

SSA EQUALITY IMPACT AND NEEDS ANALYSIS

Directorate	Adult Social Care and Public Health
Service Area	Commissioning and Operations
Service/policy/function being assessed	Decommission incontinence laundry service contract
Which borough (s) does the service/policy apply to	Wandsworth
Staff involved	Hana Alipour, Senior Commissioning Manager
Date approved by Directorate Equality Group (if applicable)	
Date approved by Policy and Review Manager All EINAs must be signed off by the Policy and Review Manager	21/10/2019
Date submitted to Directors' Board	Not applicable

SUMMARY

Please summarise the key findings of the EINA.

The purpose of this Equality Impact Needs Assessment is to assess the potential impact of decommissioning the incontinent laundry service contract in Wandsworth. Council finance and performance data indicates that demand for the service has declined, volumes indicated in the tender exercise previously never materialised, and it is not viable for the provider to continue delivering the service.

Finance and performance data below shows reducing demand:

Year	No of SU's	Mosaic contract	SU Charged	Actuals (spend)
2014/15	12	£7,675	0	6,475.00
2015/16	18	£10,221	1	10,143.00
2016/17	14	£9,731	1	7,924.00
2017/18	1	£10,355	1	7,933.80
2018/19	7	£12,480	0	6,741.00
2019/20	6	£12,218	0	6,741.00

Source: SSA Finance Team (data provided 22/10/2019)

It is proposed that the incontinence laundry service contract with Care Outlook is not extended and the service is therefore decommissioned. Under the proposals, Wandsworth Borough Council will instead sign post and support current service users to alternative provision going forwards. Individual solutions in the local community will need to be found for any new people assessed as requiring this to meet their support needs.

Benchmarking has revealed that other local authorities do not provide laundry services to individuals with social care support needs.

Key findings:

- Council finance and performance data indicates that demand for the service has declined, and the provider has requested that the contract is not renewed, citing that it is not viable for them to run this service as a local authority contract. Volumes in the original tender documentation suggested that there would be at least 15 users of the service; as there are currently only 6 service users, the resource required to deliver and manage the contract is not proportionate to demand and spend for the service.
- The laundry service is currently offered to older or disabled people so the change will directly affect people from these protected characteristics groups. 50% of service users are over the age of 75.
- All service users primary support needs are either physical, sensory, or learning disability.
- The same proportion of male and female service users will be impacted by this proposal (50% male, 50% female).
- 67% are White British

1. Background**Current service**

Wandsworth Borough Council entered into a contract on July 2014 with Care Outlook to provide an incontinence laundry service to residents who have assessed eligible needs. The contract term was 3 years with the option to extend in two 1 year increments. The 3-year contract term ended in July 2019 and consequently the provider and the Council are working under an implied contract for this service until a decision is made about the service provision going forwards.

The cost of the service is met primarily by the Council; there are some full cost payers who are charged. The service cost includes collection and delivery of their laundry items.

Service users who are in receipt of this service range from older people to people with physical disabilities.

The service collection days are Tuesdays and Thursdays.

Finance and performance data shows that demand for the service is declining:

Year	No of SU's	Mosaic contract	SU Charged	Actuals (spend)
2014/15	12	£7,675	0	6,475.00
2015/16	18	£10,221	1	10,143.00
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Reasons for this decline are unknown.

Care Outlook contacted the DASS Commissioning Unit to advise that the number of Wandsworth Borough Council customers has declined to 5, and propose that the contract is not renewed or that a new contract could be negotiated at an increased rate. For the provider, it is not viable to continue running a service with current low volumes; the resources and administration associated with managing the contract is not proportionate to the volume and spend associated with service delivered.

The proposal is to write to all service users confirming that the contract has come to an end and will not be renewed. Existing service users will be supported with alternatives. Information on this is below.

Legislation

Local authorities do not have a statutory duty or responsibility to provide laundry services nor to fund it. Council’s have a statutory duty to assess individual’s presenting needs for social care services.

Proposals

The proposal is not to re-commission or fund this service in the same way in the future but rather to find individual solutions for people in their local community that they can choose to purchase as they wish.

For individuals using the laundry service this will include:

- An identification of care and support needs by a social worker.
- Providing information about companies that can provide washing machines, supporting grant applications for this
- Providing information about community services e.g. launderettes, cleaning companies
- Supporting people to use their personal budgets in a different way, such as support to do their laundry at home e.g. amending a Support Plan to reflect this support need which may allow a PA to support the person with their laundry.

Operational social work teams have been contacted to ascertain current level of need and what is needed if the laundry service is no longer provided by the Council.

2. Analysis of need and impact

Protected group	Findings		
Age	Current service user age profile:		
	Age	Number of service users	% of service users
	45-54	1	17%
	55-64	2	33%
	65-74	0	0%
	75-84	2	33%

	<table border="1"> <tr> <td>85+</td> <td>1</td> <td>17%</td> </tr> <tr> <td>TOTAL</td> <td>6</td> <td>100%</td> </tr> </table> <p>People in this group will be directly affected by the decommissioning of this service as the majority of people currently using laundry services are older people.</p> <p>The Wandsworth Borough Council Older People’s strategy 2015 to 2020 shows that 28,000 of the borough’s resident population are people aged 65 and over (this is 9% of the borough’s population).</p> <p>Source: Older People’s Strategy – Our Vision for 2020 http://www.wandsworth.gov.uk/downloads/file/9660/older_peoples_strategy_-_our_vision_for_2020</p>	85+	1	17%	TOTAL	6	100%						
85+	1	17%											
TOTAL	6	100%											
Disability	<p>All current service users have a primary support need of either a physical, sensory, or learning disability.</p> <p>Whilst we cannot project the number of people with a disability who may access an incontinence laundry service, there will be a need to ensure that information is provided on community services in formats people can understand.</p>												
Gender (sex)	<p>Current service user gender profile:</p> <table border="1"> <thead> <tr> <th>Gender</th> <th>% of service users</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>50%</td> </tr> <tr> <td>Female</td> <td>50%</td> </tr> </tbody> </table>	Gender	% of service users	Male	50%	Female	50%						
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Male	50%												
Female	50%												
Gender reassignment	<p>There is no data available to identify service users who are seeking, undergoing or have received gender reassignment surgery.</p> <p>Transgendered service users will not be affected any differently from other groups by virtue of their gender reassignment</p>												
Marriage and civil partnership	<p>Not applicable. The service is not specifically provided to people in this group and thus will not be affected any differently from other groups by virtue of their relationship status.</p>												
Pregnancy and maternity	<p>Not applicable. Current service users are over childbearing age.</p>												
Race/ ethnicity	<p>Current service user profile is in the table below:</p> <table border="1"> <thead> <tr> <th>Ethnicity</th> <th>Number</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Black or Black British</td> <td>1</td> <td>17%</td> </tr> <tr> <td>White British</td> <td>4</td> <td>67%</td> </tr> <tr> <td>Asian or Asian British</td> <td>1</td> <td>17%</td> </tr> </tbody> </table> <p>Based on Census data, the Wandsworth Older People Strategy – Our vision for 2020 states that a quarter of the Wandsworth population aged 65 years and older is from Black and Minority Ethnic groups.</p> <p>Source: Older People’s Strategy – Our Vision for 2020 http://www.wandsworth.gov.uk/downloads/file/9660/older_peoples_strategy_-_our_vision_for_2020</p>	Ethnicity	Number	%	Black or Black British	1	17%	White British	4	67%	Asian or Asian British	1	17%
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	our vision for 2020
Religion and belief, including non belief	Not applicable. The provision of a laundry service is not based on faith.
Sexual orientation	There is no data available to identify the sexual orientation of community meals service users. It is anticipated that the impact from the proposals will be neutral.
Across groups i.e older LGBT service users or BME young men	People using the laundry service should have been subject to a financial assessment, and pay a contribution or full cost towards the service, however, this has not happened in recent years even though there are service users in receipt of other care packages as full cost payers. The decommissioning of this service will mean that individuals may have to make a contribution or pay for the cost of another form of laundry service in future, depending on their financial circumstances.

Data gaps.

Data gap(s)	How will this be addressed?
None	

3. Impact

Protected group	Positive	Negative
Age	The Care Act 2014 requires that social workers and care professionals 'consider the person's own strengths and capabilities, and what support might be available from their wider support network or within the community to help' in considering 'what else other or alongside the provision of care and support might assist the person in meeting the outcomes they want to achieve'.	People in this group will be directly affected by the decommissioning of this service as the majority of people currently using laundry services are older people.
Disability	As above	Some service users may be incapable of understanding or managing this change. Some disabilities will mean that some service users will require support to identify an alternative.
Gender (sex)	As above	As the same number of male and female service users are currently in receipt of this service, they will both be affected. Everyone will be supported to identify an alternative.
Gender reassignment	No specific issues relating to transgender group from this decommission, people in this group may be affected but we do not have data relating to this protected characteristic.	No specific issues relating to transgender group from this decommission, people in this group may be affected but we do not have data relating to this protected characteristic.
Marriage and civil partnership	Laundry services are not specifically provided to people in this group	Laundry services are not specifically provided to people in this group

Pregnancy and maternity	Laundry services are not specifically provided to people in this group	Laundry services are not specifically provided to people in this group
Race/ethnicity	Laundry services are not specifically provided to people in this group	Laundry services are not specifically provided to people in this group
Religion and belief, including non belief	No specific issues relating to religion from this decommission although people from this group will be affected.	No specific issues relating to religion from this decommission although people from this group will be affected.
Sexual orientation	No specific issues relating to individual's sexual orientation from this decommission, people in this group may be affected but we do not have data relating to this protected characteristic.	No specific issues relating to individual's sexual orientation from this decommission, people in this group may be affected but we do not have data relating to this protected characteristic.

4. Actions

Action	Intended outcome	Lead Officer	Deadline
Write to service users to confirm contract coming to an end	To ensure all service users are aware of end date.	Commissioner	September 2019 [complete]
Source information of alternative solutions for individuals e.g. benevolent funds to secure white goods, local laundrettes	To provide current service users with alternative options	Reviews Team, Locality Team	October 2019 [in progress]
Social work review of all current service users and support plans to identify needs and plan future support accordingly The additional cost pressure for support with laundry will need to be absorbed by adult social care, with personal budgets revised to reflect this, however, it is anticipated this will be minimal.	To safeguard individuals against risk of withdrawing service	Reviews Team	October 2019 [in progress]

5. Consultation. (optional section– as appropriate)

Where a significant change is proposed to a service or where a new policy/service/service specification is being developed it is best practice to consult on the draft findings of an ENIA in order to identify if any impact or need has been missed.

None.