

Assessing the Impact on Equality Characteristics, the Welsh language and Socio-Economic Disadvantage

1) Details

1.1 What is the name of the policy / service in question?

Gwynedd Population Needs Assessment 2022-2027

1.2 What is the purpose of the policy / service being created or amended? What changes are being considered?

The aim of the Population Needs Assessment is to improve our understanding of the care and support needs of the population of Gwynedd, along with how it could change over the coming years, to assist us to provide better social care services in Gwynedd.

1.3 Who is responsible for this assessment?

Aled Davies, Head of Adults, Health and Well-being Department

1.4 When did you commence the assessment? Which version is this?

July 2021. The first full version.

2) Action

2.1 Who are the stakeholders or partners whom we will have to work with to carry out this assessment?

Service providers (including the third sector)
Individuals receiving support / a service by the Council
Health and social care professionals
Advocacy Officers

2.2 What steps have you taken to engage with people who have protected characteristics, regarding the Welsh language or with communities (either due to location or due to need), who are living with a socio-economic disadvantage?

We sent out a questionnaire to organisations from whom we commission services, asking for their views and any evidence they had such as performance measures or consultation reports.

We had one-to-one conversations and group conversations with health and social care providers and professionals.

Discussion groups were held with service users. They weren't groups specifically representing the protected characteristics, but there was a range of groups being represented in terms of disability, age, gender.

2.3 What was the outcome of the engagement?

The information gathered during the engagement exercise leads to conclusions / recommendations for all areas of work as noted above. Every chapter contains information about 'what people are telling us' which identifies the outcome of the engagement exercise undertaken to form the Needs Assessment.

Since the Needs Assessment is a live document, we are continuing to gather opinions from the people of Gwynedd by also working on particular fields e.g. domiciliary care, and the learning disability service' accommodation project.

2.4 On the basis of what other evidence are you acting?

We have used the evidence found during on-line research, together with engagement work with providers, professional staff and individuals who are receiving services to produce the Needs Assessment. The main themes that emerged during the work include:

- The support for unpaid carers must be improved.
- High-quality customer care must be ensured i.e. consistency in the contact that individuals have with the Council and third-sector organisations.
- There is a shortage of some types of settings e.g. settings offering care and support to individuals with complex and profound needs.
- Recruitment of staff is a huge problem across the care sector. This has delayed schemes, such as opening dementia units in care homes.
- There are several factors that have affected residents' mental health / well-being. As a result of the increase in individuals experiencing mental health difficulties, we need to invest more in preventative services.

2.5 Are there any gaps in the evidence that needs to be collected?

We acknowledge that we have been inconsistent and not thorough enough in terms of consideration of protected groups. Consequently, there is not a representation of opinions by all of the protected groups.

For the future, we will enquire for information about relevant groups so that we include them in any engagement exercise, and we will keep a record of any group that comes to our attention so that we include them.

A Regional Engagement Network will set out a programme and it will make sure that it includes protected groups. We will be involved in this work in the future.

3) Identifying the Impact

3.1 The Council must duly address the impact that any changes will have on people with the following equality characteristics. What impact will the new policy/service or the proposed changes in the policy or service have on people with these characteristics? There is also a need to consider the impact on socio-economic disadvantage and on the Welsh language.

Characteristics	What type of impact? *	In what way? What is the evidence?
Race (including nationality)	None	Incomplete.
Disability	Positive	<p>The exercise allows us as an authority to identify gaps and inconsistencies in our services, and more importantly to identify needs that were unmet historically.</p> <p>Conducting the exercise will have a positive effect on residents with disabilities because it offers a platform for residents to share their views about the current provision, the gaps and how they can be filled.</p> <p>Moreover, the information gathered as part of the work will give an insight into the situation on the ground across several fields e.g. older people, learning disability, carers. This will provide Cabinet Members, Councillors and Managers with the current evidence and information that is required as the basis for decisions.</p>
Gender	Positive	The care sector workforce has traditionally been made up of female staff mostly. There are more men working in

		care today, but yet again there remains a shortage of men who are available to care / support.
Age	Positive	<p>As noted above, conducting an assessment of the needs of Gwynedd residents facilitates the process of identifying gaps in our services, and highlights areas that could be improved. This is likely to have a positive effect on everyone who receives a service from the authority.</p> <p>The exercise will have a positive effect on several age groups. One chapter in the assessment focuses specifically on older people. It considers the difficulties faced by older people in Gwynedd, and reports on the themes and the main messages raised during the engagement process. This work ensures that the wishes of this particular group are taken into consideration as part of any future developments.</p> <p>The chapter on Learning Disability also focuses on the transitional period of transferring from children's services to adults' services, together with the period of ageing.</p> <p>Young carers are discussed specifically in the chapter on Carers and their needs in their role as carers.</p>
Sexual orientation	None	
Religion or belief (or non-belief)	None	
Gender reassignment	None	
Pregnancy and maternity	None	
Marriage and civil partnership	None	
The Welsh language	Positive	All chapters in the assessment give consideration to the Welsh language and what can be done to enable residents to obtain information, advice and support in their preferred language.
Socio-economic Disadvantage	Positive	All chapters in the assessment give consideration to socio-economic disadvantage, and what can be done to promote fairness and reduce risks that arise from socio-economic

		disadvantage. Socio-economic factors will be considered in the context of every field of work, thus we will document how the impact of these factors varies between different fields. This will subsequently contribute to our understanding of the topic.
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* To be deleted as required

3.2 The Council has a duty under the Equality Act 2010 to contribute positively to a fairer society through advancing equality and good relations in its activities in the fields of age, gender, sexual orientation, religion, race, transgender, disability and pregnancy and maternity. The Council must duly address the way any change impacts on these duties.

General Duties of the Equality Act	Does it have an impact?*	In what way? What is the evidence?
Eliminate unlawful discrimination, harassment and victimisation	Yes	Ensures that everyone is treated according to their needs due to the equality characteristics.
Promote equal opportunities	Yes	<p>The co-production exercise has given individuals receiving services the opportunity to give their opinion on the services they receive, which as a result contributes to the work of developing them for the future.</p> <p>The Needs Assessment also feeds into plans for developing social care services for the future which ensures equal opportunities for people to live full, independent lives.</p>
Foster good relations	Yes	<p>The exercise is a good example of co-production, as several organisations such as the health service and third sector bodies contribute to the work. In addition, the assessment provides various stakeholders with the opportunity to voice their opinion on matters that are important to them, therefore it could be argued that the assessment fosters good, long-term relations between the authority and those who have contributed.</p> <p>The opportunities to meet in groups through the services of the Adults, Health and Well-being Department are also a good opportunity to foster good relationships by bringing people together from different groups e.g. the Llwybrau Llesiant socialising groups,</p>

		special sports opportunities between adults with learning disabilities and individuals with dementia. Opportunities have also arisen for school pupils to write letters to older people.
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* To be deleted as required

3.3 How does your proposal ensure that you work in accordance with the Welsh Language Standards (Welsh Language (Wales) Measure 2011), to ensure that the Welsh language is not treated less favourably than the English language, and that every opportunity to promote the Welsh language is taken (beyond providing bilingual services) and increase opportunities to use and learn the language in the community?

Individuals are given the offer to receive services in their chosen language. The introduction to the assessment discusses Welsh language considerations – please see the Population Needs Assessment.

3.4 What other measures or changes could you include to strengthen or change the policy / practice so as to have a positive impact on people's opportunities to use the Welsh language, and to reduce or prevent any detrimental impacts that the policy/practice could have on the Welsh language?

The recruitment of care staff is a national problem at present, and the ability to recruit Welsh-speaking staff is currently problematic e.g. in nursing homes. Having said so, in the majority of cases the individuals requiring care or support do receive it in their chosen language. There is an officer working for the Workforce Development Team attempting to recruit workers to the provider services, and recruiting Welsh-speaking carers is a part of this work.

3.5 How does the proposal show that you have given due regard to the need to address inequality due to socio-economic disadvantage? (Please note that this relates to closing the inequality gap, rather than improving outcomes for everyone only).

- The Needs Assessment has highlighted that there is a shortage of services available in some rural parts of the county, and as a result there are recommendations in the report to try and fill these gaps.
- There are projects ongoing to improve the experience of adults with learning disabilities in accessing paid employment. Again, the report elaborates on this.
- There is a recommendation to improve the support for unpaid carers.
- There is a recommendation to ensure high-quality customer care.

3.6 What measures or other changes can you include to strengthen or change the policy / practice to demonstrate that you have given due regard to the need to reduce disproportionate outcomes as a result of socio-economic disadvantage, in accordance with the Socio-Economic Act?

The effect of socio-economic disadvantage and inequality will be assessed for the various groups in this Needs Assessment.

4) Analysing the results

4.1 Is the policy therefore likely to have a significant, positive impact on any of the above? What is the reason for this?

The Needs Assessment will have a positive effect through:

- An improved understanding of the need across the county to include the protected characteristics
- Services can be developed based on the real need
- Because the assessment contains a number of work fields, it is easier for people with protected characteristics to participate and we can develop a response to the assessment that can lead to financial benefits, avoid duplication etc.

This corresponds with the vision of the Adults, Health and Well-being Department which is for everyone of all ages to receive the support they need in the most suitable and convenient way for them. This will be realised through the following priorities: ensure a suitable and sustainable care provision for the future, and re-designing our care services. The Needs Assessment elaborates on how we will realise these priorities.

4.2 Is the policy therefore likely to have a significant, negative impact on any of the above? What is the reason for this?

No.

4.3 What should be done?

Select one of the following:

Continue with the policy/service as it is robust.

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Revise the policy to remove any barriers	
Suspend and abolish the policy as the harmful impacts are too great	
Continue with the policy as any harmful impact can be justified	
No further steps at present, it is premature to decide, or there is insufficient evidence	

4.4 If you decide to continue with the plan, what steps will you take to reduce or mitigate any negative impacts?

When we will begin compiling the next needs assessment, we will give fuller consideration to the protected characteristics as we carry out the engagement.

4.5 If you are not taking any further action to remove or reduce the negative impacts, please explain why here.

5) Monitoring

5.1 What steps will you take to monitor the impact and effectiveness of the policy or service (action plan)?

The Population Needs Assessment is a live report. We will monitor, review and update the population needs assessment continuously during the period of the report (2022-2027).