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NORTH WALES SOCIAL CARE AND WELL-BEING
SERVICES IMPROVEMENT COLLABORATIVE

North Wales Carers Services

Wellbeing Impact Assessment Report

This report summarises the likely impact of a proposal on the social, economic, environmental and cultural well-being of the region, Wales and the world.

Brief description:

Services and support for unpaid carers in North Wales.

The of the carers' work stream as prioritised by the North Wales Regional Partnership Board:

- Looks through the eyes of carers and to design sustainable services which will contribute to keeping carers healthy
- Focusses on what matters to the carer and what would help them to be a carer, to continue being a carer and to live their life the way they want to

Date Completed: Version: 2 28 June 2018

Completed by: North Wales Carers Operational Group

Key stakeholders and consultation

The strategy will affect all protected characteristics; it's a whole population approach to delivering the requirements of carers which are within the Social Services and Well-being Act (SSWBA).

Policies that may affect the proposal

- Social Services and Well-being (Wales) Act 2014
- Well-being of Future Generations (Wales) Act 2015
- North Wales Population Needs Assessment and Action Plan
- National Priorities for Carers, November 2017
- More Than Just Words – Follow-on Strategic Framework for Welsh Language Services in Health, Social Services and Social Care 2016-2019

Responsible service: Regional Partnership Board

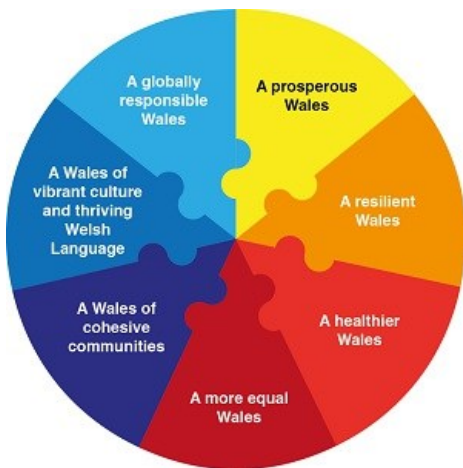
Localities affected: North Wales

Impact assessment summary and conclusion

Before we look in detail at the contribution and impact of the proposal, it is important to consider how the proposal is applying the sustainable development principle. This means that we must act "in a manner which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs."

Summary of impact

Wellbeing Goals



A prosperous region:	Positive and negative
A resilient region:	Positive
A healthier region:	Positive
A more equal region:	Positive and negative
A region of cohesive communities:	Positive
A region of vibrant culture and thriving Welsh language:	Positive
A globally responsible region:	Positive

Main conclusions

The Carers' Strategy:

- Tells us where we are at in North Wales and what matters to carers
- Outlines our priorities in terms of getting there
- Provides clarity on funding and sustainability of services for the future

- Considers how we could add value by working together regionally as well as collaboratively

The strategy also places a focus on:

- Meeting individual carers' needs in the best way
- Ensuring that we 'think carer' and that carers come to mind as soon as the person cared for
- Delivering services that are consistent

If the strategy's priorities and action plans are implemented, this should have a positive impact on carers' health and well-being, reduce inequalities and support the development of cohesive communities in North Wales.

There are potential negative impacts which may result, particularly from difficult choices about where to prioritise investment which may disadvantage some groups over others. There are also potential positive and negative impacts from the way we will commission, procure and use and develop services in the region to meet the care, well-being and support needs of carers.

The impact assessment has highlighted some potential impacts of the carers' strategy and we recommend that the impacts continue to be assessed as further strategic and operational decisions are made about how to implement the plan by the North Wales Carers' Strategic Group (NWCSG), the North Wales Carers Operational Group (NWCOG), the North Wales Young Carers Operational Group (NWYCOG) and the North Wales Carers' Reference Group (NWCRG).

Whilst carers and young carers are not formally identified as having protected characteristics, carers can be disproportionately impacted as a result of their caring role and in many instances face substantial economic and social disadvantages. Carers may be treated unfairly because of their association with the person they care for. For young carers and young adult carers this can impact their own development and life opportunities.

Carers can have protected characteristics and the North Wales Population Needs Assessment has identified data with regard to age and gender.

Some issues affecting people with protected characteristics may not be picked up by this assessment but could be addressed in services developed for carers.

Services for carers must be based on what matters for carers, taking into account the different needs of people with protected characteristics, and this will be a continued approach during the development of future action plans and play a key role in the development of services. The carers' offer which is part of the strategy places an emphasis on engagement with carers and hearing their voice so that services are designed around the carer.

The approach taken to completing the Well-being Impact Assessment was to ask the NWCOG members to lead on the development of the impact assessment and to consult on its content with members of the other groups.

The intention of the carers' strategy is to influence decision making and allocation of resources. How it will work practically will become clearer in time. We had to consider a number of different scenarios to complete the impact assessment which will need to be reviewed as more information becomes available. We need to ensure we understand the impact of the strategy on carers with protected characteristics and how we can manage impact/remove negatives, and what impact that will have on finances.

The likely impact on the region, Wales and the world

A prosperous region

Overall Impact: Positive and negative

Justification for impact

The focus of the carers' strategy is on what matters to carers. The strategy promotes the 'think carer' approach and ensures that carers are supported to engage in education opportunities, work or volunteering or to return to work when their caring responsibilities have come to an end.

The strategy also has a positive impact in the sense that it places an emphasis on employer standards.

The strategy therefore works towards a skilled and well educated population and carers are supported to secure decent work.

Carers have told us that receiving good access to services in rural areas is important to them, and that the cost of providing services in rural areas needs to be considered.

The mapping work undertaken to inform the strategy demonstrates that current funding for carers services reflects its unsustainable nature with providers not knowing whether funding streams will be available from one year to the next.

Specific models of care and support will be developed in future to respond to what carers say matters to them. The models chosen may also have positive impacts on progress towards a low carbon society and economic development.

Positive consequences identified:

Providing services closer to home and making the most of support available from friends, family and within local communities can be more efficient and reduce the need to travel.

An assessment of a carer must have regard to whether the carer wishes to work and whether they are participating or wish to participate in education, training or leisure activities.

Young carers are also encouraged and supported to access and engage in work, training, education, volunteering or recreational activities, increasing their skills, knowledge and employment opportunities.

All partners involved in the design and delivery of carers services in North Wales want to ensure that their organisations commit to the following:

- Identifying carers in the organisation
- Adopting a carer friendly infrastructure
- Committing to equitable provision for carers
- Providing opportunities to hear the voice of carers in the workplace
- Allow flexible working practices, where reasonable and practicable

Unintended negative consequences identified:

There may be negative impacts on service models that support carers at home if this is what matters to them, for example, support service, replacement care or a sitting service. These models may also increase the distances care workers travel.

Working regionally to use buying power to reduce costs can have negative impacts on the economy if it leads to low paid, insecure employment and reduces the ability of providers to invest in their businesses. Commissioning larger scale generic carer support contracts can make it more difficult for small, local providers to compete in the market.

Mitigating actions:

Considering the impacts when more is known about the specific models will help mitigate the impacts.

The young carers' action plan addresses the fact that young adult carers miss or cut short on average 48 days of school each year, having a negative impact on achievement and future attainment.

In terms of support for carers at home, innovative use of technology needs may be considered at all times as part of the solution, e.g. Skype may be used to offer some information, advice or support for the carer.

When commissioning services, consideration needs to be given to the procurement impact of generic carer support contracts.

A resilient region

Overall Impact Positive

Justification for impact

The impact will need to be considered when more is known about service developments which may result from the carers' strategy.

Positive consequences identified:

Services developed in response to the carers' strategy will need to consider how they can reduce waste, reuse and recycle. This could be considered as part of the commissioning process.

Services developed in response to the carers' strategy will need to consider how they can reduce energy/fuel consumption. This could be considered as part of the commissioning process.

People's awareness of the environment and biodiversity may not be affected directly but there may be specific projects, for example, to improve carers' well-being by making the most of the natural environment, which will have a positive impact.

Unintended negative consequences identified:

Developing a regional strategy does lead to increased fuel consumption due to travelling to meetings.

Mitigating actions:

The energy/fuel consumption of developing regional projects can be minimised by making use of technology to reduce the number of meetings and encouraging people to use public transport, car share and use fuel efficient vehicles to travel. There may be opportunities to promote awareness of the environment and biodiversity when developing projects to improve carers' well-being, which could be looked at along with the Public Services Boards.

A healthier region

Overall Impact: Positive

Justification for impact

Overall the carers' strategy aims to improve the health and well-being of carers and should have a positive impact.

The strategy also addresses the fact that the health and well-being of the person cared for is also important to ensure the well-being of the carer.

Positive consequences identified:

The aim of the carers' strategy is to improve health and well-being by ensuring that carers' needs are met in the best way. This is addressed through carers' needs assessments.

Also, the assessment of a young carer must be consistent with promoting the well-being of the child.

Providing support based around 'what matters' to carers should help increase participation in chosen leisure opportunities.

The strategy also recognises Direct Payments as a way in which to provide a personalised form for individuals to access services, and considers Direct Payments to be an enabler of co- production in care planning which affords individuals the freedom to plan flexible and innovative ways to maximise their well-being.

The strategy addresses the training support that carers need with the skills to support the person cared for's well-being.

One of the key measures of the carers' strategy is for social workers and other practitioners to evidence that they are applying the social care principle in all their social care decisions.

Unintended negative consequences identified:

Services, support and activities provided to carers may have a negative impact, and this needs to be considered when designing services.

Mitigating actions:

To minimise any negative impacts the specific health impacts of services should be considered as they are developed.

A more equal region

Overall Impact Positive and negative

Justification for impact

The carers' strategy promotes professionals to 'think carer' and to remove barriers to ensure that carers live their life the way they want to. The strategy promotes equality of access to support services as well as advocacy which can help to improve the well-being of people with protected characteristics. The impact assessment will need to be revisited as services for carers are developed in North Wales.

The protected characteristics considered under the Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Marriage or civil partnership
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation
- *For Welsh Language, please see [a region of vibrant culture and thriving Welsh language](#)*

The Equality Act can also protect carers from being treated unfairly because of their association with the person they cared for, which is referred to as 'discrimination by association.' This protects a person from being discriminated against because of a third party's protected characteristic.

Using a screening tool we identified potential positive and negative impacts of the plan on all protected groups (Appendix 1). The areas we considered were:

- Does the proposal relate to an area where there are known inequalities?
- To what extent will service users, employees or the wider community be affected?
- How will you know the needs of people with protected characteristics? What about individuals who have multiple protected characteristics? Does it relate to an area where there is a lack of published research or other evidence?
- Does it relate to an area where your organisation has set equality outcomes?
- Is there any evidence of higher or lower take-up or satisfaction by any of the identified groups?
- If there are limitations or barriers to access, do these amount to unlawful discrimination or is there potential for reducing inequalities or improving outcomes?

Positive consequences identified:

Improving the well-being of people with protected characteristics

The plan aims to improve the well-being of carers who need information advice and assistance, as well as support based around what matters to them. It also places an emphasis on services that work together to remove barriers to help carers improve their skills, financial situation and resilience. This should have positive impact on people with protected characteristics. The strategy incorporates an action plan for carers' services for young carers and young adult carers, and many carers' stories have been told by people with caring responsibilities for older people, people with chronic health conditions, physical disabilities and sensory impairments, learning disabilities, and mental health needs. The strategy has been designed around the 'what matters' to carers in North Wales.

The Population Needs Assessment identified that overall, more women provide unpaid care than men: 57% of carers in North Wales are women, and 42% are men. This difference has narrowed slightly since the 2001 census by one percentage point due to a greater increase in the numbers of men providing unpaid care. Specific provision to support male carers is available in North Wales, e.g. through male carer groups.

Because the carers' strategy is being produced on a regional basis it's easier for people with protected characteristics to get involved which may have financial benefits and avoid duplication and so on.

Tackling poverty

The strategy has identified the benefits of offering support for carers to improve their financial circumstances, such as offering support with benefit applications, signposting to specialist financial advice, awarding small grants, making grant applications on behalf of carers and supporting carers who wish to work or return to work. In addition to this, and importantly, carers support services offer emotional support and reassurances for carers who are anxious or concerned about their financial circumstances, or the circumstances of the person cared for, e.g. individuals who are waiting for a financial assessment. Support is also provided for carers with issues such as lasting power of attorney and funeral costs.

The strategy's young carers and young adult carers action plan addresses the need for individuals to be able to access and engage in work, training and volunteering, supporting them with future attainment.

Unintended negative consequences identified:

Improving the well-being of people with protected characteristics

Raised expectations in accordance with the offer for carers in North Wales, and awareness that there are differences in services between one area and another.

Raised expectations of local authorities to ensure that a support plan is in place following an assessment of needs.

The capacity of the public sector to respond to what matters to carers and to provide clarity about which areas of service development are to be prioritised.

There may be cumulative impacts of caring, for example, on people with a number of different protected characteristics, or combined with other needs such as poverty.

Addressing/reducing health inequalities

No clear impact on Gypsy and Traveller groups (known to have worse health outcomes).

Tackling poverty

Information services are increasingly accessed online – any reduction in alternatives could have a disproportionate impact on people who don't have access to the internet due to poverty or protected characteristics.

Mitigating actions:

As carer services are developed we need to talk to people about the detail. However, a more strategic regional approach should facilitate working towards the sustainability of services for the future, and if service gaps are addressed, the consistency of services.

The Alzheimer's Society's consultation on the Wales Dementia Strategy identified the need for more research to understand the impact of dementia in the Lesbian, Gay, Bisexual and Transgender (LGBT) community.

Further work is also needed to understand the additional carer burden and stress faced by carers and/or wider family networks from the Black, Asian and Minority Ethnic (BAME) community where supporting family members are the responsibility of the family without the support of external services.

As the partnership groups will be responsible for the implementation and reviewing the action plans relating to the strategy, these will need to ensure that the equality principles are considered. This will involve ensuring equality of opportunity and access to services, information sources, well-being and leisure activities, as well as participation. There also needs to be commitment to the engagement of people with protected characteristics as well as working together to co-produce.

Any future reviews of the action plans will need to take into account what matters to people with protected characteristics.

Evidence documents

North Wales Population Assessment

Consultation on the Wales Dementia Strategy – Alzheimer's Society

Engaging with people from the deaf and hard of hearing community – Alzheimer's Society

A region of cohesive communities

Overall Impact Positive

Justification for impact

The carers' strategy should have a positive impact on community cohesion. The impact will depend on what mitigation we put in place in the action plans relating to the strategy priorities. It may change over time as people are involved and projects develop.

Positive consequences identified:

Having listened to what matters to carers, the strategy takes into account that there is an emerging theme around the loneliness and social isolation of carers. This is taken into account as part of the support services that are currently provided for carers.

Carers services in North Wales are very much community based, e.g. peer support groups, drop-in sessions, and Single Point of Access Services. These services often make the most of community resources available, e.g. libraries, leisure centres.

Services for young carers also place an emphasis on increasing the resilience of young carers and facilitating their involvement in community based activities, e.g. planning recreational areas, involvement in local sports activities.

The carers' offer which is incorporated in the strategy places an emphasis on engagement with carers and hearing their voice so that services are designed around the carer. In addition to this, both formal and informal advocacy is addressed. The carers offer also expects that there is an active offer of services in Welsh.

Through the work of the NW Regional Partnership Board and its priorities, links are made with other work streams, e.g. Learning Disability Strategy, Workforce Strategy.

Unintended negative consequences identified:

The resource mapping tells us that carers' services in North Wales are inconsistent, and this can cause problems where the services are different in different communities.

Ensuring that the voice of all carers is listened to is important, not only those who are happy to be identified as carers, but also those who do not consider themselves as carers.

Mitigating actions:

It is necessary to engage with hard to reach groups and to support hard to reach groups to engage with us, including people with one or more protected characteristics. In doing so, we need to consider those who do not consider themselves to be carers and reach out to people in their own communities. It

is also necessary to think of creative ways of engaging, and understanding that different carers will have different needs in terms of holding the conversation about what is important for them.

Carers also need to be aware of the purpose of engagement and what they may expect to become of it. In addition to this, it is important the carers are provided with feedback and an explanation of what has happened following their contribution.

Just as important is the 'what matters' conversations taking place with carers, be that through a formal carers' needs assessment, or through an informal conversation. It is important that professionals are not caught up in the process of the formal carer needs assessment, but are part of a conversation involving the guiding principles of 'what matters'. One local authority area is currently analysing information on the reasons individuals reject carers' assessments. We also need to think about how we collate the information from 'what matters' conversations to inform services.

A region of vibrant culture and thriving Welsh language

Overall Impact Positive

Justification for impact

The carers' strategy aims to improve services for carers available in the Welsh language.

Positive consequences identified:

The resource mapping has involved the collating of information about carers' needs for services provided in Welsh.

The strategy also supports the requirement to make an 'active offer' of Welsh language services. This needs to be considered further when developing services.

The consultation on the Population Needs Assessment identified opportunities to use culture and heritage to support well-being, for example, through social prescribing. Focussing on what matters to carers should help access to culture and heritage they choose.

Unintended negative consequences identified:

If we are not able to recruit enough Welsh speaking staff our services could have a negative impact on the number of people using Welsh. This is especially relevant in the context of support services provided to carers.

The resource mapping has identified that many services are available bilingually, however it is unclear whether an active offer is made or if people need to make a request for a service in Welsh.

Mitigating actions:

Links to be made with the regional workforce strategy and the 'More than Words' project.

Further work is required as part of the resource mapping to identify which services make an active offer of Welsh language provision.

A globally responsible region

Overall Impact Positive

Justification for impact There are benefits to working together as a regional to write the carers strategy. We need to make sure we recognise the differences between areas and take the differences into account when designing services to meet local needs rather than regional structures. The carers offer is a regional offer with local commissioning.

Positive consequences identified:

Good commissioning with a focus on involving stakeholders and being clear about the social value of the investment will help providers plan services in future. We need to be clear about what's needed. The Social Services and Well-being (Wales) Act 2014 also requires us to support social enterprises.

The carers strategy is aligned with human rights issues that can affect people in receipt of services such as children's and older people's rights. Ensuring support for people who are vulnerable can help uphold people's rights, such as support to stay at home and right to family life.

The strategy has been designed through a co-production approach, making sure that carers' voices and other stakeholders' voices are heard. The strategy also addresses both formal and informal advocacy services.

The carers' strategy should help to inform other provision and better integrate strategies and collaboration to deliver high quality services.

Unintended negative consequences identified:

Working together to commission services on a regional level could have a negative impact on smaller organisations based in localities. Smaller organisations will not have the capacity to tender for larger contracts.

Conducting engagement arrangements on a regional level may mean that local carers' voices aren't heard, and make it less obvious how to engage.

Any regional commissioning could lead to loss of local relationships as well as the local presence in the community.

Standardising services may also mean the loss of good practice in some areas.

Mitigating actions:

Support other stakeholders and partners to form consortia and partnerships so they can collaborate more effectively at a regional level. Support small organisations to expand or increase capacity. Maintain the focus that the carers' strategy places on the regional offer with local commissioning.

Appendix 1: Screening tool

	Age	Disability	Gender reassignment	Marriage or civil partnership	Pregnancy and maternity	Race	Religion or belief	Sex	Sexual orientation	Welsh language
Does the proposal relate to an area where there are known inequalities?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Will the proposal have a significant effect on these groups?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
How will you understand people's needs?	North Wales Population Needs Assessment; local consultation; BCUHB survey; North Wales Carers' Reference Group; carers' stories; carers case studies; carer pathway mapping	North Wales Population Needs Assessment; local consultation; BCUHB survey; North Wales Carers' Reference Group; carers' stories; carers case studies; carer pathway mapping	North Wales Population Needs Assessment; local consultation; BCUHB survey; North Wales Carers' Reference Group; carers' stories; carers case studies; carer pathway mapping	North Wales Population Needs Assessment; local consultation; BCUHB survey; North Wales Carers' Reference Group; carers' stories; carers case studies; carer pathway mapping	North Wales Population Needs Assessment; local consultation; BCUHB survey; North Wales Carers' Reference Group; carers' stories; carers case studies; carer pathway mapping	North Wales Population Needs Assessment; local consultation; BCUHB survey; North Wales Carers' Reference Group; carers' stories; carers case studies; carer pathway mapping	North Wales Population Needs Assessment; local consultation; BCUHB survey; North Wales Carers' Reference Group; carers' stories; carers case studies; carer pathway mapping	North Wales Population Needs Assessment; local consultation; BCUHB survey; North Wales Carers' Reference Group; carers' stories; carers case studies; carer pathway mapping	North Wales Population Needs Assessment; local consultation; BCUHB survey; North Wales Carers' Reference Group; carers' stories; carers case studies; carer pathway mapping	North Wales Population Needs Assessment; local consultation; BCUHB survey; North Wales Carers' Reference Group; carers' stories; carers case studies; carer pathway mapping
Evidence of higher or lower take-up or satisfaction?	See above	See above	See above	See above	See above	See above	See above	See above	See above	See above

	Age	Disability	Gender reassignment	Marriage or civil partnership	Pregnancy and maternity	Race	Religion or belief	Sex	Sexual orientation	Welsh language
Does the proposal discriminate against these groups?	Positive and negative effects	Positive and negative effects	Positive and negative effects	Positive and negative effects	Positive and negative effects	Positive and negative effects	Positive and negative effects	Positive and negative effects	Positive and negative effects	Positive and negative effects
Is there potential for reducing inequalities or improving outcomes?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes