

## Supporting Information and Impact Assessment

Proposal:	<b>Reduction in the funding given to seAp Advocacy</b>
Executive Lead:	Cllr Julien Parrott, Lead for Adults and Children
Director / Assistant Director:	Caroline Taylor, Director Adult Services

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<b>Section 1: Background Information</b>	
<b>1.</b>	<p><b>What is the proposal/issue?</b></p> <p>The proposal is to reduce the funding we provide to seAp (support, empower, Advocate, promote) Advocacy. seAp undertake independent Health Complaints Advocacy in Torbay. The proposals are:</p> <ul style="list-style-type: none"> <li>• no change in funding for 2017/18; and</li> <li>• £3k reduction in funding for 2018/19.</li> </ul> <p>As the current budget is £26k, this equates to a budget reduction of approximately 10%.</p>
<b>2.</b>	<p><b>What is the current situation?</b></p> <p>seAp is an independent charity that provides free independent and confidential advocacy services to members of the public in Torbay. The current contract is focused around Health Complaints Advocacy. Independent Health Complaints Advocacy helps members of the public make a complaint about any aspect of their NHS care or treatment. This includes treatment in a private hospital or care home that is funded by the NHS. In 2015/16 the complaints advocacy that seAp undertook covered the two trusts that have joined to form the new Integrated Care Organisation (51%), Devon Partnership Trust (26%) and the South Devon and Torbay CCG (17% - of which 75% related to GPs). The contract does not currently cover non-statutory advocacy services.</p> <p>The council has a statutory duty to ensure that people in Torbay have access to an Independent Health Complaints Advocacy service, though we could procure/commission the service differently.</p> <p>Due to significant budget pressures faced by Torbay Council we are proposing to reduce the level of funding provided by the authority, whilst still providing financial assistance to support an Independent Health Complaints Advocacy service for the residents of the Bay.</p>

	<p>No significant implementation costs are associated with this proposal, though potential costs to the wider community are reflected in section 2. of this Impact Assessment.</p>
3.	<p><b>What options have been considered?</b></p> <p>Provision of an Independent Health Complaints Advocacy service is a statutory requirement for the council. Within the constraints of the Health and Social Care Act 2012, there is flexibility for local authorities to develop NHS complaints advocacy models to suit local circumstances.</p> <p>In parallel to this proposal, future options will be developed with regards to how we commission and procure information, advice and advocacy services and encourage providers to build on their partnerships with each other, to achieve a more integrated offer to the public.</p>
4.	<p><b>How does this proposal support the ambitions, principles and delivery of the Corporate Plan 2015-19?</b></p> <p>Ambitions: Prosperous and Healthy Torbay</p> <p>Principles:</p> <ul style="list-style-type: none"> <li>• Use reducing resources to best effect</li> <li>• Integrated and joined up approach</li> </ul> <p>Targeted actions:</p> <ul style="list-style-type: none"> <li>• Protecting and supporting vulnerable adults</li> </ul>
5.	<p><b>Who will be affected by this proposal and who do you need to consult with?</b></p> <p>There is the potential for the following to be potentially affected by this proposal:</p> <ul style="list-style-type: none"> <li>• SeAP</li> <li>• The general public</li> </ul>
6.	<p><b>How will you propose to consult?</b></p> <p>Consultation will take place as part of the general consultation on the budget proposals and via the service provider.</p>

## Section 2: Expected Implications and Impact Assessment

(These sections will be updated and expanded following the consultation period.)

7.	<p><b>What are the <u>expected</u> financial and legal implications?</b></p> <p>The proposal would achieve a financial saving of £3k over the next two years.</p> <p>There are limited direct cost implications to the council. However, there may be indirect financial and legal costs to the wider health and care system if the provider has to reduce their service e.g. possible increases in litigation or missed opportunities to learn from service failure to improve how we support the public.</p>
8.	<p><b>What are the <u>expected</u> risks?</b></p> <p>As we are not proposing to discontinue funding to seAp and the proposed budget reductions are relatively small, the expected risks are minimised. However, the impact on the service provider might require them to reduce their service and case-load. A reduced level of advocacy might therefore risk:</p> <ul style="list-style-type: none"><li>• NHS service user's views may not being heard, with people (including vulnerable adults with learning disabilities or mental health conditions) not feeling as involved in decision making;</li><li>• Potentially reduced emotional support to service users, with fewer people able to take advantage of the benefits of advocacy in terms of increasing their confidence and self-esteem, to become more self-sufficient;</li><li>• There may be fewer opportunities to have a positive impact on the behaviour and knowledge of health and care professionals;</li><li>• Could mean the quality of service provision not improving, due to lost opportunities to learn from service user's experiences (good and bad) of the health and care system; and</li><li>• If the proposal is not accepted, savings will need to be found elsewhere.</li></ul>

## Section 2: Implications and Impact Assessment

### 9. Public Services Value (Social Value) Act 2012

The proposal itself relates to a possible reduction in funding and not a significant change in service. However, as the contract for this service is due to expire in March 2016 we are undertaking a re-procurement exercise to cover the period from April 2017 until March 2019 (two years).

### 10. What evidence / data / research have you gathered in relation to this proposal?

The Torbay Health Complaints Advocacy Annual Report (2015/16) produced by seAp notes that, '86% of all clients accessing the service were from vulnerable groups...the highest being 30% people with a Physical Disabilities'. In addition, '...We would normally expect a Mental Health Trust to receive approximately 15-20% of the complaints; however this figure is over a quarter of complaints'.

As part of the budget consultation council colleagues met with the manager of Devon, Plymouth and Torbay seAp and the proposal was also included in the questionnaire available to the general public.

### 11. What are key findings from the consultation you have carried out?

Public consultation on the budget proposals started on 7<sup>th</sup> November 2015 and closed on the 16<sup>th</sup> December 2016. An online and paper survey was made available.

The following response was received in relation to this proposal:

#### seAp (Support, Empower, Advocate, Promote)

**To reduce the funding provided to seAp.**

**This proposal is expected to save £3,000 in 2018/19.**

*seAp undertake independent health complaints advocacy in Torbay e.g. help resolve issues and concerns about wellbeing, health or social care services. The proposed budget for next year would be £26,000.*

Do you support this proposal?	Number	Percent
Yes	286	68.6%
No	106	25.4%
No answer	25	6.0%
<b>Total</b>	<b>417</b>	<b>100.0%</b>

	<p>A quarterly contract review meeting was held with seAp in December 2016 where they were advised to:</p> <ul style="list-style-type: none"><li>• respond to the proposals directly related to them;</li><li>• ask them to encourage their service users and stakeholders to respond to the proposals; and</li><li>• encourage the providers to comment on the wider budget proposals where they felt it was relevant.</li></ul> <p>As a result any feedback received from seAp or their service users would have been included in the general consultation feedback as above and will be included in the budget consultation report.</p>
12.	<p><b>Amendments to Proposal / Mitigating Actions</b></p> <p>None.</p>

## Equality Impacts

13	Identify the potential positive and negative impacts on specific groups			
		Positive Impact	Negative Impact & Mitigating Actions	Neutral Impact
	Older or younger people	No differential impact.		
	People with caring Responsibilities	No differential impact.		
	People with a disability		<p>As noted in section 10. above the service provides advocacy advice to vulnerable people, including those with a physical disability and/or mental health illness. Any potential reductions in service may therefore have a disproportionately negative impact on this specific client group.</p> <p>However as we are not proposing to discontinue funding to seAp and the proposed budget reductions are relatively small, the expected risks are minimised.</p>	
	Women or men	No differential impact.		
	People who are black or from a minority ethnic background (BME) <i>(Please note Gypsies / Roma are within this community)</i>	No differential impact.		

	Religion or belief (including lack of belief)	No differential impact.
	People who are lesbian, gay or bisexual	No differential impact.
	People who are transgendered	No differential impact.
	People who are in a marriage or civil partnership	No differential impact.
	Women who are pregnant / on maternity leave	No differential impact.
	Socio-economic impacts (Including impact on child poverty issues and deprivation)	No differential impact
	Public Health impacts (How will your proposal impact on the general health of the population of Torbay)	No differential impact
<b>14</b>	<b>Cumulative Impacts – Council wide</b> (proposed changes elsewhere which might worsen the impacts identified above)	The proposed reductions in Healthwatch Torbay funding might have an impact in terms of the number of referrals they pass on to seAp.
<b>15</b>	<b>Cumulative Impacts – Other public services</b> (proposed changes elsewhere which might worsen the impacts)	National or local policy changes within NHS services might have an impact on the services provided by seAp.

	identified above)	
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