

Integrated Impact Assessment (IIA)

Informing our approach to fairness

Proposal: Transforming the adult social care front door

Date of assessment: November 2023

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Portfolio: Healthy, Caring City

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Section A: Current service

1. What does the service / function / policy do?

The 'adult social care front door' is a term used to describe where a person first comes into contact with adult social care. In most cases, a person's first contact with adult social care in Newcastle is with our Social Care Direct service.

The service provides information and advice about adult social care to local people. Where relevant, the service also links people into a statutory assessment of their needs so that they can get appropriate support. This service is provided free of charge to all adults in the city, regardless of their age or circumstances.

People contact us for many different reasons. Usually, it is because they find that they (or a loved one) are struggling with day-to-day tasks for the first time, such as getting dressed, getting washed, taking medication, or eating.

People commonly contact the service to ask for:

- Advice about how to get support for day-to-day tasks for a short period of time. For example, while they are recovering from an illness or injury which is expected to get better.
- Advice about how to get support for day-to-day tasks on a long-term basis. For example, to help them manage when they have a condition or disability which is not expected to get better.
- Advice about how to remain independent at home, or to plan ahead for care in the future. For example, to ask about the types of adaptations and equipment that are available, or for advice on housing options.

The service helps people by:

- Offering information and advice. In many cases, people can be helped by getting good and reliable information, for example, from our [Information Now](#) service.
- Signposting to support which is available in the city. For example, people may be advised about community groups that exist in their area, or health services which can help them.
- Offering advice about equipment and adaptations. For example, linking people into the [Your Equipment Newcastle](#) service so that people can see the types of equipment available to help make day-to-day tasks more manageable.
- Arranging a Care Act or Carers Assessment. This is a statutory assessment of a person's care and support needs and is undertaken by a qualified Social Worker.
- Arranging an Occupational Therapy Assessment. This is a statutory assessment looking at how a person can be supported to carry out the tasks that are important to them.
- Responding to safeguarding concerns.

Wherever possible, we aim to support people to remain well and independent for as long as possible. This means offering early information, advice, and support, to try and prevent longer-term needs in the future.

2. Who do we deliver this service / function / policy for?

The service supports adults of all ages across the city, including people with care and support needs, and unpaid carers.

Between April 2022 and March 2023, 10,096 people contacted Newcastle adult social care for the first time to request support, information, or advice.

3. Why do we deliver this service / function / policy?

Under the Care Act 2014, local authorities are given duties to prevent, reduce, and delay the need for care and support, and to provide certain types of information and advice.

Many of these functions are currently delivered through our Social Care Direct service and our Information Now service.

The relevant Care Act 2014 provisions are:

“A local authority must provide or arrange for the provision of services, facilities or resources, or take other steps, which it considers will –

- a) contribute towards preventing or delaying the development by adults in its area of needs for care and support;
- b) contribute towards preventing or delaying the development by carers in its area of needs for support;
- c) reduce the needs for care and support of adults in its area;
- d) reduce the needs for support of carers in its area.”

“A local authority must establish and maintain a service for providing people in its area with information and advice relating to care and support for adults and support for carers.”

The intention of these services is to support people to remain well and to help people understand what support is available in the city and how to access it.

4. How much do we currently spend on this service / function / policy?

Gross expenditure: £835,817

Gross income: £0

Net budget: £835,817

Comments: The above expenditure relates to staffing costs within Social Care Direct, Information Now, and contract spend for Your Equipment Newcastle. However, the financial impact made by these services is realised within in our commissioning budgets across adult social care.

Commissioning spend equates to approximately £101,677,400 per annum. The proposal is to reduce the costs of this commissioning spend by £500,000 by preventing, reducing, and delaying more needs at the adult social care front door.

5. How many people do we employ to deliver this service / function / policy?

Number of posts: 19

Number of full-time equivalent officers: 16.7

Comments: The above posts are made up of colleagues across Social Care Direct and Information Now.

Section B: Proposal for future service

1. How do we propose to change the service / function / policy?

Over the past two years we have committed to embedding Asset Based Community Development (ABCD) principles across all our work. ABCD helps us build on the assets that are found in our communities; bringing people and organisations together to realise and develop their strengths. You can read more about it on the [Nurture Development website](#). We have been using this methodology in the roll out of our Newcastle Neighbourhoods and 3 Conversations models. This proposal challenges us to look at how we can apply these principles to our adult social care front door (Social Care Direct).

This proposal gives us the opportunity to broaden the scope of the team to include the services described above as well as Occupational Therapy, digital advice and support, Community Connectors, and an enablement offer all with a focus on providing rapid short-term support, information, and advice, which can prevent longer-term need.

We will work with people we support and colleagues in the voluntary and community sector to redesign our adult social care front door and increase our focus on prevention, helping more people to remain independent and well for longer.

2. What evidence have we used to inform this proposal?

Front Door research undertaken by Ways to Wellness, commissioned by the Elders Council

- Research into the Torbay model showed us that there is potential to prevent more people from needing social care by offering more services during their first contact with adult social care.
- By linking the front door more closely to communities there is potential to help people remain well for longer.

Service data

- There were 6% more new requests for support within Social Care direct during 2022-23 than in 2021-22.
- During 2022-23, 4,798 people accessed long-term support via adult social care.

2021 Census

- There has been a 7% growth in the city's adult population since 2011, and a 15% increase in the number of people aged 65+.
- 7.5% of people said they were in bad or very bad health.

- 11.2% of people said their day-to-day activities were limited a little, while 9.7% of people said their day-to-day activities were limited a lot.
- 5.3% of people provide more than 19 hours of unpaid care per week.

Please note: Census 2021 was undertaken during the COVID-19 pandemic, this may have impacted some responses, particularly those relating to current health, ability to undertake day-to-day tasks, and the number of hours of unpaid care being carried out.

Adult social care user survey

- 65.7% of people said they found it very easy to find information and advice about support, services, or benefits.
- 47% of people said they had never tried to find information or advice.
- 89.4% of people said they were quite satisfied or extremely satisfied with their care and support services.

3. What will be the financial impact of this proposal?

During 2024-25, this proposal will realise net revenue savings of £500,000.

4. What will be the impact upon our employees of this proposal?

Number of FTE: 0 FTE

% of workforce: 0%

Comments: while this proposal will reshape how we provide support at the adult social care front door, it does not relate to any workforce reductions.

Section C: Consultation

1. Who did we engage with to develop this proposal?

Who we have engaged with to develop this proposal: Elders Council, Ways to Wellness, adult social care colleagues, and the Integrated Care Board.

When / how: as part of the Front Door Research Study during Spring and Summer 2023.

Main issues raised: there is potential to learn from models elsewhere in the country, such as in Torbay. This research showed us that there is potential to further prevent social care needs by linking even more closely with communities and having a wider range of roles as part of the front door, for example, occupational therapy, digital advice, and Reablement.

2. Who do we want / need to engage with during consultation?

Who we want to engage with during consultation: people who use adult social care services in Newcastle.

When / how: between December 2023 to January 2024 as part of the council-wide Let's Talk budget consultation process. We will also work with people to co-design elements of the front door beyond the budget consultation process if this proposal is agreed.

Who we want to engage with during consultation: unpaid carers in Newcastle.

When / how: between December 2023 to January 2024 as part of the council-wide Let's Talk budget consultation process. We will also work with unpaid carers to co-design elements of the front door beyond the budget consultation process if this proposal is agreed.

Who we want to engage with during consultation: colleagues who work in adult social care, specifically those who work in Social Care Direct, and Information Now.

When / how: between December 2023 to January 2024 as part of the council-wide Let's Talk budget consultation process. We will also work with colleagues to co-design elements of the front door beyond the budget consultation process if this proposal is agreed.

Who we want to engage with during consultation: voluntary and community sector organisations with an interest in adult social care.

When / how: between December 2023 to January 2024 as part of the council-wide Let's Talk budget consultation process. We will also work with local organisations to co-design elements of the front door beyond the budget consultation process if this proposal is agreed.

3. Who provided feedback during the consultation process? (to be completed post-consultation)

Who provided feedback in the consultation process (to be completed post-consultation): to be completed post-consultation.

When / how: to be completed post-consultation.

Main issues raised: to be completed post-consultation.

Section D: Impact assessment

The section below sets out actual or potential disadvantages or benefits that may arise from implementing this proposal. This assessment is set out for people with characteristics protected by the Equality Act 2010 and other broader areas of potential impact.

People with protected characteristics

Age

Type of impact: potential benefit.

Detail of impact: people seeking adult social care support for the first time are more likely to be older adults. By enhancing the preventative support being offered it is anticipated that more adults will be supported to remain well for longer.

How will this be addressed or mitigated?: we will work with older people in the city, and the Elders Council, to co-design elements of the service. We will also use age friendly principles in the design.

Disability

Type of impact: potential benefit.

Detail of impact: people seeking adult social care support for the first time are more likely to be disabled. By enhancing the preventative support being offered it is anticipated that more adults will be supported to remain independent for longer.

How will this be addressed or mitigated?: we will work with people with disabilities in the city to co-design elements of the service. We will also use disability friendly principles in the design.

Gender reassignment

Type of impact: None.

Detail of impact: Not applicable.

How will this be addressed or mitigated?: Not applicable.

Sex

Type of impact: None.

Detail of impact: Not applicable.

How will this be addressed or mitigated?: Not applicable.

Marriage and civil partnership

Type of impact: None.

Detail of impact: Not applicable.

How will this be addressed or mitigated?: Not applicable.

Pregnancy and maternity

Type of impact: None.

Detail of impact: Not applicable.

How will this be addressed or mitigated?: Not applicable.

Race and ethnicity

Type of impact: None.

Detail of impact: Not applicable.

How will this be addressed or mitigated?: Not applicable.

Religion and belief

Type of impact: None.

Detail of impact: Not applicable.

How will this be addressed or mitigated?: Not applicable.

Sexual orientation

Type of impact: None.

Detail of impact: Not applicable.

How will this be addressed or mitigated?: Not applicable.

Other potential impacts

Unpaid carers

Type of impact: potential benefit.

Detail of impact: carers are likely to contact the adult social care front door during their time as a carer. A front door which can provide more preventative support at an early stage will be of potential benefit to people who are caring for others in our city.

How will this be addressed or mitigated?: we will work with carers to inform the design of our adult social care front door that meets individual needs.

People vulnerable to socio-economic impacts

Type of impact: None.

Detail of impact: Not applicable.

How will this be addressed or mitigated?: Not applicable.

Businesses

Type of impact: None.

Detail of impact: Not applicable.

How will this be addressed or mitigated?: Not applicable.

Geography

Type of impact: None.

Detail of impact: Not applicable.

How will this be addressed or mitigated?: Not applicable.

Community cohesion

Type of impact: None.

Detail of impact: Not applicable.

How will this be addressed or mitigated?: Not applicable.

Community safety

Type of impact: None.

Detail of impact: Not applicable.

How will this be addressed or mitigated?: Not applicable.

Public Health

Type of impact: potential benefit.

Detail of impact: providing more preventative support at an earlier stage may help people to remain well for longer, improving overall health and wellbeing.

How will this be addressed or mitigated?: we will work alongside colleagues in Public Health to inform the design of the adult social care front door.

Climate

Type of impact: None.

Detail of impact: Not applicable.

How will this be addressed or mitigated?: Not applicable.