undertaken in autumn 2023.

In 2023 sent over 1000 surveys to the same settings, this included our current day opportunities providers, village halls, leisure centres, libraries, children's centres and doctors' surgeries. 338 responses were received this represents a 33.8% return.

The project team concluded that the number participants in the 2023 engagement was reduced as a result of the Councils perceived lack of response to the findings of the 2021 engagement activity.

49% had a Learning Disability
35% had a Physical Disability
13% had a Mental Health Illness
14% had a form of Autism
15% of respondents had Cognitive Impairment or Memory Loss

Engagement headlines

During November and December 2023, we carried out face to face engagement which indicated that in practice there is fluidity between day opportunities. Particularly with younger adults, many of which concurrently attend day opportunity sessions provided by Care Dorset, private providers volunteering and supported employment opportunities.

2021 Headline Feedback

47% identified that what is important to them is being more independent
10% of carers cited day opportunities as a way that they could take a break from caring
76% wanted support from Individual who are familiar to them
25% identified that they had no choice in the day opportunities they accessed
Over 50% of respondents did not know what day opportunities choices or options were available in Dorset

2023 Headline feedback

46% identified that what is important to them is being more independent
20% of carers cited day opportunities as a way that they could take a break from caring
68% wanted support from Individual who are familiar to them
25% identified that they had no choice in the day opportunities they accessed
Over 50% of respondents did not know what day opportunities choices or options were available in Dorset
71% identified that doing day opportunities with friends was important to them

4. Who have you engaged and consulted with as part of this assessment?

A substantial engagement process, over two years, with those using services and those who run them (detailed in the report appendices).

5. Is further information needed to help inform decision making?

Further to our 2021 and 2023 engagement and consultation on the aspirations of those attending day opportunities. Further consultation is planned in local community settings for a wider conversation about what day opportunities delivered through a hub, spoke and specialist service model might look like in specific areas. The development of the model will be in partnership with the local community who will coproduce the picture of hub, spokes and specialist services in their community.

The conversation is expected to be ongoing.

Is an EQIA required?

Yes

Key to impacts

Positive Impact	<ul style="list-style-type: none">the proposal eliminates discrimination, advances equality of opportunity and/or fosters good relations with protected groups.
Negative Impact	<ul style="list-style-type: none">protected characteristic group(s) could be disadvantaged or discriminated against
Neutral Impact	<ul style="list-style-type: none">no change/ no assessed significant impact of protected characteristic groups
Unclear	<ul style="list-style-type: none">not enough data/evidence has been collected to make an informed decision.

Impacts on who or what?	Choose impact	How
Age	Positive Impact	The model seeks to develop partnerships to deliver specialist services in local community settings. More flexible and responsive support in local communities to access day activities; improved offer for those with Care Act eligible needs. Recognising the aspiration and needs of differing day opportunities for younger and older adults.
Disability	Positive Impact	The hub, spoke and specialist provision model recognises that people with disabilities want improved access to a wider range of day opportunities. The model includes the development of specialist provision to enable the greatest level of independence and choice as well as recognising the requirement for specialist transport provision.
Gender reassignment and Gender Identity	Positive Impact	Day opportunities are available to all adults who are Care Act eligible regardless of gender reassignment/identity or disability. There will be no change or significant impact of protected characteristic groups for all stakeholders, employees or clients
Carers	Positive Impact	The Hub, spoke and specialist model recognises the importance of carers and when developing the model, we will include parents and carers. The model plans to strengthen the provision of support for carers in the development of the hub, spoke and specialist model.
Marriage or civil partnership	Neutral Impact	No change/ no assessed significant impact of protected characteristic groups for employees or clients
Pregnancy and maternity	Neutral Impact	No change/ no assessed significant impact of protected characteristic groups for clients
Race and Ethnicity	Neutral Impact	No change/ no assessed significant impact of protected characteristic groups for stakeholders, employees, or clients
Religion and belief	Positive Impact	No change/ no assessed significant impact of protected characteristic groups for stakeholders, employees, or clients
Sex (consider men and women)	Neutral Impact	No change/ no assessed significant impact of protected characteristic groups stakeholders, employees, or clients
Sexual orientation	Neutral Impact	No change/ no assessed significant impact of protected characteristic groups for stakeholders, employees, or clients
Rural isolation	Positive Impact	The model seeks to work with communities, providers and people to improve accessibility to day opportunities in local

Impacts on who or what?	Choose impact	How
		communities; encourage community participation and relationships, reduce the need for longer journeys to attend day opportunities and develop community transport and improve public transport. We recognise that communities have differing needs and requirements which we will address in coproduction and recognition of local differences.
Socio-economic deprivation	Positive Impact	The model seeks to work with local communities including voluntary and community providers and supports the development and investment in hyper local economies.
Armed forces communities	Neutral Impact	No change/ no assessed significant impact of protected characteristic groups for stakeholders, employees or clients

Please provide a summary of the impacts:

1. A model of day opportunities for Dorset, which has been jointly produced with those who use services, their families and the wider community, the private day service sector, and a cross-section of staff within the Council and Care Dorset will have a positive benefit for the people of Dorset
2. This model will support people in the Dorset council area to receive the right support at the right time in the right place
3. People in Dorset council area will have more choice and control over their own provisions and will be empowered to meet their own personal needs.
4. A clear directory of service and support options available as well as suitable information advice and guidance.
5. A developed brokerage system for accessing day opportunities.
6. A wider partnership and robust offer from VCSE and other providers to create a hyper local hub and spoke approach.
7. Improved transport and travel options
8. Have a clear set of activities required to further expand the take-up of direct payments and individual service funds in support of the new offer.
9. Have a clear market development plan for day opportunities to continue to expand the quantity and variety of day opportunity providers.
10. Have a clear development plan for the services operated by Care Dorset, signed off by both commissioners and the Care Dorset management team through their business planning process, to transform the current service offer
11. Have an outline transport plan for how to approach the reconfiguration of transport operations implied by the changes in the new model.
12. Have a plan for the development of carer support services which can run in parallel with the day opportunities developments to support them in the transition to new options

Action Plan

Summarise any actions required as a result of this EqIA.

Issue	Action to be taken	Person(s) responsible	Date to be completed by
Implementation and delivery	Where impacts are unclear at this stage, as further work is undertaken to develop the detailed delivery plans for each locality area the impacts will be reviewed.	Day Opportunities project team	Actions within the Day Opportunities Plan will be delivered by April 2026.
Consultation and Engagement	Further consultation is planned in local community settings for a wider conversation about what day opportunities delivered through a hub, spoke and specialist service model might look like in specific areas.	Day Opportunities project team Project Manager Commissioning Manager	October 24 – March 2025
Implementation and delivery	Following the outcome of consultation a detailed implementation plan will be drawn up based on the service model and consultation undertaken.	Day Opportunities project team Project Manager, Engagement & Participation Officer Commissioning Manger	April 2025 – June 2025
Coproduction	Coproduction of hub, spoke and specialist model in each locality area with all stakeholders	Day Opportunities project team Project Manager Commissioning Manger	December 2025
Consultation and engagement	When agreement on the draft service model and approach is reached a clear consultation plan will be developed.	Day Opportunities project team Project Manager Engagement & Participation Officer Commissioning Manger	October 2024
Consultation and engagement	Work to be undertaken with Care Dorset management team to establish the suitability of current buildings for consideration as hub, spoke or specialist provision	Director of Adult Social Care Head of Commissioning Commissioning Manager	November 2024
Consultation and Engagement	Ongoing consultation with stakeholder in each locality about the development of the hub, spoke and specialist model in their locality area with all stakeholders.	Day Opportunities project team Project Manager Commissioning Manger	February 2025

Sign Off

Officer completing this EqIA: Sarah Perrett, Commissioning Manager

Officers involved in completing the EqIA: Sarah Perrett, Commissioning Manager and Sarah Frigot, Project Manager

Date of completion: 1 September 2024

Version Number: 3

EqIA review date: 1 December 2024 followed by quarterly intervals

Equality Lead Sign Off:

Next Steps:

- the EqIA will be reviewed by Communications and Engagement and if in agreement, your EqIA will be signed off.
- if not, we will get in touch to chat further about the EqIA, to get a better understanding.
- EqIA authors are responsible to ensuring any actions in the action plan are implemented.

Please send to [Diversity and Inclusion Officer](#)