

CABINET MEMBER FOR HEALTH & SOCIAL CARE

**Venue: Town Hall, Moorgate
Street, Rotherham**

Date: Monday, 26th October, 2009

Time: 10.00 a.m.

A G E N D A

1. To determine if the following matters are to be considered under the categories suggested, in accordance with the Local Government Act 1972 (as amended March 2006)
2. To determine any item which the Chairman is of the opinion should be considered later in the agenda as a matter of urgency.
3. Apologies for Absence
4. Minutes of the meeting held on 12th October 2009 (herewith) (Pages 1 - 5)
5. Domestic Violence Conference - 16th November 2009
- To agree attendance and nominate representative
6. Champion for Public Health
- To Nominate representative
7. Laundry Service Options Appraisal (herewith) (Pages 6 - 27)

CABINET MEMBER FOR HEALTH & SOCIAL CARE
Monday, 12th October, 2009

Present:- Councillor Doyle (in the Chair); Councillors Barron, Gosling, Jack and P Russell

41. MINUTES OF THE PREVIOUS MEETING HELD ON 28TH SEPTEMBER 2009

Resolved:- That the minutes of the meeting held on 28th September 2009 be approved as a correct record.

42. NEIGHBOURHOODS AND ADULT SERVICES SCHEME OF DELEGATIONS 2009/10

Shona McFarlane presented the submitted report which outlined changes made to the Scheme of Delegations for Neighbourhoods and Adult Services.

The scheme of delegation is part of the Councils constitution and contains information relating to all service functional responsibilities as well as decisions affecting human resources and financial management. The scheme allows for an appropriate level of decision making but the Directorate Management Team (DMT) acts as the framework for ensuring consistent decision making across the Directorate so that all Directors work towards the same vision and same management directives.

The Service Performance Team worked with Directors to update the documents and changed the hierarchy of the documentation to achieve greater alignment with the structure of the Directorate and hopefully therefore creating a better understanding of the scheme.

In updating the scheme it became clear that the Strategic Director of Neighbourhoods and Adult Services functions should be encompassed into one document to span the entire Directorate. The statutory role of the DASS was also shown in the new structure, as this was a statutory requirement. The individual delegation of powers to Officers Schedule B sat under the Neighbourhoods and Adult Services Function document and reflected the recent changes in the department's structure.

The Neighbourhoods and Adults Service Directorate scheme was divided into three schedules. These were;

- Schedule A: The 'functions' document which detailed the functions covered by the Directorate and who was responsible for them e.g. Cabinet, Cabinet Member, Strategic Director or Service Director. This document also lists all the legislation covered within the function under the Schedule of Powers Act,

- Schedule B: The statutory role of the Director of Adult Social Services which detailed the statutory requirements placed on the Strategic Director of Neighbourhoods and Adult Services by the Government, and
- Schedule C: The 'delegation of powers to officers' document which provided the detail of the work of each department within Neighbourhoods and Adult Services together with the individual officer responsible for each area of work.

Reference was made to the personalisation agenda and a discussion ensued. Members requested training and advice on this considerable area of work to assist them in passing on advice to their Ward members.

The Director for Health and Wellbeing confirmed that the Resource Allocation System needed to be in place by March 2010 and once this had been implemented a report would be brought back to the Cabinet Member and then arrangements would be made to disseminate the information to all members of the Council.

Resolved:- That the revised Scheme of Delegation be noted.

43. ADULT SERVICES REVENUE BUDGET MONITORING REPORT 2009/10

Mark Scarrott, Finance Manager (Adult Services) presented the submitted report which provided a financial forecast for the Adult Services Department within the Neighbourhoods and Adult Services Directorate to the end of March 2010 based on actual income and expenditure to the end of August 2009.

The approved net revenue budget for Adult Services for 2009/10 was £72.9m which included additional funding for demographic and existing budget pressures together with a number of new investments and efficiency savings identified through the 2009/10 budget setting process.

The latest budget monitoring report showed some underlying pressures of £1.3m, however assuming the achievement of all management actions it was forecast that there will be an overall overspend of £320k by the end of the financial year. Management actions of £1.004m were endorsed by the Cabinet Member and a total of £408k had been achieved to date and were now included in the detailed forecasts. This reduced the underlying pressures to £916k and left a balance of £596k to be achieved by the end of the financial year.

The latest year end forecast showed there were underlying budget pressures on Home Care as a result of delays in shifting the balance of provision to the independent sector. The 70/30 split was achieved at the end of July 2009 and the balance was now moving towards 80/20 ration. There had been a significant increase above approved budget in clients receiving a Direct Payment within Physical and Sensory Disabilities and

Older Peoples Services (£370k). Additional one-off expenditure was being incurred in respect of the costs of boarding up, removal of utilities and security costs at the former residential care homes prior to them transferring to the Council's property bank (£200k). Other budget pressures were due to delays in the implementation of budget savings agreed as part of the budget setting process for 2009/10 in respect of meals on wheels (£250k), laundry (£140k) and the bathing service (£40k).

These pressures had been reduced by additional income from continuing health care funding from Health (-£325k) and delays in the implementation of new supported living schemes within Learning Disability services (-£206k). Savings within independent residential care due to an increase in income from property charges (-£386k), further savings on the reconfiguration of Extra Care housing (-£250k) and slippage in recruitment to a number of new posts (-£78k) where additional funding was agreed within the budget process.

The Directorate continued to identify additional management actions to mitigate the outstanding budget pressures above. A number of management actions (40%) had already been achieved and were included in the financial forecasts. These included additional savings on supported living, residential short stay placements, independent residential care costs within Older People services and savings from the decommissioning of in-house residential care.

A question and answer session ensued and the following issues were raised:-

- Reference was made to the Performance target C32 set for people helped to live at home which was 96.32% for 2009/10. To date the current performance was 66.13% which caused concern with members.
- A request was made for an update to be given to all members of the Council in respect of meals on wheels. It was agreed that Tom Sweetman be asked to send an email out detailing the current position.

Resolved:- That the latest financial projection against budget for the year end based on actual income and expenditure to the end of August 2009 for Adult Services be noted.

(THE CHAIRMAN AUTHORISED CONSIDERATION OF THE FOLLOWING ITEMS TO KEEP MEMBERS FULLY INFORMED)

44. COMMON ASSESSMENT FRAMEWORK FOR ADULTS - PHASE TWO DEMONSTRATOR SITE PROGRAMME

Kath Rogers, Commissioning Manager presented the submitted report in relation to the Common Assessment Framework for Adults – Phase Two

Demonstrator Site Programme.

The objectives of the Common Assessment Framework for Adults were to support:

- Delivery of a better experience for those who use health and social care services and their carers
- Improvements in the capacity, capability and efficiency of the health and social care systems, in order to develop shared electronic records.

This would facilitate a more efficient, timely and secure exchange of information and allow better co-ordinated support to be delivered, placing the individual, family and carers at the centre.

A joint Expression of Interest with NHS Rotherham, RBT and Northgate was submitted last year but was unsuccessful.

A Phase Two Expression of Interest had been developed focused on achieving positive outcomes for users and carers and addressed the following areas of interest:-

- Information sharing for palliative care/end of life care between users and carers, provider organisations and professionals across a range of care settings in relation to assessment and advance care planning.
- Developing an information governance model for third sector information sharing
- A Local Authority to trial setting up Registration Authorities to manage access rights to the NHS Care Record Service. NHS Smartcards were currently issued by NHS Rotherham

Benefits to users and carers would include:-

- 24/7 access to information via the internet
- Improved provision of self directed support
- Ability to support initial assessment on-line
- Greater control over care provided in the last days of life
- Greater recognition of personal preferences
- Enable more people to die with dignity in the place of their choice
- Improve delivery of services

Benefits to Neighbourhoods and Adult Services include:-

- Single Assessment Process implementation achieved through electronic information sharing
- Personalisation programme supported by using new methods of recording
- Provides IT infrastructure that would otherwise come directly out of

other budgets

- Potential cost savings as a result of streamlined assessment and care planning processes
- Potential cost savings as a result of better quality information being available
- High profile initiative – positive impact nationally on Rotherham's reputation.

Resolved:- That the Expression of Interest to be a CAF Demonstrator Site in partnership with NHS Rotherham, RBT, Northgate and other suppliers be supported.

45. OLDER PEOPLES CHAMPION - UPDATE

Councillor Walker reported on a recent event which had taken place whereby Members, officers and various partners had met to discuss services for older people. She commented that a representative from Government Office had been in attendance and had congratulated Rotherham on the work they were doing and suggested that it would be beneficial if they attended an event which was taking place in Manchester to share good practice. In addition to this event she confirmed that she would be attending a meeting in Leeds next week and she agreed which she would provide a report on to the next meeting.

ROTHERHAM BOROUGH COUNCIL – REPORT TO MEMBER

1	Meeting:	Cabinet Member for Health & Social Care
2	Date:	26 October 2009
3	Title:	Laundry Service Options Appraisal
4	Programme Area:	Neighbourhoods and Adult Services

5 Summary

5.1 This paper provides a summary of an options appraisal regarding the future of the laundry service. The full appraisal is also tabled for reference. The options considered were:

- 1) Retain current service provision
- 2) Review and modernise the current operation of the service to improve efficiency, reduce costs and increase income.
- 3) Close the laundry service with no like-for-like replacement. Service Users would be enabled to find personalised solutions
- 4) Develop a social enterprise model in partnership with VAR (Voluntary Action Rotherham)
- 5) Tender the service

5.2 Options 1, 3 and 5 can be eliminated as realistic ways forward, based on the options appraisal.

6 Recommendations

- **To note the conclusions of the Options Appraisal (attached)**
- **To confirm the council decision of 4 March 2009 to decommission the Laundry Service and make arrangements to meet customer's needs in other ways by 30 December 2009.**

7 **Background and Main Issues**

- 7.1 **Overarching Strategic Issues** - The 2009 NAS (Neighbourhoods and Adult Services) Service Plan, which is a public document states that as part of the move towards personalisation,

“Efficiency savings from shifting the...laundry [service] to the independent sector during 2009/10 will enable people to have more choice and control and less cost.”

This action is seen in the context of improving value for money in the delivery of in-house service.

However no detailed business case has been made for this decision and this paper includes an options appraisal which is tabled separately.

- 7.2 **Personalisation - Transforming Social Care** - The laundry service meets some of the aims of personalisation but not all. This is a “one-size-fits-all” service which collects laundry from pick up points, washes and dries it before returning it to the pick up point for the service user (or home carer) to collect. It runs on fixed days in particular areas and in this aspect, is not personalised.

As personalisation becomes embedded, and although some social care services will continue to be provided “in-house” such as the reablement and crisis services, it is doubtful that an in-house laundry service would be widely seen as a priority for a Council to continue directly providing.

- 7.3 **Best Value Review** - In 2004/5, a Best Value Review was carried out on the laundry service. Briefly, the review concluded that the laundry service at that time had potential for development. It also highlighted that although service users valued laundry service as one which helped them maintain independence, the view was not shared by workers (see Options Appraisal for more details).

- 7.4 **Current Position** - The laundry service continues to run from the Fitzwilliam Centre with around 180 individual service users. In addition there are a number of ongoing contracts with organisations including Breathing Space and Rotherham Hospice.

- 7.5 **Existing Service Users** - It has been agreed by Assessment and Care Management (Health and Wellbeing) that existing service users will receive individual care needs reviews and these are underway. In terms of consultation, existing customers received a letter about the future of the service in April 2009.

A letter has been sent to customers and this will be followed by a questionnaire. The individual assessments are intended to gather information about customer’ vies which will be fed into later versions of

this report. The number of service users has decreased over the past 4 years from 570 to 180, partly because the service has not taken any new service users since 2008.

7.6 **Staff** – Of the original 12 members of staff, 3 have been redeployed and one has retired leaving 8 working in the laundry. They have all been interviewed by HR and Service Manager regarding redeployment and are considering a variety of options. TUPE¹ would apply were the service to move to a third party provider. The remaining workers would have a right to work for the new provider under terms and conditions no worse than at present. As discussed below, this will be a major obstacle for an alternative provider.

7.7 **Building Repair and Maintenance** - This is a key area for consideration as the ongoing costs of repairs and maintenance will be a major factor in determining future viability. The building on Fitzwilliam Road is owned by RMBC. There are some areas of routine maintenance which need dealing with if the building is to continue in use. EDS (Environment and Development Services, the building managers) have provided an estimate, although laundry management state that the building is still serviceable and that no essential major expenditure would be required to continue using the building. The main areas for consideration are:

- The boilers need replacement (approx £40,000)
- Some re-wiring is required, possibly a full re-wire (up to £30,000)

Capital costs would probably be greater should the building be let to anew tenant, as it would need to be left in a fit state.

EDS officer Stuart Carr has stated that capital money to support the repair works is not likely to be available this year, because all capital pots are fully committed, therefore any additional capital expenditure would need to be approved centrally via CMT and endorsed by Cabinet.

7.8 **Building Decommissioning Costs** - A decision to stop using the building would have associated costs. These have not been fully scoped at present, but some indicative areas of work are included in appendix 3 of the Options Appraisal.

7.9 **Market Assessment** – A laundry service providing pick up and delivery to vulnerable adults and their carers is not an area the private sector has so far been interested in developing in Rotherham. The commercial side of the business is another matter, with significant opportunities possible available (eg local residential homes, restaurants, schools etc). This is not core business for the local authority and not an area in which it holds any specialist skills. It is

¹ *The Transfer of Undertakings (Protection of Employment) Regulations*

assumed that if there are no commercial enterprises operating currently that this indicates this may not be a profit generating business. Current charging regimes would need to be reviewed if this service were to run on a commercial basis. Currently, contract customers are charged a very small amount per item.

7.10 **Benchmarking** - RMBC is the only South Yorkshire Authority which provides an in-house laundry service. As an example, Sheffield has no laundry service at all and signposts people to the private sector.

7.11 **Inco-Laundry** - Other Authorities have no special internal arrangements to cover incontinence laundry. Continence advice and support is given routinely by NHS and community nurses including provision of continence wear and bedding protection, following an assessment of need. GP surgeries can also offer a range of advice. The laundry deals with infected washing as well (e.g. MRSA, Scabies etc.)

7.12 **Options Appraisal Criteria** - The options were appraised based on:

- Strategic Fit – How well does the option fit with strategic priorities of NAS?
- Financial Issues- How well does the option meet value for money requirements etc?

7.13 **Assumptions**

- That a significant reduction in costs is a fundamental requirement.
- That the current building will continue to be used in the relevant options – If a new site were to be found, the associated costs would need to be built into a future business case as this would involve additional capital costs.

7.14 **Options**

- 1) Retain current service provision
- 2) Review the current operation of the service to improve efficiency, reduce costs and increase income.
- 3) Close the in-house service with no replacement
- 4) Develop a Social Enterprise in partnership with VAR
- 5) Tender the service

Please refer to the Options Appraisal tabled with this paper for a fuller analysis of each option.

7.15 **Option 1 – Retain current service provision**

Simply continue with the service “as is” with no review or improvements.

This is not a realistic option and can be dismissed as it does not fit with requirement to make savings, nor does it offer any compensation in terms of improved efficiencies or strategic advantage.

7.16 **Option 2 - Review the current operation of the service to improve efficiency, reduce costs and increase income**

An overhaul of the system including Business Process Re-engineering may reveal areas for savings and efficiency. There may be options for expanding and diversifying the service. The service could become self-sustaining, although this would be very challenging given the current cost to run the service and would almost certainly require a reduction in overhead costs.

There is capacity to increase the operating hours and considerable opportunity increase charges to commercial customers in order to subsidise the service to individuals. These charges are currently extremely low compared to the private sector equivalent (see Options Appraisal). This is not an area in which the local authority has any specialist skills, nor is it core business. It would not be considered appropriate for the local authority to commit resources to the development of a commercial enterprise that is untested and unclear as to whether it would be profit-making. The lack of similar services in the commercial sector leads to a conclusion that it is not seen as commercially viable.

7.17 **Option 3 - Close Service, with no replacement**

Review service users’ individual needs and make necessary arrangements; terminate the service; make arrangements for staff and hand the building back to EDS.

The NAS Service Plan 2009 commits the Directorate to cease providing the service and to signpost people to alternative services in the community. This option would achieve this. These alternatives have been researched and further work is being done on providing detailed information to customers about which services are available. Most customers receive another service in addition to the laundry service and their care plan can be adjusted to accommodate the change in service provision where needed.

Laundry Services can be seen as preventative and therefore a good fit with the transformation agenda. On the other hand, a delivery and

collection service could be seen as encouraging dependence. 96% of households have a washing machine² and support to use machines at home aligns better with Personalisation.

Annual Savings are significant in terms of premises, supplies, contracted and capital charges. Employee related savings would depend on redeployment or redundancy costs. These savings have been factored into the 2009/10 budget and current delays in closing the service have resulted in budget pressures.

7.18 **Option 4 - Social Enterprise via VAR**

In partnership with VAR, pass the running of the service over to a third sector organisation as a Social Enterprise (SE), with them retaining the existing customers and giving scope for development and expansion.

Nationally, this option has a good strategic fit. The Local Authority Circular "Transforming Social Care" states that:

Councils [will be expected to have]...a commissioning strategy which [must] have the capacity to support third/private sector innovation, including social enterprise...

However, this tends to mean that the local authority should support the development of relevant and viable social enterprises that contribute to the achievement of goals and objectives that are consistent with the strategic direction of the local authority. Voluntary Action Rotherham (VAR) has an SE Team who could project-manage the transition to the new provider. Initial discussions have been around how this service could develop to provide a wider range of services to a wider market, including individuals and businesses.

One major obstacle to this option is the prospect of TUPE applying to existing staff. VAR have clearly stated this would present unacceptable financial risk to them and their partners and is, in effect, a "deal breaker".

There are also financial risks which are explored in the Options Appraisal. Therefore, despite the strategic appeal, this option cannot therefore be considered a way forward at this stage. Were the TUPE position to change, this option could be re-assessed.

7.19 **Option 5 – Tender**

A move away from Local Authority direct provision is strategically appropriate and this option fits the publicly stated intention to move the service into the independent sector.

² National Statistics Online

Tendering the service does not fit with local strategic aim to make significant savings, because a future contract would require funding. Savings would therefore be dependent on the difference between the contract fee and the current cost of the service to RMBC, and are therefore likely to be marginal. This option is therefore not viable.

7.20 **Appraising the Options**

The options are compared in table 1.

The two least favoured options are 1 and 5 as these do not meet financial or strategic intentions and priorities.

A SWOT analysis of the remaining 3 options is presented in the options appraisal.

This analysis favours option 3 (close service), although option 2 (review service) also has some appeal depending on strategic priorities. The Social Enterprise option is not currently viable because of the TUPE issue discussed above.

8 **Finance**

- 8.1 The laundry service costs RMBC almost £200,000 per year to run. £210,000 expenditure offset by £10,000 income, based on 2008-9 outturn.
- 8.2 Option 3 would quickly realise significant savings although redeployment and decommissioning costs would be incurred.
- 8.3 Option 2 may offer saving, although not immediately and there is a risk that even a modernised version would never reach a break even point.
- 8.4 Other financial issues are analysed in the Options Appraisal.

9 **Risks and Uncertainties**

- Costs of decommissioning building unknown
- More detailed analysis of ongoing maintenance costs required
- Reviews of individuals not commenced
- Political implications of closing the service (cf. MOW)
- Weak market in private sector
- No identified alternative for incontinence and infected laundry
- If TUPE is not a factor, the Social Enterprise option can be re-assessed.

10 **Policy and Performance Agenda Implications**

If service is no longer provided, NI136 will be affected if customers are not receiving any other service. This will not be a significant factor as almost all laundry service users do receive other services.

11 **Background Papers and Consultation**

- Laundry – Review of Service (partially completed paper).
- Options appraisal – Laundry Service (tabled separately).
- At this point, no full consultation has been carried out. Individual service users will be seen to ensure that their needs are met regardless of the option chosen. Letters informing service users of possible changes has been sent.
- Equality Impact Assessment is included with the Options Appraisal.

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Option	Strategic Fit	Financial Issues	Overall	Notes
1 Retain current service provision	***	*	**	This option can be eliminated.
2 Review the in-house service to explore efficiencies	**?	**?	**?	<p>The full impact of this option is unknown. This change cannot be understood fully as a significant amount of time is required in order initially to enable the service to make improvements in economies. This would require the decision on the long term future of the service to be deferred, until the performance of the reviewed service could be assessed.</p> <p>A joint venture with NHS Rotherham could be explored as they have an interest in the service continuing.</p> <p>Repair costs may be less than for option 4 as the existing tenancy would continue if the current building was used.</p>
3 Close the service with no replacement	***	***	***	<p>Savings would be made but cost of replacing support from other sources not known.</p> <p>There would be political implications of completely removing this facility. Adverse coverage likely.</p>
4 Social Enterprise	***	**	**	<p>VAR have made it clear that this option will not be feasible if any staff wish to transfer to the new provider. At present this eliminates this option.</p> <p>Also major funding implications as expensive repairs would be needed prior to a new let.</p> <p>An alternative venue could be sought but this would also entail significant expense.</p> <p>Initial costs may be high but medium term savings would be made as the service went into profit, Ultimately this would not cost RMBC anything</p>
5 Re-tender the Service	***	**	**	Savings would be marginal, costs would remain high, unsure as to whether this is commercially viable.

A FULLER OPTIONS APPRAISAL HAS BEEN TABLED SEPARATELY AND INCLUDES A SWOT ANALYSIS AND FURTHER DISCUSSION OF EACH OPTION IN TERMS OF STRATEGIC FIT AND FINANCIAL ISSUES

APPENDIX 3

**EQUALITY IMPACT
ASSESSMENT**

**PROPOSED CHANGES TO
COMMUNITY SERVICES**

(Laundry Service)

Equality Impact Assessments

Step 1 – Responsibility and Involvement

Policy/procedure or proposal: Proposal of Laundry Service to cease

Name of Lead Officer (service/business manager) completing the assessment: Rosalie Brown, Quality Care Manager

Job Title : Quality Care Manager

Contact No : 0776 6070889 (mobile)
01709 545791 (Copeland Lodge Office)

Service area: Health and Wellbeing **Date:** 1st October 2009

Directorate: Neighbourhoods & Adult Services

List others involved in the assessment:

Step 2 – Identify aims/objectives of policy/procedure or proposal

No.	Question
1	<p>What are the aims/objectives of the policy/procedure or proposal and the intended outcomes?</p> <p>The business objective is to cease operating the in-house provision of providing a Laundry Service within the community of Rotherham. The services do not present value for money. The Personalisation Agenda presents significant challenges for local councils, one of which is making the best use of resources, to enable people to live as independently as possible. A new direction in line of Modernising services is to signpost customers to a range of other options, which will, create more choice, control and flexibility for the customer, and alongside of this enable individuals to undertake their own personal laundry, with support where needed.</p>
2	<p>Are there any associated services, policies or procedures: <u>No</u></p> <p>If 'Yes' please list below</p>
3	<p>Are any other organisations involved in the delivery of the service or project?</p> <p>None.</p>
4	<p>How and where will information about the service, policy/procedure or proposal be publicised? Is this information available in other languages and formats if requested?</p> <p>Consultations have started to take place regarding the Laundry Service. An information pack is being put together a to signpost customers to a range of other Laundry options, within the local areas. This will be available to present customers and future potential customers requiring some support, following an identified assessed need. Additionally a range of information will be made available on the council website. Information will be available in different languages and formats and will be available upon request.</p>
5	<p>List the main people, or groups of people, that this policy/procedure or proposal was designed to reach or benefit, and any other stakeholders.</p>

No.	Question
	<p>The Laundry service is available in the community of Rotherham for adults 65 years of age and over who met an assessed need. The service is also available to Children and Family Services, where there is a crisis need, Neighbourhoods projects use the service, with regard to Families being re-located and house clearances. Rotherham Health Service contract with regard to the Hospice, and Primary Care Trust, contract with regard to the Breathing Space Unit at Badsley Moor Lane.</p> <p>Rothwel Grange Rehabilitation Unit at present use the service for Bedding and Linen (Planned closure December, 2009)</p> <p>Netherfield Court Intermediate Care Unit, use the service for Bedding and Linen</p> <p>Education Services use the service for school Foot ball kits</p> <p>Two local libraries, and Bailey House Catering Service use the service for linen</p>

Step 3 – Consultation

No.	Question
6a	<p>What have service users/non-users or other stakeholders (including employees) already told you about the policy or proposal and any negative impacts? Who has been consulted and what methods were used?</p> <p>Laundry customers received a letter in March, 2009 advising them of proposed changes to the Laundry service and that a of review of the service was to take place, and that services would not cease until individuals had received a review of their needs from social work teams, based within Assessment and Care Management.</p> <p>A further letter has been sent out 1st October to all existing customers, updating them on the proposals and requesting feedback on the service and asking them to raise any concerns, they have also been advised that the Review with Social Work Teams is now about to get under way. Their views will be documented in the review process, with their agreement</p> <p>Commercial customers, Rotherham Health Service, Primary Care Trusts, Education Services had all been informed and met with, advising them of proposals and review being undertaken</p> <p>Neighbourhood Projects, EDS Children and Family Services have all been informed and met with, advising them of proposals and the review being undertaken</p> <p>An information pack is also being provided to all existing and potential customers to ensure they are fully informed of the range of alternative laundry services available</p> <p>Employees have met with senior management and had one to one meetings with a senior manager, human resources and their trade union representatives.</p> <p>Employees are anxious about the future. Concerns have been raised that for those wanting re-deployment there will not be sufficient re-deployment options and vacancies across the council.</p> <p>Supervisors, line managers and trade unions are actively involved in supporting staff at this time.</p>
6b	<p>If you have not carried out any consultation, or if you need to carry out further consultation, who will you be consulting with and by what methods?</p> <p>Further consultation opportunities are now to take place through Social Work Teams, reviewing customer's individual needs already in receipt of Laundry Service. It is anticipated that these will conclude November 2009.</p>

Step 4 – Monitoring and Research

No.	Question
7a	<p>How do we know whether our service or project is accessible to all groups?</p> <p>The service is accessed by a range of individuals within the Rotherham Area. These include people with physical and mental health problems i.e.: Dementia, Sensory Impairments or disabilities and from a range of ethnic origins. A number of individuals have no other service, and were supported by Laundry Service alone. Customers are assessed and meet current FACS Criteria.</p>
7b	<p>If there is a lack of information, what research will be carried out, and for which groups?</p> <p>We constantly monitor outcomes of the service we provide and have high levels of customer satisfaction with the service. We believe we can meet the needs of any individual referred to our service regardless of any disability or ethnic origin. Customers who are signposted to other alternative laundry services, will continue to be monitored, through customer satisfaction surveys and learn from any feedback to ensure we continually improve information about providers to customers.</p>
7c	<p>If this is a new policy, or one that is not currently monitored, what are the arrangements to begin monitoring the actual impacts of the policy? (To go in action plan)</p> <p>Not applicable.</p>

Step 5 – Impact Assessment

No.		Question		
		<i>Actual or potential negative impact, unmet needs or barriers</i>	<i>Actual or potential positive impact or ways in which the policy promotes equality</i>	<i>Actual or potential impact of the policy on community cohesion and community relations</i>
1	Women or men	As a result of these proposed changes it is not anticipated there will be any negative impact on women or men who require a laundry service. There could be some impact or unmet need, for those who live alone, with no family involvement and require some support to undertake Laundry.	Promotes independence and re-ablement, which improves well-being, more choice and control	It is not anticipated that this proposal will have a negative impact on this customer group. However the general public perceptions could lead to a lack of confidence in the council's ability to meet the social care needs of the people of Rotherham.
2	People from different ethnic groups	As a result of these proposed changes it is not anticipated there will be any negative impact on People from different ethnic groups who require a Laundry Service. There could be some impact or unmet need with individuals who may lack capacity or have varying needs. For example those with Dementia or those with a range of disabilities who require more assistance with Laundry	An individual or family unit supported to undertake own Laundry, either by using own facilities or community laundry Promotes independence and re-ablement, which improves well-being, more choice and control	It is not anticipated that this proposal will have a negative impact on this customer group. As other support and preventative services can be considered from a range of providers However the general public's perceptions could lead to a lack of confidence in the Councils ability to meet the social care needs of the people of Rotherham.

No.		Question		
		<i>Actual or potential negative impact, unmet needs or barriers</i>	<i>Actual or potential positive impact or ways in which the policy promotes equality</i>	<i>Actual or potential impact of the policy on community cohesion and community relations</i>
3	Disabled people or people with a long-term limiting illness or condition	As a result of these proposed changes it is not anticipated that there will be any negative impact on Disabled people or people with a long-term limiting illness or condition There could be some impact or unmet need with the individual who may lack certain capacity. For example those with Dementia or those whose disability require more assistance with laundry, other options or additional services may have to be considered.	An individual supported to undertake their own laundry, either within the local community, or by using their own personal facilities, promotes independence and re-enablement. Which in turn leads to improved well being. More choice and control	It is not anticipated that this proposal will have a negative impact on this customer group As other support or preventative services from a range of providers could be considered However the general public's perceptions could lead to a lack of confidence in the Council's ability to meet the social care needs of the people of Rotherham.
4	Lesbian, gay or bisexual people	As a result of these proposed changes it is not anticipated there will be any negative impact on lesbian, gay or bisexual people requiring a Laundry service.	Not applicable	It is not anticipated that this proposal will have a negative impact on this customer group.

No.		Question		
		<i>Actual or potential negative impact, unmet needs or barriers</i>	<i>Actual or potential positive impact or ways in which the policy promotes equality</i>	<i>Actual or potential impact of the policy on community cohesion and community relations</i>
5	Older people	As a result of these proposed changes it is not anticipated there will be any negative impact on older people. There could be some unmet need , for those living alone, with no support, they will need some support to enable them to use a local laundry or use own or sheltered housing schemes laundry facilities if available	Promotes independence and re-enables, them to make choices and take control of their own life, which improves well-being	It is not anticipated that this proposal will have impact on this customer group However the general public's perceptions could lead to a lack of confidence in the Councils ability to meet the social care needs of the people of Rotherham.
6	People with caring responsibilities	As a result of these proposed changes there could be a negative impact on people with caring responsibilities. Those caring for individuals, who are terminally ill, Those with Dementia, and those who care for individuals who have a range of disabilities. Incontinent and infected Laundry will be the main concern from Carers, A full review of their needs will have to be undertaken, social care teams and primary care teams will have to co-ordinate a support package	This could result in individuals and carers, having more choice and control, in the services, and providers they want to use. Which will improve well-being	It is not anticipated that this proposal will have impact on this group As other support or preventative services could be considered, from a range of providers However the general public's perceptions could lead to a lack of confidence in the Councils ability to meet the social care needs of the people of Rotherham.

No.		Question		
		<i>Actual or potential negative impact, unmet needs or barriers</i>	<i>Actual or potential positive impact or ways in which the policy promotes equality</i>	<i>Actual or potential impact of the policy on community cohesion and community relations</i>
7	People from different faith groups	As a result of these proposed changes it is not anticipated there will be any negative impact on people from different faith groups .There could be some unmet need, if the individual is socially isolated, or lacks capacity,i.e. Dementia or has a range of disabilities, which could require some support to undertake or access a Laundry	These groups may be supported to use community laundries, which could lead to less social isolation and better community involvement. Promotes some independence and re-enablement, individuals making choices	It is not anticipated that this proposal will have a negative impact on this customer group. However the general public's perceptions could lead to a lack of confidence in the Councils ability to meet the social care needs of the people of Rotherham.
8	Trans people	As a result of these changes it is not anticipated that there will be any negative impact on this group.	Not applicable.	It is not anticipated that this proposal will have a negative impact on this customer group.
9	Young people	As a result of these proposed changes Children and Families will have to be signposted to other Laundry providers, who can undertake this service. Through their own assessment teams	Not applicable.	It is not anticipated that this proposal will have a negative impact on this customer group

Neighbourhoods and Adult Services

Laundry Service Action Plan

Complete	On Target	Off Target with Remedial Action	Off Target
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Action No	Action	Lead Officer	Time-scale	Progress
1	In principle decision made by Elected Members to cease the provision of in house Laundry Service	Elected Members		Decision made in principle subject to consultation with customers
2	Letters sent to staff informing them of the in principle decision to cease in house Laundry provision	S McFarlane	6 March 2009	COMPLETED
3	Informal meeting on site with staff to inform them of the in principle decision, following letters received. Formal consultation meeting on-site with staff , to discuss the implications and advise of proposed changes	R Brown S McFarlane Trade Unions Human Resources Representation	12 th March 2009 16 th March, 2009	COMPLETED COMPLETED
4	Letters sent to customers advising them of changes to the Laundry Service	S McFarlane P Walker	11 March 2009	COMPLETED
5	Fortnightly Communication meetings with all parties involved. Director of Health & Well being, Service Managers, Human Resources and Trade Union Representatives.	S McFarlane	First Meeting 23 March 2009 Ongoing	
6	Letters sent to customers, advising them of the review of Laundry and the review to be undertaken by Assessment and Care Management Teams and consultation seeking views and feedback regarding the service.	S McFarlane R Brown	2 nd October 2009	COMPLETED

Action No	Action	Lead Officer	Time-scale	Progress
7	One to One meetings with staff to look at re-deployment options Where redeployment options are available staff to be moved as required without compromising the service.	R Brown Human Resources and Trade Union Representatives	30 March to 7 April	COMPLETED COMPLETED
8	Report to Elected Members detailing the outcome of the consultations and options appraisal following review of Laundry service	S McFarlane A Hare	October 2009	
9	Letters to be sent to Customers and staff detailing the outcome of report to Elected Members.	S McFarlane R Brown	November, 2009	
10	Assessment and Care Management Teams start to undertake Reviews and full assessment of needs of customers.	M Joynes L Pullen	October 2009 Ongoing	
11	Information Packs with list of independent Providers.	Innovations Team	October 2009	
12	Conclude all staffing issues i.e. redeployment, VER, compulsory redundancies.	Nominated HR Manager R Brown	November/ December 2009	
13	Decommission Service.	R Brown P Walker T Smith	November 2009	
14	Decommission Laundry Centre	R Brown P Walker T Smith S Carr, EDS	Dec 2009	

Website Summary – Please complete for publishing on our website and append to any reports to Elected Members, CMT or Directorate Management Teams

Completed equality impact assessments	Key findings	Future actions
<p>Directorate: NAS</p> <p>Function, policy or proposal name:</p> <p>Proposed Changes to In house Laundry Service</p> <p>Function or policy status: New</p> <p>Name of lead officer completing the assessment:</p> <p>Rosalie Brown Quality Care Manager</p> <p>Date of assessment: 26th September 2009</p>	<p>To provide customers with a greater choice, and a more flexible service to suit their individual needs</p> <p>Where the needs of customers cannot be met, through these new options, then adjustments to existing packages of care can be made, with the aim to improve choice control and increase quality of life.</p>	<p>If the decision to cease in house Laundry provision and consider the option of signposting customers to a range of other independent providers is endorsed by Elected Members the above action plan will be implemented in full to further facilitate the development of a range of different options within Rotherham.</p>