



Oversight and Governance

Chief Executive's Department
Plymouth City Council
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CABINET

Monday 10 July 2023
2.00 pm
Council House, Plymouth

Members:

Councillor Evans OBE, Chair

Councillor Laing, Vice Chair

Councillors Briars-Delve, Coker, Cresswell, Dann, Haydon, Lowry, Penberthy and Aspinall.

Members are invited to attend the above meeting to consider the items of business overleaf.

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Tracey Lee
Chief Executive

Cabinet

Agenda

Part I (Public Meeting)

1. Apologies

To receive apologies for absence submitted by Cabinet Members.

2. Declarations of Interest

Cabinet Members will be asked to make any declarations of interest in respect of items on this agenda.

3. Minutes (Pages 1 - 12)

To sign and confirm as a correct record the minutes of the meeting held on 12 June 2023.

4. Questions from the Public

To receive questions from the public in accordance with the Constitution.

Questions, of no longer than 50 words, can be submitted to the Democratic Support Unit, Plymouth City Council, Ballard House, Plymouth, PL1 3BJ, or email to democraticsupport@plymouth.gov.uk. Any questions must be received at least five clear working days before the date of the meeting.

5. Chair's Urgent Business

To receive reports on business which, in the opinion of the Chair, should be brought forward for urgent consideration.

6. Leader's Announcements

7. Cabinet Member Updates

8. Administration Priorities Update (Pages 13 - 26)

9. Commissioning of Resettlement Support Service (formally Refugee Integration and Support Service) (Pages 27 - 54)

10. Options for the future delivery of extra care housing and social inclusion (Pages 55 - 76)

11. Exempt Business

To consider passing a resolution under Section 100A(4) of the Local Government Act 1972 to exclude the press and public from the meeting for the following item of business on the grounds that it involves the likely disclosure of exempt information as defined in paragraph 3 of Part I of Schedule 12A of the Act, as amended by the Freedom of Information Act 2000.

PART II (PRIVATE MEETING)

- 12. Options for the Future Delivery of Extra Care Housing and Social Inclusion (Pages 77 - 78)**

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Cabinet**Monday 12 June 2023****PRESENT:**

Councillor Evans OBE, in the Chair.

Councillor Laing, Vice Chair.

Councillors Briars-Delve, Coker, Cresswell, Haydon, Lowry, Penberthy and Aspinall.

Apologies for absence: Councillor Dann.

The meeting started at 2.00 pm and finished at 3.35 pm.

Note: The full discussion can be viewed on the webcast of the City Council meeting at www.plymouth.gov.uk. At a future meeting, the Council will consider the accuracy of these draft minutes, so they may be subject to change. Please check the minutes of that meeting to confirm whether these minutes have been amended.

1. Declarations of Interest

No declarations of interest were made.

At this point of the meeting, The Leader held a minutes silence in memory of Former Councillor Vivien Pengelly and Alderman Ted Fry, as they had passed away.

2. MinutesThe Cabinet agreed the minutes of the meeting held on 9 March 2023 as a correct record.**3. Questions from the Public**

There was one question from a member of the public –

The following question was received by Mike Sheaff and answered by The Leader on behalf of Councillor Sue Dann:	
Question: The statutory time limit for public authorities to respond to freedom of information requests is twenty working days. How many responses to requests received by Plymouth City Council are currently outside of this time limit? By what date do you expect the city council to meet the statutory time limit?	Answer: As of 26th May 2023, the Council has 48 Freedom of Information requests that are overdue. It is not possible to provide an exact date when all of these will be complete due to the various dates that they were sent in, and the complexity of some individual requests. The Council receives over 1,100 requests each year, which equates to 5 per working day. Not every request can be fulfilled within the statutory timescale due to the complexity of some requests and fluctuations in daily volumes received,

	and as a result there will be variations in the number that are overdue on a daily basis. The Council responded to 88% of all requests in 2022/23 within the timescales.
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4. **Chair's Urgent Business**

There were no items of Chair's urgent business.

5. **Leader's Announcements**

The Leader gave the following announcements:-

- a) A £25m investment had been secured for Colin Campbell Court;
- b) The Leader had signed an executive decision to approve a £19m investment in the next phase of the Derriford District Centre from the Property Regeneration Fund and Devon Contractors would be starting work imminently to provide a heart for the North of the City and the Council would derive long term income from the investment;
 - i. M&S would be opening a brand new food store, twice the size of their existing store;
 - ii. There would be a new EV charging site;
 - iii. 100 permanent jobs would be created as well as 120 construction jobs;
- c) PWC Good Growth Report had ranked Plymouth's economy at 5th highest in the UK for Good Growth with particularly strong performances in income distribution, work-life balance and transport, as well as ranking Plymouth 1st for most improved city with the highest overall change in the Good Growth score from 2022-2023. Furthermore, the Resurgam Programme, undertaken by the Labour Administration, was mentioned as a cases study;
- d) The NMP's (National Marine Park) capital projects had been funded by the Heritage Lottery and were being submitted to planning, with the projects focusing on what people had told the Council they wanted to see;
 - i. Access to 2 Napoleonic Forts at Mount Edgcumbe and Mountbatten would be opened to the public;
 - ii. A number of derelict buildings at Tinside would be brought back into use to open a youth hub and a public sun terrace with a stunning view of Plymouth Sound;
 - iii. Improvements would be made to the Mountbatten Peninsular with better access to the sea;

- iv. A new eatery would be established at the Mountbatten Centre as well as the Centre being modernised to enable them to work with more young people from the local area;
 - v. A stage 2 bid would be made to the National Lottery in late 2023 with the hope of working starting in 2024;
- e) The Leader was pleased to have attended his first Freeport Meeting and expressed his excitement that the Freeport would be used to incentivise more green and marine-based companies to be in Plymouth and the Leader had brought up the need to push for improvements to the National Grid across the peninsula which would be key to decarbonisation.

6. **Cabinet Member Updates**

Councillor Jemima Laing (Deputy Leader and Cabinet Member for Children's Social Care, Culture, Events and Communications) gave the following updates:-

- a) The Box had welcomed its 500,000th visitor since opening; it had received 250,000 visitors in a year, compared to the previous Plymouth Museum's 80,000 visitors per annum, and was still increasing despite the fact that most new attractions have high first year attendance and then plateau;
- b) The Box's Summer Programme – 'Summer of Colour and Light' had been announced and would be opened on 24 June 2023 by the President of the Royal Academy, Rebecca Salter, and would include the following three shows:
 - i. Reframing Reynolds: A Celebration - The 300th anniversary of Joshua Reynolds, who founded the Royal Academy, and the only national show celebrating the anniversary;
 - ii. Rana Begum: Dappled Light – a 21st century Royal Academician;
 - iii. Solomon Hart: The Execution of Lady Jane Grey - The story of Solomon Hart, which would include a picture that had been lost in the archives for 100 years by the most important 19th century Jewish artist, who was also a Royal Academician;
- c) The LGA Culture, Tourism and Sport Board would be making their first visit to Plymouth on 21 June 2023, hosted at Market Hall, TR2 and The Box to hear more about Plymouth's cultural journey.

Councillor Sally Haydon (Cabinet Member for Community Safety, Libraries, Cemeteries & Crematoria) provided an update and highlighted:-

- d) The Bereavement Service had invited staff, Councillors and partners from the funeral industry, to an open day at the new crematorium which would be known as 'The Park' which was set to open in Spring 2024;

- e) Plymouth's Purple Flag status for the evening and night time economy areas had been renewed with no recommendations, but work continued to try and make people feel safer following feedback from the VAWG (Violence Against Women and Girls) perception survey;
- f) That Plymouth City Council would be signing up to the Community Safety Charter (a scheme under the Neighbourhood Watch banner), whose aim was to involve a wider range of local organisations, charities, businesses and groups in crime prevention activity to extend the scope of the work towards a goal of eliminating harassment, antisocial behaviour and intimidation.

Councillor Mark Lowry (Cabinet Member for Finance) provided the following update:-

- g) There would be an investment of £25m in a new community diagnostics centre in the west end of the city centre, with more announcements to come in creating a 'Health Village' in the west end.

Councillor Mark Coker (Cabinet Member for Strategic Planning and Transport) provided the following updates:-

- h) He had worked with Councillor Kevin Sproston in approaching Plymouth City Bus on getting involved with the Community Safety Charter, as mentioned by Councillor Sally Haydon;
- i) Mount Wise pools had opened in the weeks previous with no charge to the public which was important to allow local people, and people from across the city, to access the water for free and to reduce social isolation and improve mental health, who had expressed in feedback that they might not have been able to afford to use the pools, had a charge been introduced and he thanked Ruth Harrell (Director of Public Health) and Plymouth Active Leisure for working with him on this.

Councillor Mary Aspinall (Cabinet Member for Health and Adult Social Care) provided the following updates:-

- j) There were 9,000 people on the NHS waiting list in 2019 and this had increased to 21,000 in 2023 and so a Dental Task Force was going to be launched and would report quarterly on progress;
- k) An 'Ageing Well' agenda would have been launched with the aim of better looking after, treating and working better with older population;
- l) She had been involved in making a video to say thank you to carers across Plymouth for all of the wonderful work they were doing and to help raise awareness of the support services available to them as carers.

7. **Cabinet Appointments 2023 - 24**

Cabinet agreed to note the Cabinet Appointments for 2023/24.

8. **Corporate Plan 2023 - 2026: Key messages**

The Leader introduced the item and highlighted:-

- a) The Corporate Plan 'on a page' would show the public, members, staff and partner organisations the vision for the city, values and priorities;
- b) The vision that Britain's Ocean City would be one of the Europe's most vibrant waterfront cities where an outstanding quality of life would be enjoyed by everyone would remain;
- c) Labour had been elected on five key pledges for building a better Plymouth and these were reflected in the revised Corporate Plan alongside their long-standing commitment to keeping children, adults and communities safe;
- d) Priorities included tackling anti-social behaviour, increasing green investment, more affordable homes to buy and rent, tackle GP and Dentist shortages, tackling the impact of the cost of living crisis.

Tracey Lee (Chief Executive, Plymouth City Council) added:-

- e) The Corporate Plan would be visible in all Council buildings and on the Council's IT systems, as previous, and therefore would be easy to refer to;
- f) The Corporate Plan would be key for budget setting;
- g) Important to have clear priorities for inspections;
- h) Shows what the Council wants to achieve and how through a series of action plans that would sit below the Corporate Plan;
- i) Performance metrics would show what was changing and what had been achieved.

Cabinet agreed to:-

- 1. The revised mission, values and priorities that underpinned the Council's Corporate Plan 2023-26;
- 2. Recommended to Council that the revised Corporate Plan 2023-26 was adopted as part of the Council's policy framework.

9. **Cost of Living**

The Leader introduced the item on the cost of living in the absence of Councillor Sue Dann (Cabinet Member for Customer Services, Sport Leisure and HR & OD) and highlighted the following:-

- a) Energy, food and fuel prices had increased significantly, as well as mortgages, which had had an impact on rental costs;
- b) Government statistics showed that 20% of children were living in low-income families and of those, nearly 75% were families in work;
- c) The average wage in Plymouth was significantly below the national average;
- d) Demand for crisis support had increased by three times in comparison to the previous year with record amounts of households in temporary accommodation;
- e) Councillor Sue Dann would be leading a working group to work with a wide range of organisations across the city who were on the front line providing support, to develop a Cost of Living Action Plan, which would be reported on to Cabinet in two months;
- f) The Leader had instructed officers to begin work as soon as possible on any actions that could be implemented more quickly.

Dr Ruth Harrell (Director of Public Health) added:-

- g) Although inflation was dropping slightly, the gap between income and outgoings on necessities was still increasing;
- h) Cost of Living would be a very significant issue for Plymouth, and for other areas, for the foreseeable future;
- i) The Cost of Living crisis was also damaging health and wellbeing;
- j) There were community and voluntary sector organisations across the city that wanted to continue to work to help and the Council would continue to work closely with them to understand what more could be done to support them and the households, across the city, that were struggling.

Councillor Chris Penberthy (Cabinet Member for Housing, Co-operative Development and Communities) added:-

- k) Labour administrations had worked over the past decade to tackle the systemic problems of poverty in Plymouth and it was important to continue this;
- l) It was important to tackle the long-term systemic issues, but also the short-term impacts and the action plan would make this possible.

Cabinet agreed:-

1. The Terms of Reference for the Cost of Living Working Group;
2. Required the Chair of the Cost of Living Working Group to report back to Cabinet in August 2023 with an action plan.

10. **Ageing Well**

Councillor Mary Aspinall (Cabinet Member for Health and Adult Social Care) introduced the Ageing Well item and highlighted:-

- a) It was a national pattern that there were increasing numbers of older people in the population which was often portrayed as an issue which this initiative would aim to change;
- b) The initiative would endeavour to make Plymouth accessible and inclusive city where everyone could thrive, regardless of their age and would empower older residents to live their lives to the fullest and enjoy a good quality of life;
- c) A city-wide steering group would be set up to identify the benefits of the programs in place across the city, but also to identify where the gaps were and how they could be filled;
- d) Older people would not be defined by a number as the Council recognised that people of all ages can feel different from others the same age as them and the benefits of the programmes would be for the benefit of the population of Plymouth as a whole.

That Cabinet agreed:-

1. To commit to the development and implementation of the Ageing Well programme (and through this, apply to become a member of the UK Network of Age-friendly Communities);
2. Delegate to Councillor Mary Aspinall (Cabinet Member for Health and Adult Social Care) to approve the Terms of Reference of, and to Chair, a city wide steering group to oversee the work from a stakeholder and older persons' perspective. This would be supported by appropriate Council Officers, and Task and Finish groups;
3. Through this Steering Group, to develop and/or implement;
 - a. a baseline assessment;
 - b. a strategy to set the vision;
 - c. an action plan;
 - d. an evaluation framework
4. Receive an update report to Cabinet in six months detailing progress.

11. **Provisional Capital and Revenue Outturn Report 2022 - 23**

Councillor Mark Lowry (Cabinet Member for Finance) introduced the report:-

- a) It is a requirement by law that the Council balance its books;

- b) 2022/23 had involved unforeseen financial challenges including the cost of energy had amounted to £20m and £9.8m had had to be drawn from useable reserves and £1.1m of corporate adjustments had been made through capitalisation;
- c) The Council had not had to draw down from its working balances, which would remain at £8.4m;
- d) Utility costs had increased significantly;
- e) Some areas had overspent, but others had underspent and balanced out, but it was important to monitor the areas of overspend to try and avoid that in the 2023/24 financial year;
- f) Only £86m of the £189m capital programme expenditure had been spent, mainly due to challenges in supply chains and labour shortages.

David Northey (Interim Section 151 Officer) added:-

- g) It was important to learn lessons from the overspends and pressures, moving into the next year.

The Leader then added:-

- h) Councils were the only part of the public sector who were required to balance their books;
- i) Difficult decisions would need to be made;
- j) The Council was not immune to increasing costs with electricity costs having increased significantly;
- k) Thanks to David Northey and finance officers for their work over the previous 12 months.

Cabinet agreed to:-

1. Note the Provisional Revenue Outturn position for the year to 31 March 2023;
2. Note the Provisional Capital Programme Outturn position for that year including the Capital Financing Requirement of £86.653m;
3. Recommend the Report to City Council on 19 June 2023.

12. **Local Government Association Corporate Peer Challenge - progress review report**

The Leader introduced the Local Government Association Corporate Peer Challenge - Progress Review Report and highlighted:-

- a) The Local Government Association (LGA) were pioneers of sector-led improvement, part of which was the Corporate Peer Challenge program;
- b) A Corporate Peer Challenge team undertook a review of Plymouth in 2022;
- c) The team had acknowledged the progress that the Council was making against their recommendations and understood that the cost of living crisis, amongst other issues, had put a restraint on resources;
- d) Some of the recommendations from the review were incorporated into the Corporate Plan.

Tracey Lee (Chief Executive) added:-

- e) Peer reviews were incredibly important as they provided an external view of how the Council was doing;
- f) The reports are made public;
- g) Some good progress had been made in challenging circumstances;
- h) An area that had been highlighted was capacity to deliver as the Council was under huge pressure due to reducing capacity.

Cabinet agreed to:

- 1. Note and endorse the findings from the LGA's follow up report further to the progress review held on the 23rd February 2023;
- 2. Note the development of an Organisational Effectiveness Plan.

13. **Plymouth Children's Services Improvement Plan**

Councillor Jemima Laing (Deputy Leader and Cabinet Member for Children's Social Care, Culture, Events and Communications) introduced the report:-

- a) The Department for Education had issued an improvement notice and the Council had established an improvement board in March 2023 where Plymouth City Council was being supported by colleagues at Dorset Council as a sector-led improvement partner;
- b) The report detailed the current improvement plan;
- c) Improvements needed to be made at pace and sustainably, so that in time the improvement notice could be lifted;
- d) An ILAC Ofsted Inspection (of PCC's Children's Services) was expected in Autumn 2023;

- e) It was important that Plymouth was the best place for people to grow up and grow old in.

Sharon Muldoon (Director of Children's Services) ran through the 6 areas of focus detailed in the report and added:-

- f) The plan was detailed and would be refreshed as time went on and had a series of performance indicators to measure the direction of travel;
- g) Improvement Board meetings were held every month.

Tracey Lee (Chief Executive) added:-

- h) They were determined to make the improvements that were needed and driving the improvements forward was a priority and regular updates would be provided.

The Leader further added:-

- i) The Leader and Deputy Leader sat on the improvement board and met with the Department for Education on 12 June 2023 to assure them that the new administration fully backed the improvement plan.

Cabinet agreed to:-

1. Note the Improvement Plan;
2. Note the remit and constitution of the Improvement Board.

14. **Young Carers & Substance Misuse Business Case**

Councillor Mary Aspinnall (Cabinet Member for Health and Adult Social Care) introduced the report and highlighted:-

- a) These services would provide an important function in the early identification of children and young people experiencing challenges in their lives, either through caring for a family member with, or through their own difficulties with, drugs and alcohol;
- b) The work would support children to remain with their families and communities, whilst addressing their caring responsibilities or substance misuse issues with the aim of preventing the need for more intensive and intrusive interventions.

Emma Crowther (Interim Head of Commissioning) added:-

- c) It would be combining two services together which support children who had a parent with substance abuse issues, and children with substance abuse issues themselves;
- d) There had been a significant drop in the number of estimated young carers in Plymouth, and this is believed to be down to inaccurate data, rather than a real drop in the number of young carers in the city with concerns over how some young carers

may feel about their caring role being discovered, or not even realising that they were young carers;

- e) The team would be working with organisations across the city to encourage young people to come forward and identify as young carers;
- f) It was important to support young carers as they are more likely to go on to be adult carers and they deserved the same opportunities as their peers.

In response to questions, it was explained:-

- g) The team would encourage current providers to work together to provide the new service.

Cabinet agreed:-

1. That a procurement of young carers and substance misuse services was carried out, to have new contracts in place for 1st April 2024;
2. That the procurement would have two Lots. The new contracts would be for 5+3+3 years and would commence on 1st April 2024. The anticipated end of the contracts with all extensions invoked was 2035;
3. That the award of the contracts for the services was delegated to the Strategic Director for People.

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Cabinet



Date of meeting:	10 July 2023
Title of Report:	Administration Priorities Update
Lead Member:	Councillor Tudor Evans OBE (Leader)
Lead Strategic Director:	Tracey Lee (Chief Executive)
Author:	Ross Jago (Head of Governance and Risk)
Contact Email:	Ross.jago@plymouth.gov.uk
Your Reference:	
Key Decision:	No
Confidentiality:	Part I - Official

Purpose of Report

Following the local government elections in May 2023, the Leader and Cabinet have worked with officers to produce the revised Corporate Plan 2023-26 which has now been approved by Council.

The Cabinet have identified six priority areas which will be delivered as a part of the Corporate Plan and have highlighted the importance of retaining a focus in all of our activities on Plymouth being a great place to grow up and grow old, and on minimising the impact of the cost of living crisis.

- Working with the Police to tackle crime and anti-social behaviour
- Fewer potholes, cleaner, greener streets and transport
- Build more homes – for social rent and affordable ownership
- Green investment, jobs, skills and better education
- Working with the NHS to provide better access to health, care and dentistry
- Keeping children, adults and communities safe

This report highlights the immediate actions undertaken by officers since the formation of the new administration and provides an outline of future actions against five priorities.

The Corporate Plan Delivery Framework is under development and will underpin performance reporting. The development of the Corporate Plan delivery Framework will be an iterative process under the guidance of the Cabinet Member for Housing, Cooperative Development and Communities.

Transferable, existing KPIs and plans will be included in the first iteration (Q1 September) with further work to be undertaken with Cabinet Members and Senior Management on the key performance measures required to assess progress against priorities and statutory duties.

Recommendations and Reasons

That Cabinet –

1. Note the actions completed and planned accelerated actions;
2. Ensures that arrangements are put in place to ensure that progress towards delivery of the administrations priorities is monitored and reported.

Alternative options considered and rejected

Without the Corporate Plan Delivery Framework there would be no formal published statement of the priorities for which the Council's administration wishes to be held to account.

Relevance to the Corporate Plan and/or the Plymouth Plan

The priorities are encompassed within the Corporate Plan as part of the Council's overall delivery framework for all its priorities.

Implications for the Medium Term Financial Plan and Resource Implications:

This report does not create any specific financial commitments; all the actions within it either have been or will be the subject of separate decision making processes. Delivery and reporting arrangements will be accommodated within a revised performance management framework.

Financial Risks

None specifically arising from the recommendations of this report.

Carbon Footprint (Environmental) Implications:

The administration have established low carbon and environmental initiatives as part of the "Green Investment" priority.

Other Implications: e.g. Health and Safety, Risk Management, Child Poverty:

** When considering these proposals members have a responsibility to ensure they give due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not.*

None specifically arising from the recommendations of this report.

Appendices

**Add rows as required to box below*

Ref.	Title of Appendix	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
		1	2	3	4	5	6	7
A	Administration Priorities							

Background papers:

**Add rows as required to box below*

Please list all unpublished, background papers relevant to the decision in the table below. Background papers are unpublished works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based.

Title of any background paper(s)	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>

	1	2	3	4	5	6	7

Sign off:

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Originating Senior Leadership Team member: Giles Perritt (Assistant Chief Executive)

Please confirm the Strategic Director(s) has agreed the report? Yes

Date agreed: 27/06/2023

Cabinet Member approval: Councillor Tudor Evans OBE (Leader) approved by email

Date approved: 30/06/2023

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CRIME AND ANTI-SOCIAL BEHAVIOUR

BUILD A BETTER PLYMOUTH



Working with the Police in Plymouth, we'll fight the rising tide of anti-social behaviour and crime.

Lead Cabinet Members	Councillor Sally Haydon, Councillor Chris Penberthy
Lead Officer	Matt Garrett, Service Director for Community Connections
What do we know?	<p>Overall recorded crime in Plymouth increased by 7.9 per cent (1,656 crimes) in the 12 month period to end March 2022 compared with the same period the previous year.</p> <p>The biggest percentage increases are in other sexual offences, which increased by 35.8 per cent (+233), this is followed by a 24.4 per cent increase in violence with injury (+729) and 16.7 per cent in violence without injury (+599).</p>
Enabling Plans	<ul style="list-style-type: none"> • Safer Plymouth Plan
Accelerated actions	<p>We have-</p> <ul style="list-style-type: none"> • Met with the new Chief Constable to ensure Plymouth's crime and anti-social behaviour priorities are understood and being acted on. The Leader met with Chief Constable Will Kerr during his visit to Plymouth. Councillor Evans was able to offer support in tackling crime and anti-social behaviour. Regular meetings have been agreed to discuss progress <p>Working with the Police through Safer Plymouth, our Community Safety Partnership, we will -</p> <ul style="list-style-type: none"> • Meet with the new Chief Constable to ensure Plymouth's crime and anti-social behaviour priorities are understood and being acted on; • Review and publish a new Safer Plymouth Plan; • Work with communities to decide the best way to tackle community safety issues where they are. As a first step we will speak with residents in high crime/low reporting areas through Anti-Social Behaviour Awareness week (3-9 July 2023); • Implement the new anti-social behaviour action plan; • Continue to deliver the Violence Against Women and Girls commission recommendations; • Continue to support a city-wide Public Space Protection Order to actively target alcohol related anti-social behaviour;

	<ul style="list-style-type: none">• Promote our trauma-informed practice in the city to ensure we are understanding of how trauma exposure affects our communities.
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POTHOLES AND CLEANER STREETS

BUILD A BETER PLYMOUTH



We'll improve the speed and number of potholes filled and create a Clean Team to clamp down on fly-tipping, litter and graffiti.	
Lead Cabinet Members	Councillor Tom Briars-Delve, Councillor Mark Coker
Lead Officer	Philip Robinson, Service Director for Street Scene
What do we know?	<p>Street cleanliness and the state of our roads is a key concern for local residents. The UK Government spends £192,000 per mile maintaining motorways which is 30 times more than the funding available to Councils to maintain local road networks.</p> <p>Councils across the country are struggling with road maintenance and rising inflation and shortages of materials such as bitumen make it even more difficult to fix every pothole.</p>
Enabling Plans	<ul style="list-style-type: none"> • Plan for Plastics • Highways Maintenance Plan
Accelerated actions	<p>We have -</p> <ul style="list-style-type: none"> • Started a trial to fill in potholes in Plymouth using a new road patching system. The new velocity road patching machine will mean there is no excavation of the road surface required, limiting the need for road closures, eliminating waste and filling more potholes more quickly. <p>We will -</p> <ul style="list-style-type: none"> • Create a Clean Team to clamp down on fly-tipping, litter and graffiti by: <ul style="list-style-type: none"> ○ increasing frequency of 'Joint Environmental Operations' involving cleansing, commercial operations, enforcement, FM, and City Centre/BID teams, supported by comms and engagement; ○ Improving collaboration across services and a more joined up approach will achieve better, more sustainable outcomes; ○ Working alongside volunteer groups 'litter pickers' and Clean Our Patch. • Make greater use of covert and overt cameras in known hotspot areas

	<ul style="list-style-type: none">• Maximise income from car parking and parking enforcement to increase highways revenue in support of DfT and core funding.
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NEW HOMES BUILD A BETTER PLYMOUTH	 PLYMOUTH CITY COUNCIL
We'll get house-building going in Plymouth again for social rent and affordable ownership.	
Lead Cabinet Members	Councillor Chris Penberthy, Councillor Mark Lowry
Lead Officer	Paul Barnard, Service Director for Strategic Planning and Infrastructure
Enabling Plans	<ul style="list-style-type: none"> • Plan for Homes • Safer Plymouth Plan • Plymouth Alliance Accommodation and Homelessness Prevention Strategy and Delivery Plan
What do we know?	<p>The delivery of housing is central to the city's growth agenda. Building the right type of homes, in the right place, at the right price, while creating quality environments, is necessary for Plymouth's citizens to thrive.</p> <p>Homelessness is on the rise in Plymouth, as it is elsewhere across the country, with the number of households in emergency accommodation increasing over the last two years.</p> <p>Construction cost inflation, increased build quality requirements, supply chain issues and cost of living increases are negatively impacting housing and the affordability of all house-building across the country. As a result the Plan for Homes needs to change to meet this new set of challenges.</p>
Accelerated actions	<p>We will –</p> <ul style="list-style-type: none"> • Release and maximise the opportunities of Plymouth City Council owned sites to accelerate housing delivery, in particular for council led delivery. • Enter into a tripartite partnership between DLUHC, Homes England and Plymouth, South Hams and West Devon with a focus on city centre and brownfield housing opportunities. • Redesign the Plan for Homes initiative to meet the new challenges and costs of delivering more and greener affordable homes in the city. • Use Plymouth as a test bed to develop and pilot delivery models and to tackle the number of non-decent private sector rented homes. • Work with existing partners and identify new partners to deliver more temporary and permanent affordable housing in the city to meet growing needs.

	<ul style="list-style-type: none">• Support estate regeneration, replacing obsolete homes with modern, energy efficient well designed homes.• Support delivery of zero and low carbon homes including modern methods of construction to help tackle Climate Emergency.
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GREEN INVESTMENT

BUILD A BETTER PLYMOUTH



Plymouth is perfectly placed to benefit from green jobs; we'll help companies create them

Lead Cabinet Members	Councillor Tudor Evans, Councillor Tom Briars-Delve, Councillor Mark Lowry
Lead Officer	Anthony Payne, Strategic Director for Place
What do we know?	<p>Plymouth's natural capital is a key component in delivering the City vision as it can support growth and the social and environmental wellbeing of the city.</p> <p>Plymouth has an ambitious growth agenda and it has a wealth of natural assets. 32 per cent of the city is green space and it is surrounded by three Areas of Outstanding Natural Beauty (AONB), Dartmoor National Park and a National Marine Park. At the same time, key interventions such as the Plymouth and South Devon Freeport provide an opportunity to promote Green Investment.</p> <p>Our drive for Green growth and jobs is reflected in the city's priorities for the delivery of its Net Zero Action Plan.</p>
Enabling Plans	<ul style="list-style-type: none"> • NetZero Action Plan • Green Infrastructure Delivery Plan • Plymouth's Plan for Economic Growth
Accelerated actions	<p>We have –</p> <ul style="list-style-type: none"> • renewed our commitment to achieving net zero carbon emissions by 2030 by committing to UK100, a network of ambitious local leaders who have pledged to lead a rapid transition to net zero - with clean air in their communities - ahead of the government's legal target of 2050. <p>We will –</p> <ul style="list-style-type: none"> • Develop funds linked to Habitat Banking, a Blue and a Green Carbon Fund and a Renewable Energy Fund. • “Green” our estate, undertaking work to improve energy standards and work to support the upskilling of the workforce. • Work with city business parks to develop a cluster of businesses that could capitalise on the growth in green

	<p>technologies. We will ask government for funding to create a pilot Green Trades Business Centre in Plymouth.</p> <ul style="list-style-type: none">• Provision of community based infrastructure to support a shift to net zero and enhanced pedestrian and cycling facilities• Seek port infrastructure improvements to encourage short sea shipping reducing road haulage and maximising low carbon technologies as we move toward a net zero port.• Bring forward a first EV charging station and encourage further provision to deliver a city wide EV charging programme and Marine Charging project.• Develop an Innovation offer at South Yard to support development in areas such as renewable technologies aligned to the marine sector and maximising the opportunity of the Celtic Array.• Work with major employers to assist in the decarbonisation of large energy users and support for the use of alternative energy.• Re-purpose and refocus the social enterprise loan fund and Shared Prosperity Fund to support low carbon and green enterprise priorities.• The development of 20 new 'blue' enterprises supporting through the National Marine Park.• Further development of Green tourism as a Visitor Plan Star Project.
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HEALTH

BUILD A BETTER PLYMOUTH



We'll work with the local NHS to tackle the waiting lists for GPs and dentists.

Lead Cabinet Members	Councillor Mary Aspinall, Councillor Jemima Laing, Councillor Mark Lowry
Lead Officer	Anna Coles, Director for People / Ruth Harrell, Director of Public Health
What do we know?	<p>The COVID-19 pandemic and the control measures to reduce transmission have impacted on almost all aspects of our lives. This has had profound health, economic and social consequences.</p> <p>The impact on access to health services has been huge, and along with thousands of people unable to access NHS dental care in our city, many residents now find themselves unable to access primary care delivered by GPs in the way they would wish.</p>
Enabling Plans	<ul style="list-style-type: none"> • Plymouth Local Care Partnership System Plan • One Devon Partnership Interim Integrated Care Strategy
Accelerated actions	<p>We have -</p> <ul style="list-style-type: none"> • Set up a Dental Taskforce to address the urgent issue of the lack of NHS Dentistry within Plymouth, working with health commissioners to seek solutions that work for Plymouth. • Secured a new Community Diagnostic Centre for the city centre. The new Diagnostic Centre will be located in Plymouth's West End, helping regenerate the city centre, reduce pressure on Derriford Hospital and provide wider access to critical diagnostic tests. <p>We will -</p> <ul style="list-style-type: none"> • Work with local primary care, dentistry and our Universities to understand what can be put in place to support our residents better; and put forward solutions to the health commissioners • Ensure health commissioners are aware of the challenges faced by our residents in accessing care (working with Healthwatch and other partners) – and hold them to account for delivering improvements • Identify the health outcomes where Plymouth residents are worse off than Devon as a whole and lobby for investment to address this.

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Cabinet



Date of meeting:	10 July 2023
Title of Report:	Commissioning of Resettlement Support Service (formally Refugee Integration and Support Service)
Lead Member:	Councillor Chris Penberthy (Cabinet Member for Housing, Co-operative Development and Communities)
Lead Strategic Director:	Anna Coles (Interim Strategic Director for People)
Author:	Kate Lattimore, Commissioning Officer
Contact Email:	kate.lattimore@plymouth.gov.uk
Your Reference:	
Key Decision:	Yes
Confidentiality:	Part I - Official

Purpose of Report

To seek Cabinet approval to commission a Resettlement Support Service (formally a Refugee Integration Service), to support the smooth resettlement and integration of people with refugee status (or similar) into the community of Plymouth. We are seeking a collaboration of providers, or alliance to deliver the service. The service design process has commenced and will continue to be co-produced with providers, commissioners, other stakeholders and people with lived experience.

Recommendations and Reasons

That Cabinet:

- Approve the business case including the proposed procurement process for the resettlement support service to ensure continuity of provision of an integration and resettlement service;
- Delegate to the Strategic Director for People the authority to award contract(s) where they would not already have authority to do so.

Alternative options considered and rejected

An alternative would be to do nothing. This has been rejected as Plymouth is an asylum seeker dispersal area, participates in special resettlement schemes for refugees, and without a specific resettlement service it would be very challenging for refugees to resettle, connect and integrate positively within the community in Plymouth. The majority of the service is funded via external sources.

Ceasing the service would likely increase the demands on other statutory and community based services. Commissioning a new service using a co-design assurance approach enables us to draw on the knowledge and skills of expert and trusted providers and other stakeholders.

Relevance to the Corporate Plan and/or the Plymouth Plan

This service will help the Council to keep children, adults and communities safe, focusing on prevention and early intervention, providing quality public services and trusting and engaging our communities.

Implications for the Medium Term Financial Plan and Resource Implications:

The majority of the service is funded by the Home Office, with contributions from NHS Devon ICB and Plymouth City Council. Future service delivery will be linked to the size of the grant contributions from the Home Office and risk assessed for any changes in funding levels. Current funding commitments are in place until 31st March 2028.

Financial Risks

The approximate annual contract value will be £450,000; as above the majority of the funding for this service will be from a Home Office grant that is ring-fenced to be spent specifically on refugee resettlement schemes, so the financial risk to Council is low while this is in place.

There is a risk that if grant funding was reduced or removed then services would need to be provided to vulnerable people and this would increase demand on the Council's statutory services – this will be monitored carefully and any changes in funding allocations escalated appropriately.

Carbon Footprint (Environmental) Implications:

The service provides local support for asylum seekers in Plymouth, reducing the need for them to travel further afield to access services.

Other Implications: e.g. Health and Safety, Risk Management, Child Poverty:

** When considering these proposals members have a responsibility to ensure they give due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not.*

The commissioning of this service supports marginalised and vulnerable refugee communities to become self-sufficient, independent, able to thrive and be kept safe; it will also help support community cohesion. It will support delivery of the Council's Equalities duty towards minimising discrimination for racialized minorities, taking steps to meet the needs of people from protected groups where these are different from the needs of other people.

Appendices

**Add rows as required to box below*

Ref.	Title of Appendix	Exemption Paragraph Number (if applicable)						
		<i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
		1	2	3	4	5	6	7
A	Resettlement Support Service Business Case							
B	Equalities Impact Assessment							

Background papers:

*Add rows as required to box below

Please list all unpublished, background papers relevant to the decision in the table below. Background papers are unpublished works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based.

Title of any background paper(s)	Exemption Paragraph Number (if applicable)						
	If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.						
	1	2	3	4	5	6	7
N/A							

Sign off:

Fin	DJN. 23.2 4.28	Leg	MS/ 0000 1690	Mon Off		HR	N/A	Asset s	N/A	Strat Proc	SS/SC/025 /BC/0523
Originating Senior Leadership Team member: Emma Crowther, Interim Head of Commissioning											
Please confirm the Strategic Director(s) has agreed the report? Yes											
Date agreed: 17/05/2023											
Cabinet Member approval: Councillor Chris Penberthy (Cabinet Member for Housing, Co-operative Development and Communities)											
Date approved: 30/06/2023											

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RESETTLEMENT SUPPORT SERVICE

Commissioning of Resettlement Support Service (formally Refugee Integration and Support Service) 2023



1. PURPOSE

This Business Case sets out the requirement to commission a Resettlement Support Service (formally a Refugee Integration Service known as RIS), to support the smooth resettlement and integration of people with refugee status (or similar) into the community of Plymouth.

It is recommended that:

- The business case including the proposed procurement process for the resettlement support service is approved to ensure continuity of provision of an integration and resettlement service;
- The award of the contract(s) is delegated to the Strategic Director for People

The estimated contract value is £450,000 per annum with a total estimated contract value of £4,050,000 over 9 years if all contract extension options are invoked. This will enable changes in national policy to be taken into account, for example those introduced by the Home Office in the recent Nationality and Borders Act 2022, and any that the Illegal Migration Bill may bring.

The longevity and sustainability of the service is constrained by the continuation of grants received from the Home Office as the majority of funding is from this source. Current funds would allow the service to continue up to 31st March 2028. There is a need to build in contingency and a risk register to plan for what may happen from this date forward. Extension options will be invoked only once funding is confirmed and all risks considered.

2. BACKGROUND

Plymouth has a long and proud history of accepting and settling refugees and asylum seekers (RAS), the numbers of which fluctuate over time as a response to worldwide catastrophes and conflicts. This is reflected via a commitment in the Plymouth Plan to equality and diversity and to promote cohesion to meet our obligations under the Public Sector Equality Duty.

A refugee is a person who has been forced to flee his or her home country and is unable or unwilling to return because of fear of persecution. The rights of refugees and asylum seekers are enshrined in international law namely the Geneva Convention that was created in the aftermath of the Second World War and to which the United Kingdom is a signatory. This document uses the UNHCR broad definition of the term 'refugee' and therefore encompasses those people resettling in Plymouth that may not receive designated refugee status from the Home Office (recent arrivals from Afghanistan and Ukraine will therefore fall within this definition).

Many refugees undergo traumatic experiences both in their home countries and during their journeys to reach their new country of residence. Despite aforementioned rights, including access to mainstream benefits and services and entitlement to work, when refugees arrive in their host country, they may experience barriers to integration such as insecure legal status, poor housing conditions, and a lack of access to education and employment opportunities and prejudice. They may also be impacted by poor English language skills and a lack of understanding of how the UK system works.

An environment that promotes solidarity, diversity and openness is essential for resettlement to grow sustainably. The arrival of refugees can trigger positive social and economic changes, transform civic culture and local institutions, and promote social cohesion, particularly when local communities are engaged in welcoming them.

3. CURRENT POSITION

Following the Immigration and Asylum Act 1999, UK policy has been to relocate asylum seekers to a series of 'dispersal areas' in regional urban centres.

Plymouth is designated as a 'dispersal city' for asylum seekers. There are approximately 350 asylum seekers living in Home Office commissioned dispersal accommodation at any one time. Around half of those seeking asylum and dispersed to the City are eventually granted refugee status, at which point they are entitled to rent and can access other statutory housing assistance.

In terms of demographics, most recently, 75% of referrals come from 6 countries – Iran, Afghanistan, Eritrea, Syria, Sudan, and Iraq. 80% are male, 69% single, 75% are between ages 25 – 44.

Data analysis suggests that around 80 people per year choose to remain in the city and will require intense support with accessing housing, benefits and employment at the point of receiving a positive decision. Support can last anywhere between 6 months to 2 years depending on need.

To further our commitment Plymouth has participated in several Home Office managed resettlement schemes enabling a safe passage for many of the most vulnerable people fleeing conflict and persecution. These include the Syrian Vulnerable Person's Scheme (SVPRS), Vulnerable Children's Resettlement Scheme (VCRS), Afghan Relocation and Assistance Policy, (ARAP) Afghan Citizens Resettlement Scheme (ACRS) and Homes for Ukraine (H4U). Individuals arriving via these schemes may be entitled to support for a longer period, ranging between 3-5 years.

Plymouth has grown and developed a strong network of services and resources to help and support refugees and asylum seekers who arrive in the city to settle and make it their home. Over the past 20 years a burgeoning and vibrant community comprising of many different nationalities has developed.

Support and Opportunity

Once granted refugee status, people begin a process of settling in as permanent residents, often requiring support through this major life transition to develop new networks, and integrate successfully into new communities.

Most of the refugee population have suffered from a difficult pre-migration history and have subsequently experienced mental health problems. At the same time, poor physical health as a result of persecution, torture, abuse and injuries are also common as well as other health issues and long-term illness. Post-arrival factors, which might create mental strain in refugees and asylum seekers include unemployment, poverty, social isolation, prejudice and uncertainty about the future.

Newly transitioned refugees require a much greater amount of support. People are required to make significant choices on receiving a positive decision, particularly in relation to housing options, schools, locality, ESOL and employment. Local data shows that the majority of refugees will require support for between 3-6months. Relatively few will continue to access housing and integration support at the 12-month period and those who are usually require considerable additional support from other mainstream services e.g. mental health or Adult Social Care. Language and employment needs often require support over a longer period. Data indicates that both newly transitioned refugees that remain in Plymouth and refugees arriving via the Resettlement route have limited English and literacy skills.

The ability to settle and integrate successfully can also vary depending on the route in which refugees arrive at their destination; whether through a specific resettlement scheme or the general asylum process. Those that arrive through the asylum route may experience a lengthy process, which may include time spent in a detention centre or going through an appeals process.

Despite this, refugees bring with them knowledge, and experience, and with the right support and a dedication to learn new skills they can make positive contributions to their new homes.

4. CURRENT SERVICE PROVISION

Services and networks in Plymouth have arisen to respond to helping refugees. These are in addition to the public-sector funded services i.e. the NHS, the Council, the University and the Home Office, as well as national and local voluntary sector organisations. **(See Annex I for current list)**

In 2017 Plymouth City Council commissioned the Refugee Integration Service (RIS). The successful proposal was a partnership of local service providers who have worked collaboratively to deliver a service that support refugees who receive a positive decision through the asylum process and those who have arrived in Plymouth as part of Home Office Resettlement Schemes.

Initially via the Syrian Vulnerable Persons Scheme SVPRS and expanded to further include other managed Resettlement Schemes, Afghan Relocation and Assistance Policy, (ARAP), Afghan Citizen's Resettlement Scheme and Homes for Ukraine (H4U). The RIS service has enabled 211 people to be resettled under SVPRS, 55 people through ARAP with a further Council commitment for ongoing participation and welcomed over 200 Ukrainians into the city. In addition approximately 80 people receive positive decisions through the asylum process and choose to remain in Plymouth each year.

Support under the service includes casework support to assist people into housing and maximise their incomes, provision of a crèche to enable women with children to attend over 168 classes of ESOL per year, support families into schools, help for people to meet positive health outcomes, and build their confidence with employment support.

The total number of people the service supports directly and indirectly per annum is approximately 404. This figure includes the lead client (each family has one lead client named on the referral) and dependents. Many of these are short focused interventions for people revisiting the service following a period of initial stability after their post arrival/status intensive support.

Within the wider community the service has delivered training for many organisations on supporting refugees, delivered events within the City to bring different communities together in a positive way and provided support and advice for people and families who have been victims of racial abuse.

The core service is currently funded at £461,594.68 per annum.

There has been further funding this year to continue support for those arriving via Homes for Ukraine, this being £162,737 and the numbers supported are in addition to the 404 mentioned above. We would expect that those Ukrainians that remain in Plymouth and have not yet moved into their own Private Rented Sector accommodation to continue to be supported through the core contract. (The funding contribution is heavily supported by the Home Office Resettlement Schemes with additional contributions from Strategic Co-operative Commissioning and NHS Devon Integrated Care Board (ICB):

- £364,865.68 - Home Office Resettlement Schemes via Community Connections
- £27,458 - Strategic Co-operative Commissioning
- £69,271 – NHS Devon ICB

The future core annual contract value amount (£450,000 per annum) is anticipated to be lower than current spend. This is because temporary additional funding may come in and out of the new contract during its lifetime, generally from the Home Office and relating to specific resettlement schemes and numbers of arrivals.

The families arriving through the Refugee Resettlement Schemes, ARAP and ACRS are supported for between three to five years post-arrival at £20,050 per person. This is frontloaded for the first 12 months and then decreases over the subsequent years. The funding can be pooled across the family and local authorities are not required to report breakdown spend per family. The tariff automatically becomes available once the family arrives into the city and unless there is material change in circumstances, e.g. the family moves out of area. The Council is entitled to claim across the period. Funding for guests arriving via the Homes 4 Ukraine scheme has reduced to £5,900 from an initial £10,500 this is to reflect support for the first 12 months in which they are in the UK. Where possible we will use this money to also support a move-on plan for guests who are being accommodated with hosts beyond the initial 12 month period.

The pooled funding and joint working in delivering the current service has ensured a positive integration for those arriving through the resettlement process and newly granted refugees that have arrived via claiming asylum in the UK. It has also provided supported interventions for more long term established refugees who have not had their needs met by mainstream services.

There is a need to continue to provide a specialist service because of the issues outlined above in this document, which have been further compounded by a challenging financial climate, reductions in support services and the impact of continued conflict.

In April 2022 the Nationality and Borders Act was passed that introduced reforms to the asylum system. These include the introduction of a two-tier asylum system, meaning those who arrive in the UK via irregular means may receive less protection and support and an increase in the standard of proof for establishing someone is a refugee.

The Illegal Migration Bill is currently at the House of Lords stage, and if passed will change the law so that people who come to the UK illegally will not be able to stay. Crucially, the Home Secretary will be under a legal duty to make arrangements for the removal of illegal entrants falling within the scheme. The impact of this Bill when it becomes law on the service may be significant and will need to be monitored. It is anticipated that there will be amendments to the Bill before it is given Royal assent.

5. PROPOSAL

We are proposing to commission a collaboration of providers, or partnership to deliver the service – see section 7 for more detail on the range of options considered. An initial service design process has commenced, to focus on co-production with service providers, commissioners, other stakeholders and people with lived experience. This will be used to inform any procurement process.

It is recommended that the Council explore the use of an assurance process making use of the Light-Touch procurement regulations allowed for this type of service provision to build on opportunities for service providers to be able to work and bid together. The proposed process is anticipated to consist of two stages:

- (1) Stage 1 - Shortlisting. The aim of this shortlisting stage is predominantly to test the capability and capacity of potential provider collaborative and to identify whether there is more than one capable provider partnership;
- (2) Stage 2 will either be: (a) a competitive process (if more than one capable provider partnership is identified at Stage 1), which may involve dialogue and will involve assessment of bids against published evaluation criteria and weightings; or (b) a partnership “Assurance Process” with a single group, if only one capable provider partnership is identified at Stage 1.

The latter approach will involve the partnership and key stakeholders working collaboratively through agreed working task & finish groups and will focus on progressing to establish a set of key

requirements / checklist of areas to be discussed and agreed. A process of continual evaluation will be undertaken to identify areas for further development. Co-production and mutual assurance check point meetings will confirm progress against objectives, confirm the direction of travel and agree to continue with further development.

This vision is to enable an innovative and trauma-informed place based approach to support refugees and deliver support, help and guidance to Group 1¹ and Group 2², (as defined in the Nationality and Borders Act 2022) refugees with recourse to public funds and others arriving through managed resettlement schemes enabling them to settle and integrate into the host community.

We envision the outcomes of this contract: will help service users meet their aspirations and feel socially included, build on their assets, skills and attributes to enable them to participate and contribute fully in society. Annex 2 is a draft service description document that we issued with the EOI (Expression of Interest). Specific outcomes will include:

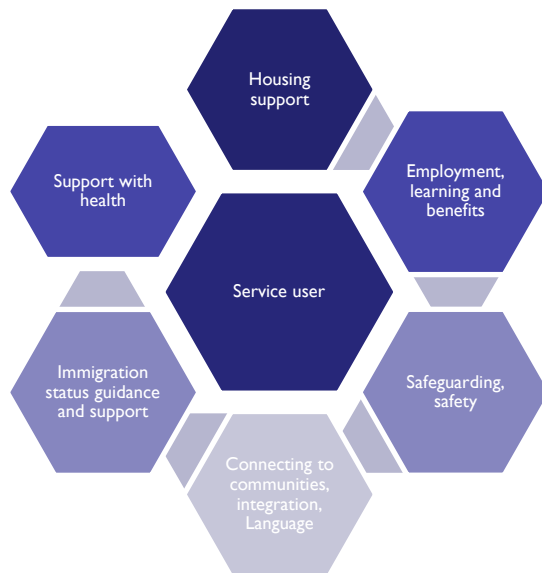
- Improved access to housing
- Increased self-sufficiency via employment, maximisation of welfare benefits, learning
- Attainment of positive health and wellbeing outcomes
- Improved independence through language, social connections, digital inclusion and regularisation of status (where applicable)
- Improved cultural competency to help local communities and services to become more refugee friendly

The activities that will be required to deliver the outcomes include:

- Providing housing support
- Providing employment, learning and benefits support
- Cultural awareness raising activities and supporting people who have experienced hate, racism and discrimination
- Immigration status guidance and support Connecting to communities, integration, language support
- Support with accessing health services

¹ A person will be considered a Group 1 refugee if: they have come to the United Kingdom directly from a country or territory where their life or freedom was threatened. They will have full recourse to public funds, have leave to remain for 5 years and then access to apply for Indefinite Leave to Remain and family reunification rights.

² A person will be considered a Group 2 refugee if: their entry in the country is consider unlawful (this would for instance apply to people coming to the UK across the English Channel). They will receive temporary refugee permission to stay, not have a defined settlement route, have limited access to family reunification and may have the No Recourse to Public Funds condition imposed on them. They will have the right to work.



The service will:

- Be a recognised partnership that is able to contribute towards improved community cohesion and aligns with other community strength based empowerment programmes across the city;
- Generate evidence about what works, to be able to evaluate the impact of funded projects on refugee integration and self-sufficiency;
- Provide evidence to inform future policy, programming, and mainstream service delivery working closely with wellbeing hubs and family hubs;
- Support other organisations to become more culturally aware and competent when assisting people from refugee communities by offering expertise to help ensure their services are accessible and culturally sensitive towards the needs of this cohort. This may professional advocacy for those people that have experienced hate crime or race related discrimination;
- Work in support and collaboration with members of the Refugee and Asylum Seeker (RAS) forum in Plymouth;
- Be expected to participate in statutory bodies led by the Council e.g. Prevent and Safer Communities and other ad hoc focus groups which require input from providers on the specific needs of this cohort;
- Have a strong and consistent focus on cross-partnership delivery that draws on the support of mainstream services;

Safeguarding will be at the heart of the service. Providers will be required to carry out their service through a trauma informed lens and be able to identify where activities or behaviours pose a risk to an individual or others. Support may include signposting to mainstream domestic abuse services, focus groups for specific vulnerable cohorts e.g. women on topics such as Violence Against Women and Girls (including FGM and honour based violence), identifying signs of modern slavery and where appropriate referrals through the National Referral Mechanism.

Throughout the service design we expect a strong focus on equality and inclusion. The service should be refugee-centred, ensuring that the needs and best interests of refugees remain at the forefront of delivery. Services should regularly undertake research and consultation with its service users to be able to adapt and modify its delivery throughout the course of the contract to meet the needs of the cohort, especially those identified as having additional, specific vulnerabilities or barriers to engagement.

6. TIMESCALES

An indicative timescale is as follows:

Activity	Timescale
Cabinet approval for Business Case	July 2023
Market Engagement / Stakeholder co-design workshop	May, June, July 2023
Procurement process	July – December 2023
Contract Award	January 2024
Transition and TUPE of staff	January – March 2023
New contracts start date	1 st April 2024

7. OPTIONS AND KEY RISKS

Option 1	Benefits	Risks
<p>Commission a collaboration of providers, or partnership to deliver an innovative and trauma-informed place based approach to support refugees and deliver support, help and guidance to Group 1 and Group 2, (as defined in the Nationality and Borders Act 2022) refugees with recourse to public funds and others arriving through managed resettlement schemes enabling them to settle and integrate into the host community.</p> <p>Co-produced with providers, commissioners, other stakeholders and people with lived experience it is recommended that the Council choose to use an assurance process if only 1 emerging partnership, making use of the light-touch procurement regulations allowed in this type of service provision. If more than 1 then a competitive process will be required</p>	<p>Uses a more collaborative and transparent approach, ensuring dialogue and agreement between Commissioners, providers and other stakeholders; makes full use of diversity of partners with their unique contributions</p>	<p>Commissioning approach may draw out potential disagreement between providers which may be resource intensive.</p>
Option 2		
<p>Commission and competitively procure an open Framework Agreement</p>	<p>This would be open to all suppliers at the start of process and allow groups of providers to apply to be</p>	<p>Resources would be required to administer mini competitions for call-off contracts. Does not allow for a collaborative partnership approach to deliver service provision; would require a social</p>

	considered, so allows diversity provision choice	worker type role and brokerage function
Option 3		
Procurement of a Dynamic Purchasing System	This would be open to all suppliers to join at any time at the start of process and allows groups of providers to apply to be considered, so allows diversity provision choice	Resources would be required to administer mini competitions for call-off contracts. Does not allow for a collaborative partnership approach to deliver service provision; would require a social worker type role and brokerage function
Option 4	Benefits	Risks
Do nothing and let the contracts end at current contract end date	Save money for the council	<p>The majority of the service is externally funded so any financial benefits to the Council would be minimal.</p> <p>Plymouth receives a considerable number of asylum seekers and without suitable provision in place their needs would be unmet. This would likely lead to greater demand for other Council and community services and would not specifically support asylum seekers to resettle, connect and integrate positively within the community in Plymouth</p>

Annex I Services that support refugees and asylum seekers in Plymouth				
Provider	Service	Funder/commissioner	Description	Support
Clearsprings Ready Homes	AAST (Asylum Accommodation Support Transformation)	Home Office	Provide accommodation and support for asylum seekers during period in which their asylum application is considered	
LiveWell SouthWest	Asylum Seeker and Refugee (ASR) Service Mental Health	NHS Devon ICB	Initial assessment and intervention of ASR Mental Health needs. Facilitate access into appropriate health services. Mental health interventions using an eclectic approach incorporating health promotion activities to improve mental well-being.	
LiveWell SouthWest	Asylum seekers and refugee health screening programme	NHS Devon ICB	comprehensive health and wellbeing screen for all ASR dispersed to Plymouth	Identify physical, mental health needs and/or risk factors and liaise with the appropriate healthcare services to ensure these needs are met; advise with guidance in GP registration
The providers below	Refugee Integration Support Service - is a commissioned service delivered by a partnership between the providers listed below, plus British Red Cross (BRC) have also been funded to deliver some immigration advice supports. Service supports refugees as part of special resettlement programmes, including more recently Afghan translators and Homes for Ukraine, and also those arriving as asylum seekers once they have received a positive decision, holistic and strengths based support provided to ASR communities; also includes community cohesion, cultural competencies support			
PATH	Refugee Integration and Support Service	PCC/Home office	Is the lead contractor with PCC to deliver the RIS service; housing worker accesses private rented accommodation for those using the service	Easy let housing worker and manager for RIS H4U: Host Support and Liaison Worker
PDREC		NHS Devon ICB	Provide advocacy and support for Refugees who have settled in Plymouth, but still need additional support around a wide variety of issues including, race hate crime, domestic abuse, health, benefit and debt support, housing, and education.	Also deliver refugee and asylum seeker awareness training, co-ordinates community events including Respect Festival, runs women's groups, etc. Has a mental health project with Plymouth MIND focussing on support for Ukraine.
START		PCC/Home Office	Support refugees as part of special resettlement programmes and also once they have received a positive asylum decision to secure housing, full rights and welfare benefits entitled to, supporting integration into local community;	

<p>Open Door Languages School (ODILS)</p>		<p>PCC/Home Office</p>	<p>Provide English for Speakers of Other Languages classes</p>	<p>12 months, level of support as required by learner with the aim of achieving sufficient competence to deal with mainstream service providers without the aid of an interpreter.</p>
<p>Open Door Languages School (ODILS), Plymouth Hope, START</p>	<p>Plymouth Refugee Opportunities Project</p>	<p>Home Office Refugee Transitions Outcomes Fund,</p>	<p>There are 2 delivery partners (ODILS, START) who are supported by Bridges Outcomes Partnership through a social impact bond. Plymouth City Council have a strategic and advisory role. The funding will support approx. 80 refugees between September 2021 to March 2024. The support offered will be a holistic offer of housing, integration and employment.</p>	
<p>Provider</p>		<p>Description</p>		
<p>British Red Cross</p>		<p>Provides new arrivals with a local induction of the City; an International Tracing and Messaging Service and Family Reunion joint services with Plymouth University's Law Clinic.</p>		
<p>Devon & Cornwall Refugee Support (DCRS)</p>		<p>Work mainly with asylum seekers who are then referred to START once receive positive status; only work they do with refugees is support with post status immigration applications such as travel documents and citizenship applications</p>		
<p>Open Door Languages(ODILS)</p>		<p>Provide English for Speakers of Other Languages classes</p>		
<p>Plymouth Hope</p>		<p>Focuses on younger asylum seekers and refugees, running health and wellbeing sessions. Support for young people and parents with homework. Running a buddying 'asylum guide' scheme for asylum seekers of all ages. Provides a youth club</p>		
<p>Migrant Legal Project</p>		<p>Only local immigration law firm offering legally aided casework, also offer private immigration advice</p>		
<p>Law Clinic, University of Plymouth</p>		<p>Family reunion, exceptional case funding, other miscellaneous legal issues</p>		
<p>Diversity Business Incubator</p>		<p>Support for refugees who wish to start a business or become self-employed</p>		
<p>All Nations Ministries, Advice & Information</p>		<p>Plays a role in the effective integration of new arrivals to the city; provides information, advice, befriending, and advocacy on a range of different issues such as housing, welfare benefits, debt, health, education and immigration</p>		
<p>Give Back</p>		<p>Involves asylum seekers and refugees volunteering to help communities they are based in.</p>		

Annex 2 Draft Service Description document

The overall purpose of the service:

An alliance/partnership of providers working collaboratively to:
 deliver an innovative and trauma-informed place based approach to support refugees and deliver support, help and guidance to Group 1³ and Group 2 refugees with recourse to public funds⁴ and others arriving through managed resettlement schemes enabling them to settle and integrate into the host community. Outcomes of this contract: will help service users meet their aspirations and feel socially included, build on their on their assets, skills and attributes to enable them to participate and contribute fully in society. Specific outcomes for services users will include

- Improved access to housing
- Increased self-sufficiency via employment, maximisation of welfare benefits, learning
- Attainment of positive health outcomes
- Improved independence through language, social connections, digital inclusion and regularisation of status (where applicable)
- Improved cultural competency to help local communities and services to become more refugee friendly

Service will:

- Be a recognised partnership that is able to contribute towards improved community cohesion within the City
- Generate evidence about what works, to be able to evaluate the impact of funded projects on refugee integration and self-sufficiency
- Support other organisations to become more culturally aware and competent when supporting people from refugee communities, offering expertise to ensure they are accessible and culturally sensitive towards the needs of this cohort including professional advocacy for those people that may have experienced discrimination

This document contains initial descriptions of service requirements

1. Service / function name: Effective Partnership/alliance working

Description Partners/alliance will need to consider how within their associated organisations they will work effectively together to support the key service areas and deliver all services equitably

³ A person will be considered a Group 1 refugee if: they have come to the United Kingdom directly from a country or territory where their life or freedom was threatened. They will have full recourse to public funds, have leave to remain for 5 years and then access to apply for Indefinite Leave to Remain and family reunification rights.

⁴ A person will be considered a Group 2 refugee if: their entry in the country is consider unlawful (this would for instance apply to people coming to the UK across the English Channel). They will receive temporary refugee permission to stay, not have a defined settlement route, have limited access to family reunification and may have the No Recourse to Public Funds condition imposed on them. They will have the right to work.

This will entail collaborative close integrated working in particular around:

- Performance management – collect and share information about performance and make evidence-based recommendations around improvement
- Maximise effectiveness of the partnership implementing and monitoring changes whole system continuous improvement – identifying the key drivers for change
- relationships of trust
- being prepared to share risks, responsibilities and opportunities
- alignment around outcomes and a commitment to agreed principles and behaviour
- consideration of staffing, boards and governance and budgets
- consideration of reporting and IT requirements

2. Service / function name: Initial period of support following arrival or positive decision grant (both Group 1 and Group refugees), including benefits support

Description:

This describes the immediate support required to be delivered to both Groups and includes the requirements of the Home Office Statement of Outcomes in the support of Home Office Resettlement Schemes (this includes all managed migration schemes including those that may not include the term ‘Resettlement’ in their definition) :

- Work with Plymouth City Council to arrange accommodation for service users which meets local authority standards,
- Ensure that service users are provided with a dedicated source of advice and support to assist with registering for mainstream benefits and services, and signposting to other advice and information giving agencies, including the following:
- Assisting with the distribution of Biometric Residence Permits following arrival,
- Registering with local schools, or if Adults, English language and literacy classes
- Attending local Job Centre Plus appointments for benefit assessments (where necessary),
- Develop an overarching (or framework) integration support plan and bespoke integration support plans for each family or individual for the first twelve (12) Month period of their support to facilitate their integration and orientation into their new home/area

- Where special needs/community care needs are identified only after arrival use best endeavours to ensure that care is provided by the appropriate mainstream services as quickly as possible
- Support with ensuring registration with GP practice

Home Office Resettlement Schemes only:

- Where applicable, work with Plymouth City Council to arrange accommodation for service users which meets local authority standards, will be available on their arrival and/or relocation to the local authority area, and is affordable and sustainable, ensure that the accommodation is furnished appropriately, is registered with utility companies and ensure that arrangements for payments are put in place
- Where applicable, meet and greet arriving service users at time of arrival ensuring they have access to necessary food and hygiene provisions
- Provision of a minimum of eight hours per week of formal English language training (where required) within one month of arrival This should be provided until they have reached Entry Level 3 or for at least twelve months after their arrival in the UK,
- Year 2 – 5 continue to support service users on their journey towards integration and self-sufficiency. Support should be in line with the person-centred integration goals identified in the personalised integration support plan and should include (but not be limited to) ongoing integration into the communities into which a Beneficiary has been resettled; progress towards and into employment (which may include tailored employment support and sector specific formal or informal language training); social care costs for adults and children; or, additional

3. Service / function: Integration into community, involvement, social capital

Description: Refugees can often be marginalised and feel excluded and detached from the community in which they live. The service will aim to support refugees to lead full and active lives within their community. The service will enable a person to engage with community assets to help them:

- Grow their personal community and strengthen the networks around them
- Learn and develop skills or interests
- Contribute directly to improving their own local community by working with community groups, re-investing learned skills or developing their own community groups.

Signposting and guidance to support refugees who need to regularise their status after being granted an initial period of leave

3. Service / function: Integration into community, involvement, social capital

Many refugees might need encouragement to engage with the resources, assets and amenities in their communities. Connecting people with their local communities is important aspect of this service. Within Plymouth there are many community groups and wider services, this service also will help to support these groups to feel confident and comfortable to support people who are refugees.

Key aspects of the community involvement function will:

- offer support and training to help build the confidence of organisations and other assets not specific to supporting people who are refugees with understanding the benefits it will bring to them and
- Reduce barriers within community by providing awareness training on refugees to improve understanding and expectations and promote cohesion

4. Service / function name: Improved positive health outcomes

Description Most of the refugee population have suffered from a difficult pre-migration history and have subsequently experienced mental health problems. Refugees experience hardship, destitution, hostility, and racism. At the same time, poor physical health as a result of persecution, torture, abuse and injuries are also common as well as other health issues and long-term illness. Post-arrival factors, which might create mental strain in refugees and asylum seekers, include unemployment, poverty, social isolation and uncertainty about the future.

The aim of this part of the service is to support refugees so they are better able to manage their physical and mental health.

key functions of the service are:

- Build trusting and collaborative relationship with the service user.
- Assist refugees to navigate and access both NHS and community health services
- Have up-to-date safeguarding training and ensure that Safeguarding policies and procedures are fully adhered Work in a culturally sensitive way for all service users, tailoring service to meet their individual needs, challenging stigma and discrimination, advocating for person if appropriate, and ensuring up-to-date community knowledge. Work with a range of needs and work in a trauma informed manner

5. Service / function name: Support into employment, learning and digital exclusion

Description

Refugees may face various barriers to employment and getting a job including holding qualifications not recognised in their new country, having fled war torn countries before completing their education, problems navigating systems and working culture in the UK, English

proficiency which can be one of the biggest hurdles to finding work. They all have so much to contribute but need a helping hand to understand the systems and working culture in the UK and become financially independent:

Key objectives

- provide support and help and an achievable plan to help refugees into work that is right for them
- Undertake an assessment of each Adult Beneficiary's English language capability to determine their training needs, whether Formal Language Training is appropriate, and where Informal Language Training should be used to complement, or as a foundation for, Formal Language Training.
- Work in partnership to provide support to access the labour market - move people on from meeting DWP requirements, to being labour market ready. This may include initiatives such as volunteering or work experience as well as sector based English training.

Provision of specialist employment and integration focused ESOL – this can be a mixture of informal and formal lessons or work-based sector academies, health and well-being sessions where there is a focus on English as well as providing information. Support to reduce digital exclusion in the refugee population

6. Service/function name: Improved access to housing with provision of housing support

Description Providing access to safe and secure housing is the first step towards successfully integrating refugees into society and giving them a chance to live and work independently. Everyone deserves a place to call home. Homelessness can have very damaging health effects, both physical and mental, compounding the distress of fleeing persecution from another country. We have a moral duty to accept refugees and give them the best chance of rebuilding their lives.

key functions of the service are:

Provide housing options advice to all clients and dependants, including those arriving through family reunion, and tenancy sustainment support.


- provide support to enable refugees to be living in suitable housing within 3 months
- ensure that tenancies are sustained with a minimum of 6 months

7. Service / function name: Help to improve community cohesion/supporting cultural understanding of service users

Description: Community cohesion describes the ability of our local communities to be inclusive and supportive towards people of all cultures, ethnicities, identities and beliefs. Building cohesion within and between communities is an essential step towards improving people's quality of life.

- Delivery partners to be registered as safe third-party reporting centres for hate incidents
- Victim support for those that experience hate crimes or racial discrimination
- Representation and attendance at Local Authority statutory boards such as Prevent, Community Safety Partnership delivery groups, the Trauma Informed network and the Domestic Abuse/Sexual Violence network.
- The service delivery needs to be trauma informed and guided by those with lived experience.
- Delivery needs to link into the trauma informed development programmes to engage/develop key agencies in Plymouth to build their capacity and increase their ability to support clients in the future
- Cultural competency and awareness training to be provided and delivered to key agencies in Plymouth to build their capacity and increase their ability to support clients in the future.
- An awareness of equality and diversity and the differing needs of refugees

EQUALITY IMPACT ASSESSMENT – RESETTLEMENT SUPPORT**SECTION ONE: INFORMATION ABOUT THE PROPOSAL**

Author(s): This is the person completing the EIA template.	Kate Lattimore	Department and service:	Strategic Co-operative Commissioning	Date of assessment:	26 th May 2023
Lead Officer: Please note that a Head of Service, Service Director, or Strategic Director must approve the EIA.	Emma Crowther	Signature:		Approval date:	30 th May 2023
Overview:	<p>This EIA has been carried out to check that full consideration is being given to the impact of the commissioning of a Resettlement Support service, currently delivered as Refugee Integration and Support Service, on people with protected characteristics under Equality Law. The Business Case sets out the requirement to commission a Resettlement Support Service (formally a Refugee Integration Service known as RIS), to support the smooth resettlement and integration of people with refugee status (or similar) into the community of Plymouth. It recommends the proposed procurement process for the resettlement support service is approved to ensure continuity of provision of an integration and resettlement service.</p> <p>Plymouth has a long and proud history of accepting and settling refugees and asylum seekers (RAS), this is reflected via a commitment in the City Plan to equality and diversity and to promote cohesion to meet our obligations under the Public Sector Equality Duty. Plymouth was designated a 'dispersal city' for asylum seekers under the 1999 Immigration and Asylum Act. There are approximately 350 asylum seekers living in Home Office commissioned dispersal accommodation at any one time. Once an asylum seeker receives a positive decision on their status to remain in the UK they are entitled to rent and can access other statutory housing assistance. Many of these refugees choose to remain in Plymouth. To further our commitment Plymouth has participated in several Home Office managed resettlement schemes enabling a safe passage for many of the most vulnerable people fleeing conflict and persecution. These include the Syrian Vulnerable Person's Scheme (SVPRS), Vulnerable Children's Resettlement Scheme (VCRS), Afghan Relocation and Assistance Policy, (ARAP) Afghan Citizens Resettlement Scheme (ACRS) and Homes for Ukraine (H4U).</p>				

	<p>As the current contract for this service enters its final year the Council is required to re-commission the service. we are aiming for a service that will help service users meet their aspirations and feel socially included, build on their on their assets, skills and attributes to enable them to participate and contribute fully in society. Specific outcomes will include: Improved access to housing and maximization of incomes via welfare benefits, Improved English language acquisition via assistance with accessing ESOL and achieving accredited qualifications, Increased self-sufficiency via employment and community integration, Improved positive health and wellbeing outcomes. The service will be a recognised partnership that is able to contribute towards improved community cohesion within the City and Support other organisations to become more culturally aware and competent when supporting people from refugee communities, offering expertise to help ensure they are accessible and culturally sensitive towards the needs of this cohort including professional advocacy for those people that may have experienced discrimination</p>
Decision required:	<p>Approval required of business case to re-commission the service.</p>

SECTION TWO: EQUALITY IMPACT ASSESSMENT SCREENING TOOL

<p>Potential external impacts: Does the proposal have the potential to negatively impact service users, communities or residents with protected characteristics?</p>	Yes		No	x
<p>Potential internal impacts: Does the proposal have the potential to negatively impact Plymouth City Council employees?</p>	Yes		No	x
<p>Is a full Equality Impact Assessment required? (if you have answered yes to either of the questions above then a full impact assessment is required and you must complete section three)</p>	Yes		No	x
<p>If you do not agree that a full equality impact assessment is required, please set out your justification for why not.</p>				
<p>The justification is that as summarised in the overview some of the key aims of the service will be to ensure that people with protected characteristics in particular around race and religion are provided with support interventions that will empower them to feel more confident in settling into their new home town. The service will be particularly culturally sensitive to the needs of women who may come from countries within Africa and the Middle</p>				

East, providing them with support and opportunities in single sex spaces where appropriate. Service requirements include initiatives that help to foster better understanding between different communities, aiming for better cohesion and mutual respect and understanding reducing racial tensions

SECTION THREE: FULL EQUALITY IMPACT ASSESSMENT

Protected characteristics (Equality Act, 2010)	Evidence and information (e.g. data and consultation feedback)	Adverse impact	Mitigation activities	Timescale and responsible department
Age	<p>Plymouth</p> <ul style="list-style-type: none"> • 16.4 per cent of people in Plymouth are children aged under 15. • 65.1 per cent are adults aged 15 to 64. • 18.5 percent are adults aged 65 and over. • 2.4 percent of the resident population are 85 and over. <p>South West</p> <ul style="list-style-type: none"> • 15.9 per cent of people are aged 0 to 14, 61.8 per cent are aged 15 to 64. • 22.3 per cent are aged 65 and over. <p>England</p> <ul style="list-style-type: none"> • 17.4 per cent of people are aged 0 to 14. • 64.2 per cent of people are aged 15 to 64. 	No adverse impacts are anticipated.		

	<ul style="list-style-type: none"> 18.4 per cent of people are aged 65 and over. <p>(2021 Census)</p>			
Disability	<p>9.4 per cent of residents in Plymouth have their activities limited 'a lot' because of a physical or mental health problem.</p> <p>12.2 per cent of residents in Plymouth have their activities limited 'a little' because of a physical or mental health problem (2021 Census)</p>	No adverse impacts are anticipated, the service will be person centred and meet different needs of service users.		
Gender reassignment	0.5 per cent of residents in Plymouth have a gender identity that is different from their sex registered at birth. 0.1 per cent of residents identify as a trans man, 0.1 per cent identify as non-binary and, 0.1 per cent identify as a trans women (2021 Census).	No adverse impacts are anticipated		
Marriage and civil partnership	<p>40.1 per cent of residents have never married and never registered a civil partnership. 10 per cent are divorced, 6 percent are widowed, with 2.5 per cent are separated but still married.</p> <p>0.49 per cent of residents are, or were, married or in a civil partnerships of the same sex. 0.06 per cent of residents are in a civil partnerships with the opposite sex (2021 Census).</p>	No adverse impacts are anticipated		
Pregnancy and maternity	The total fertility rate (TFR) for England was 1.62 children per woman in 2021. The total fertility rate (TFR) for Plymouth in 2021 was 1.5.	No adverse impacts are anticipated		

<p>Race</p>	<p>In 2021, 94.9 per cent of Plymouth’s population identified their ethnicity as White, 2.3 per cent as Asian and 1.1 per cent as Black (2021 Census)</p> <p>People with a mixed ethnic background comprised 1.8 per cent of the population. 1 per cent of the population use a different term to describe their ethnicity (2021 Census)</p> <p>92.7 per cent of residents speak English as their main language. 2021 Census data shows that after English, Polish, Romanian, Chinese, Portuguese, and Arabic are the most spoken languages in Plymouth (2021 Census).</p>	<p>No adverse impacts are anticipated. The service will be commissioned to provide refugee awareness training and community cohesion work. They will also link service users with existing faith and cultural communities in Plymouth</p>		
<p>Religion or belief</p>	<p>48.9 per cent of the Plymouth population stated they had no religion. 42.5 per cent of the population identified as Christian (2021 Census).</p> <p>Those who identified as Muslim account for 1.3 per cent of Plymouth’s population while Hindu, Buddhist, Jewish or Sikh combined totalled less than 1 per cent (2021 Census).</p>	<p>No adverse impacts are anticipated. Service providers will be required to be third party reporters for hate crime and can help support families and raise awareness of how to report incidents.</p> <p>The service will be commissioned to provide refugee awareness training and community cohesion work. They will also link families with existing faith and cultural communities in Plymouth</p>	<p>Plymouth has a Muslim population from a range of diverse national backgrounds. There are two Mosques offering prayer and other facilities. There are also a number of shops with halal provision.</p> <p>There are numerous churches in Plymouth that have a congregation from a range of diverse national backgrounds</p>	
<p>Sex</p>	<p>51 per cent of our population are women and 49 per cent are men (2021 Census).</p>	<p>No adverse impacts are anticipated. Cultural practices may differ between countries of origin and the UK. These</p>		

		will be addressed through sensitive integration support.		
Sexual orientation	88.95 per cent of residents aged 16 years and over in Plymouth describe their sexual orientation as straight or heterosexual. 2.06 per cent describe their sexuality as bisexual, 1.97 per cent of people describe their sexual orientation as gay or lesbian. 0.42 per cent of residents describe their sexual orientation using a different term (2021 Census).	No adverse impacts are anticipated.		

SECTION FOUR: HUMAN RIGHTS IMPLICATIONS

Human Rights	Implications	Mitigation Actions	Timescale and responsible department
	No adverse impacts are anticipated.		

SECTION FIVE: OUR EQUALITY OBJECTIVES

Local priorities	Implications	Timescale and who is responsible
Celebrate diversity and ensure that Plymouth is a welcoming city.	Many people supported by the service will be from Middle Eastern and African countries so taking the decision to re commission this type of service the Council is remaining consistent with its values as Welcoming City and an area that celebrates and encourages people of different backgrounds, faiths and experiences.	The integration work we will be commissioning will ensure that families and individuals are supported and encouraged to engage positively with the wider community. It will also seek to address any cultural norms of service users which may not be consistent with norms within the UK e.g. LQBT and right of women to work with peer to peer support networks.

<p>Pay equality for women, and staff with disabilities in our workforce.</p>	<p>Service will support women who may have child care responsibilities which may impact their ability to enter the workplace in the short-term.</p>	<p>All commissioned services will be required to sign our Equality and Diversity policy, including a commitment to equal pay between genders.</p>
<p>Supporting our workforce through the implementation of Our People Strategy 2020 – 2024</p>		
<p>Supporting victims of hate crime so they feel confident to report incidents, and working with, and through our partner organisations to achieve positive outcomes.</p>	<p>There is potential for individuals and families supported by the service to feel isolated and to be the target of racism and hostility based on current tension around immigration and security.</p> <p>Post the Brexit referendum neighbourhood surveys conducted indicate a decline in local community cohesion rates.</p>	<p>Service providers will be required to be third party reporters for hate crime and can help support families and raise awareness of how to report incidents.</p>
<p>Plymouth is a city where people from different backgrounds get along well.</p>	<p>Immigration is currently viewed negatively by a majority of UK residents (79%). Previously there has been significant public support for the relocation of foreign national civilians to the UK who have been employed by the Ministry of Defence and armed forces in recognition of the commitment and bravery shown often in challenging and dangerous situation.</p> <p>Post the Brexit referendum neighbourhood surveys conducted indicate a decline in local community cohesion rates.</p>	<p>Service will help Council promote engagement with the local community, including the Arabic-speaking and Muslim communities as part of the wider Welcoming City, hate crime incidents and community cohesion work. Any tensions will be monitored and responded to as required.</p>
<p>Human rights Please refer to guidance</p>	<p>Article 2 – right to life - everyone’s right to life shall be protected by law.</p> <p>Article 3 of the HRA states that no-one shall be subjected to torture or to inhuman or degrading treatment or punishment.</p>	<p>The government has stated that they want to remove the incentive to attempt risky sea crossings of refugees and migrants. Commissioning this service</p>

	<p>Article 9 of the HRA protects Freedom of Thought, Conscience and Religion. This right includes freedom to manifest religion or belief, in worship, teaching, practice and observance.</p> <p>Article 2 of the First Protocol: Right to education</p>	<p>promotes protection of the right to life.</p> <p>Service users may have been subjected to torture. Service will ensure that this is taken in account in health and social care assessments.</p> <p>Service will liaise with local places of worship about their ability to accommodate new worshipers and enable participants to fully practise any religion or belief they hold in Plymouth.</p> <p>Right to education service will work with the Council admissions team and the education, participation and skills team to ensure that children are allocated places at school within a reasonable timeframe. Will help support adults to access ESOL classes and may support the provision of a crèche facility and women’s only classes.</p>
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Cabinet

Date of meeting: 10 July 2023

Title of Report: **Options for the Future Delivery of Extra Care Housing and Social Inclusion**

Lead Member: Councillor Mary Aspinall (Cabinet Member for Health and Adult Social Care)

Lead Strategic Director: Anna Coles (Interim Strategic Director for People)

Author: Hannah Shaw, Commissioning Officer

Contact Email: Hannah.shaw@plymouth.gov.uk

Your Reference:

Key Decision: Yes

Confidentiality: Part I - Official

Purpose of Report

This business case proposes options for the future delivery of Extra Care Housing for older people and social inclusion services.

Recommendations and Reasons

It is recommended that the Cabinet:

- Approves the Business Case;
- Approves the direct award of a new contract to the current Extra Care provider, Gemcare Southwest T/A Cera Care, for a period of 8 months to 31st March 2024 in order to bridge the gap in provision of services whilst a procurement exercise is undertaken (with a contract value for 8 months of circa £2.3m);
- Approves the decision to commence a procurement process for the commencement of new contracts in April 2024 for extra care housing service for older people (care element) and social inclusion (total potential contract value for full contract term and potential additional ECH stock to address future demand – circa £50m);
- Delegates authority to the Strategic Director for People to make the contract award decision, and other relevant decisions in relation to this contract where authority to do so is not already delegated to officers.

Alternative options considered and rejected

	Option	Comments
I.	Extend the current contracts	The current contract has been in place for a number of years for both extra care and social inclusion, with no further extension options and therefore a redesign is needed to ensure the services are fit for purpose and equitable across all of the schemes.

		There has been interest from other providers in relation to the contracts, and therefore an extension of the current contracts would not be equitable across the market and could be open to challenge.
2.	Do nothing – let the contracts expire.	<p>This provision supports citizens to be able to live independently and engage in social activities. Without sufficient provision in place there is a risk that needs will be unmet and demand will rise for more intensive forms of housing, support and care.</p> <p>The Local Authority has a statutory duty to provide care and support for people, and therefore it is not an option to not have these services in place.</p>
3.	Direct Award (of a longer term contract then 8 months)	Consideration has been given to making direct award of a contract to the Local Authority Trading Company. However, as this service was set up with the purpose and aims of addressing market failure, the Extra Care and social inclusion re-procurement does not meet this criteria and therefore to ensure a fair and equitable process is undertaken, an open tender is the recommendation.

Relevance to the Corporate Plan and/or the Plymouth Plan

The **Plymouth Plan 2014-2034** details the Local Authority's ambition to meet local housing needs, ensuring that everyone has access to a safe home which is suited to their needs and located in a community where they want to live. One of the key aspects of this is enabling older people to promote, secure and sustain their independence in a home appropriate to their needs, including increased provision for extra care housing.

The ECH model meets Plymouth City Council's **Corporate Plan** priorities to focus on prevention and early intervention, by supporting people to live at home for longer and prevent early reliance on bedded care, and supporting people to be protected and feel safe.

Implications for the Medium Term Financial Plan and Resource Implications:

The procurement aims to reduce contract overheads by simplifying the contract structure for both Extra Care and Social Inclusion. It is anticipated that this is likely to lead to some cost avoidance on both contracts, although this is not yet able to be quantified.

Financial Risks

There are no financial risks to the service; the provision is built into the annual budget. There is financial benefit where people are enabled to reside within extra care as opposed to move into bedded care.

Carbon Footprint (Environmental) Implications:

The ECH model supports Plymouth's Go Green ambition by having multiple scheme locations across the City, reducing the need for people to travel to their place of work. It also encourages local community access, again reducing the need for travel for residents of the schemes.

Other Implications: e.g. Health and Safety, Risk Management, Child Poverty:

** When considering these proposals members have a responsibility to ensure they give due regard to the Council's duty to promote equality of opportunity, eliminate unlawful discrimination and promote good relations between people who share protected characteristics under the Equalities Act and those who do not.*

Appendices

*Add rows as required to box below

Ref.	Title of Appendix	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
		1	2	3	4	5	6	7
A	Options for the future delivery of extra care housing and social inclusion – Part 1							
B	Options for the future delivery of extra care housing and social inclusion – Part 2			X				
C	Equalities Impact Assessment							

Background papers:

*Add rows as required to box below

Please list all unpublished, background papers relevant to the decision in the table below. Background papers are unpublished works, relied on to a material extent in preparing the report, which disclose facts or matters on which the report or an important part of the work is based.

Title of any background paper(s)	Exemption Paragraph Number (if applicable) <i>If some/all of the information is confidential, you must indicate why it is not for publication by virtue of Part 1 of Schedule 12A of the Local Government Act 1972 by ticking the relevant box.</i>						
	1	2	3	4	5	6	7
Not applicable							

Sign off:

Fin	DJN. 23.24. 48	Leg	EJ/10 98/20 .6.23(1)	Mon Off		HR	N/A	Asset s	N/A	Strat Proc	SS/SC/026 /BC/0623
Originating Senior Leadership Team member: Emma Crowther, Interim Head of Commissioning											
Please confirm the Strategic Director(s) has agreed the report? Yes											
Date agreed: 13/06/2023											
Cabinet Member approval: Councillor Mary Aspinall (Cabinet Member for Health and Adult Social Care)											
Date approved: 26/06/2023											

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BUSINESS CASE

OPTIONS FOR THE FUTURE DELIVERY OF EXTRA CARE HOUSING AND SOCIAL INCLUSION – PART I



I. EXECUTIVE SUMMARY

This paper describes the options for the future delivery of Extra Care housing for older people contract (care element) and Social Inclusion. This includes the direct award of an Extra Care (ECH) contract for a period of 8 months to the incumbent provider to allow time for the redesign and procurement of this service. The direct award for 8 months holds a contract value of approximately £2.3m. The social inclusion service has a contract in place and therefore a direct award is not required for this.

There is an increase in demand on services with Plymouth's growing and ageing population that require suitable accommodation and care and social engagement opportunities for their current and future needs, and the increase in the number of people with complex disabilities living in the community means pressure on services in this area are significant.

Plymouth City Council currently spends approximately £3.4m per annum on care and support in 7 ECH schemes across the City for people over 55 years of age. Within the ECH schemes, there are 4 Pathway Flats managed by Plymouth City Council which offer a short-term placement to people who may need a trial prior to signing up for a tenancy with the housing provider.

The current contract for this service has been in place since 2013, and due to market changes during this time, there have been a number of care providers delivering the service.

The social inclusion service was first commissioned in 2013. The Elder Tree currently delivers the social inclusion service at St Pauls, St Barnabas, The Rise, Runnymede Court and Astor Court. Livewest, the housing provider, delivers the service at Devonport Views.

The current Social Inclusion offer is not equitable across all of the extra care schemes for older people due to historic contractual changes, there is not an offer of social inclusion with Riverview ECH scheme which will be addressed through the planned procurement process.

The Council spends c£182k annually on social inclusion and the service delivers, on average, 40 hours of social inclusion per scheme each week.

The proposed commissioning approach seeks to provide value for money and develop services that best meet the care and support needs to people who currently live in ECH and/or access Social Inclusion services, and those who may do in the future. Part of this approach includes rebalancing the services to meet the needs of the ECH community, weighted towards clients with more complex and fluctuating needs. This is in line with our approach to offer extra care housing as an alternative to nursing and residential placements where appropriate.

2. THE SERVICES

EXTRA CARE

An Extra Care (ECH) scheme is where people have their own self-contained homes as part of a larger complex, have a legal right to occupy the property, and have the provision of 24/7 on-site care and support. Plymouth has 7 Extra Care schemes; the total current budget for extra care housing is £3.4m, representing £1m for core service delivery and £2.4m for commissioned self-directed care packages.

Unit name	Area of Plymouth	Landlord	No of flats (all a mix of 1 and 2 bedrooms)	No of commissioned clients (as at April 2023)	No of staff (as at April 2023)
Astor Court	Cattedown	Sovereign	30	19	17
Devonport Views	Devonport	Livewest	42	29	17
Riverview	Ernesettle	Aster	40	21	21
Runnymede	Ernesettle	Anchor	38	27	20
St Barnabas	Stoke	Aster	32	22	23
St Paul's	Efford	Aster	40	38	37
The Rise	Plympton	Housing 21	76	9	30
Total			298	165	165

The Extra Care service for older people supports the following outcomes:

- People are supported to continue to live independently;
- People are supported individually so that they can lead as natural and independent a life as possible behind the privacy of their own door;
- People with complex needs associated with dementia and physical and mental disability receive skilled services that help them maintain and enjoy an active life;
- A more independent lifestyle may be facilitated for some, whereas the provision of a continually supportive environment will be a key factor for others;
- People are supported to achieve their desired level of involvement with their local community and the service will work collaboratively with the Social Inclusion service to this aim;
- People are supported to maintain or gain independent living skills following periods of illness and so prevent hospital admission or readmission;
- People are supported to evaluate and manage their own risk and to establish their preferred priorities;
- People passing through the Pathways flats (where applicable) will receive individualised care and support with the aim of achieving a positive outcome for continued independent living;
- The promotion and facilitation of flexible telecare solutions to achieve a wide range of responses to meeting people's needs;
- The allocation of accommodation and the movement of people into/out of the scheme are efficiently and effectively handled and the service will work in partnership with the housing providers and social inclusion provider(s) to achieve this;
- Good partnership working with the Housing Provider and Social Inclusion Services will be achieved to ensure a fully utilised, safe and well-coordinated environment where people enjoy living.

The service focuses on two key areas of delivery:

CORE

A core service for the seven schemes ensures care and support cover 24 hours a day. The core service will be a fixed arrangement, available to all and will not be charged for. This core service will also provide planned support to those residents who have not been assessed as requiring an Adult Social Care assessed package of care and support but who

require low level support to maintain independence, continue to enjoy health and well-being and remain socially engaged.

SELF DIRECTED

Self-directed support is the term used to describe how people are able to design the support or care arrangements that best suit their specific needs.

Through self-directed support people are able to direct and control how the money available to meet their support needs is spent. A greater emphasis is placed on people using personal budgets to build on their own support networks such as family and friends.

Therefore the second aspect of this combined care and support service will be the provision of one to one care and support that a significant number of Extra Care Housing Residents require and which has been assessed as being eligible within Adult Social Care Fair Access to Care Assessment.

People will have the choice of either selecting the core organisation to deliver this one to one care and support (as assessed as eligible by Adult Social Care), or may wish to select a different provider for this purpose. Through self-directed support people will be able to direct and control how the money available to meet their support need is spent.

SOCIAL INCLUSION

The Social inclusion service that is delivered to the various extra care schemes provides a broad range of activities for the residents both living within the schemes and some of the surrounding areas where appropriate, to achieve the following:

- Assist residents to achieve and sustain a good level of social inclusion, to maximise their opportunity to enjoy and achieve in life;
- Establish strong links with the local community to optimise social inclusion opportunities for people living outside of the scheme who would benefit;
- Provide assistance in partnership with the Care and Support provider on an individual basis to enable people to access activities and opportunities that are made available at the scheme;
- Provide initially intensive support to orientate new people to the scheme during their first weeks of settling in;
- Establish, manage and support a group of volunteers from the wider community who will enhance the range of social inclusion opportunities available to people living in the scheme and with those other older people who live in the surrounding community and are engaging with the activities and opportunities that you provide both within the scheme and the wider community;
- Respond flexibly to the particular and individual needs of people living within the Extra Care Scheme, which will vary on each scheme.

Currently there is a voluntary sector provider who is commissioned to deliver this service within 5 of the Extra Care schemes, and one scheme has their social inclusion delivered by the landlord of the property. As detailed above, there is one scheme which currently does not have a social inclusion offer, and this does not provide an equitable service across the 7 schemes. Therefore the recommended procurement activity will incorporate social inclusion for all schemes as this is a vital aspect of the extra care housing model.

Provider	Schemes covered
Elder Tree (VCS)	Astor Court Runnymede St Barnabas St Paul's The Rise
Livewest (Housing Provider)	Devonport Views
Total	c£15,138 monthly c£181,680 annually
NB. There is currently no social inclusion at Riverview	

3. WHAT SERVICE USERS/PROFESSIONALS TOLD US

In 2022, Plymouth City Council received questionnaires from service users, and in 2023 have met with service users and their relatives within the current improvement project. Plymouth City Council also receives regular feedback from Livewell Southwest workers, some of which is detailed below.

Commissioners have been visiting the ECH schemes in recent months, and feedback has been increasingly positive in relation to the current service provider. Residents meetings have been held and one of the key topics raised has been in relation to social inclusion and potentially creating more opportunities for residents of the schemes to have more activities to take part in. The Covid-19 pandemic impacted on the ability of the social inclusion providers to do as many activities, such as day trips, however going forward this would be valued by the residents.

The overwhelming feedback from residents is that extra care has been invaluable for them, and in many cases it has provided the lifeline for people to be able to stay independent for longer without relying on bedded care. Residents have also told us that it has helped them feel less lonely and has reduced anxieties, having both other residents and staff on hand to support them.

Within the feedback we received, we heard:

"I need to feel relaxed with my carers"

"I want to work closely with service users, families and the care provider to give the best outcomes for the client"

"It can be lonely moving in, it's important to have social events to make you feel welcomed and at home"

"It's important that there is social inclusion in all schemes so that peoples' health and wellbeing is supported the best it can be"

"It's important to me for my carers to listen and be well trained"

4. DEMAND FOR SERVICES

The demand for housing with care provision is likely to trend upwards to 2035, reflecting the growth in Plymouth's older population of 27% from 2020 to 2035 (Projecting Older People Population Information System). This means:

- ECH will need to meet the needs of growing numbers of frail older adults with complex health and social care needs;
- ECH will need to provide for the increasing dependency of those with lower needs, i.e. preventative support that reduces the risk of loneliness, social isolation, falls and multi-morbidities associated with aging;
- ECH will need to play a key role in reducing the numbers of people moving prematurely into costly and inappropriate residential and nursing care;
- ECH will need to provide more flexible care and support options to people requiring temporary stays through the Pathway Flats;
- Consideration needs to be given to build on the ECH stock in the City in the future;
- ECH will continue to support people to remain independent in their own homes.

5. NATIONAL AND LOCAL DRIVERS

The following national strategic drivers support the recommissioning of ECH and Social Inclusion services:

- **NHS Long Term Plan (2019):** Care to be increasingly delivered in people's homes or somewhere convenient, freeing up space in hospitals for those who need it most. Focus on expanding community care, support and prevention.
- **Care Act (2014):** Places a duty on local authorities to facilitate and shape our market for care and support; to ensure sustainability, diversity and continuously improving and innovating services. It includes the promotion of strengths-based approaches and particularly a focus on prevention and wellbeing.
- **Public Services (Social Value) Act (2012):** To consider how the services the local authority commissions and procures might improve the economic, social and environmental wellbeing of the Plymouth area.
- **Equality Act (2010) – Public Sector Equality Duty:** To eliminate unlawful discrimination, harassment, and victimisation, to advance equality of opportunity between people, to foster good relations between people who share a protected characteristic and those who do not.
- The Government's policy **Build Back Better: Our plan for adult social care in England** aims to: offer choice, control and independence to care users, provide an outstanding quality of care, and be fair and accessible to all who need it, when they need it.

The following **Council and partners' strategies and plans** must also support the recommissioning of ECH and Social Inclusion services:

- The **Plymouth Plan 2014-2034** details the Local Authority's ambition to meet local housing needs, ensuring that everyone has access to a safe home which is suited to their needs and located in a community where they want to live. One of the key aspects of this is enabling older people to promote, secure and sustain their

independence in a home appropriate to their needs, including increased provision for extra care housing.

- **Livewell Southwest's** mission is to support people to lead independent, health lives in the place, and the community in which they live.
- Plymouth's **Go Green Campaign** is a key driver for our procurements, with the goal for the City to be net zero carbon by 2030. This includes sustainable procurement and driving innovations to create change across the City.
- The **Local Care Partnership** supports the Government's policy to Build Back Better: Our plan for health and social care. It aims to: improve health and wellbeing outcomes for the local population, reduce inequalities in health and wellbeing of the local population, improve people's experience of care, and improve the sustainability of the health and wellbeing system. Ultimately, the ambition of the Local Care Partnership is for people to receive 'the right care, at the right time, in the right place'.

5. PROPOSAL

It is proposed to procure a new contract with 2 Lots:

- Extra Care
- Social Inclusion

The proposed contracts will provide core and self-directed Extra Care and Social Inclusion services for 4 years with an option to extend for a further 4 years (2+2). The length of the contract is to provide security for providers, and to allow for robust strategic partnerships, upon which the contract will be based, to be built. We will also include the option to increase the number of Extra Care schemes during the lifetime of the contract, to be able to flex the offer in the city to meet changing demand. The total contract value (4+2+2), taking into account potential inflationary increases and the potential to add to the extra care stock in Plymouth, is estimated to be circa £50m.

Through the procurement and tendering process, we will aim to encourage collaborative bidding by holding market engagement events and support providers who wish to do this. Consideration has been given to procure the social inclusion as a single integrated Lot with the ECH contract, however this would disqualify voluntary sector services from being able to tender and therefore the recommendation is to tender separately for the care element of the contract and the social inclusion element.

ALTERNATIVE OPTIONS CONSIDERED

	Option	Comments
1.	Extend the current contracts	<p>The current contract has been in place for a number of years for both extra care and social inclusion, with no further extension options and therefore a redesign is needed to ensure the services are fit for purpose and equitable across all of the schemes.</p> <p>There has been interest from other providers in relation to the contracts, and therefore an extension of the current contracts would not be equitable across the market.</p>
2.	Do nothing – let the	This provision supports citizens to be able to live independently and engage in social activities. Without sufficient provision in

	contracts expire	place there is a risk that needs will be unmet and demand will rise for more intensive forms of housing, support and care. The Local Authority has a statutory duty to provide care and support for people, and therefore it is not an option to not have these services in place.
3.	Direct Award	Consideration has been given to making direct award of a contract to the Local Authority Trading Company. However, as this service was set up with the purpose and aims of addressing market failure, the Extra Care and social inclusion re-procurement does not meet this criteria and therefore to ensure a fair and equitable process is undertaken, an open tender is the recommendation.

TIMESCALES

An indicative timescale is as follows:

Activity	Timescale
Direct Award to current provider to 31/03/2024	July 2024
Final development of ECH and social inclusion specification	July 2024
Market engagement	July - September 2024
Tender process	September – December 2024
Contract Award	December 2024
Development of mobilisation plan	January – March 2024
Contract Go Live	April 2024

RISKS AND MITIGATIONS


	Risk	Mitigation
Procurement	Short-term direct award rather than immediate competitive tender	Enables early market engagement to keep market informed and facilitate partnership bidding
	Tendering for one lot as opposed to separate	Encourage providers to work together and put forward collaborative bids - work with partners (local authority, health and social care partners, housing partners) to ensure supportive and strategic relationships built
	Awarding to a number of providers with collaborative bidding	Consistency of oversight will be mitigated through consistent contract management Providers to work together, i.e. forums/networking/shared training to support mitigation of inconsistency of approach
Future demand	Ageing population and increased complexity of need as described above	Potential to develop further ECH schemes within the City in future years. This may result in the successful provider(s) incorporating this increase within the contract term.

OUTCOMES AND BENEFITS

Financial outcomes and benefits	Non-financial outcomes and benefits
<p>The provision will achieve system efficiencies by supporting people to live independently in their own home for longer. This reduces the need for people to move into 24/7 residential services which in turn achieves financial efficiencies for the local authority.</p>	<p>Fit for purpose service design, giving improved customer experience.</p> <p>Ability to drive more specialist training to support people to live independently for longer, such as those people living with dementia.</p> <p>Creating social inclusion opportunities within all schemes will bring health and wellbeing benefits to the service users, helping to reduce social isolation and loneliness.</p> <p>Working co-operatively with partners (Care providers, Livewell SW and voluntary sector organisations to serve the best interests of our City and its communities.</p> <p>Continue to explore extra care opportunities in line with the Plymouth Plan policy to meet local housing needs (HEA8).</p>

EQUALITY IMPACT ASSESSMENT

SECTION ONE: INFORMATION ABOUT THE PROPOSAL

Author(s): This is the person completing the EIA template.	Hannah Shaw	Department and service:	People Strategic Co-operative Commissioning	Date of assessment:	June 2023
Lead Officer: Please note that a Head of Service, Service Director, or Strategic Director must approve the EIA.	Emma Crowther, Interim Head of Commissioning	Signature:		Approval date:	12 th June 2023
Overview: Please use this section to provide a concise overview of the proposal being assessed including: <ul style="list-style-type: none"> ▪ Aims and objectives (including rationale for decision) ▪ Key stakeholders ▪ Details of any engagement activities 	<p>Plymouth City Council is proposing to extend the current contract for Extra Care Housing Care provision by 8 months. The current contract ends on 31/07/2023 and the extension would expire on 31/04/2024. During this time, it is intended to undertake a procurement exercise to enable a redesign of the service to ensure it is fit for purpose and commissioned in the best way possible for the users of the service. The intention is to include social inclusion alongside the extra care schemes in this procurement exercise.</p> <p>The Extra Care service currently provides commissioned care across 7 extra care schemes for older people in the City, and social inclusion is provided in 6 of these schemes.</p> <p>Eligibility criteria for the service is defined as:</p> <p><u>Adults</u></p> <p>An individual whose needs meet The Care and Support (Eligibility Criteria) Regulations 2014, as set out in the Care Act 2014, in order to receive the Services, namely if:</p> <ol style="list-style-type: none"> a) The adult's needs arise from or are related to a physical or mental impairment or illness; b) As a result of the adult's needs the adult is unable to achieve two or more of the outcomes specified in paragraph 2 of the Regulations; and c) As a consequence there is, or is likely to be, a significant impact on the adult's well-being. <p>Any services received following a care or support Assessment and recommendation from an appropriately qualified health and social care professional will be free of charge to the Service User, where the solution recommended provides a preventative benefit or meets Care Act 2014 Eligibility Criteria and it achieves Best Value for Commissioners.</p>				

	<p>The Social Inclusion service that is delivered to the various extra care schemes provides a broad range of activities for the residents both living within the schemes and some of the surrounding areas where appropriate, to achieve the following:</p> <ul style="list-style-type: none"> • Establish strong links with the local community to optimise social inclusion opportunities for people living outside of the scheme who would benefit; • Assist residents to achieve and sustain a good level of social inclusion, to maximise their opportunity to enjoy and achieve in life; • Provide assistance in partnership with the Care and Support provider on an individual basis to enable people to access activities and opportunities that are made available at the scheme; • Provide initially intensive support to orientate new people to the scheme during their first weeks of settling in; • Establish, manage and support a group of volunteers from the wider community who will enhance the range of social inclusion opportunities available to people living in the scheme and with those other older people who live in the surrounding community and are engaging with the activities and opportunities that you provide both within the scheme and the wider community; • Respond flexibly to the particular and individual needs of people living within the Extra Care Scheme, which will vary on each scheme. <p>Currently there is a voluntary sector provider who is commissioned to deliver this service within 5 of the Extra Care schemes, and one scheme has their social inclusion delivered by the landlord of the property. There is one scheme which currently does not have a social inclusion offer, and this does not provide an equitable service across the 7 schemes. Therefore the recommended procurement activity will incorporate social inclusion for all schemes as this is a vital aspect of the extra care housing model, ensuring greater equity for service users.</p>
<p>Decision required: Within this section, you must be clear on any decision being made and how/when, it will be taken.</p>	<p>This EIA will accompany the business case for the future contracting of the Extra Care and Social Inclusion contracts for Plymouth, which will be considered by Plymouth City Council's Cabinet.</p>

SECTION TWO: EQUALITY IMPACT ASSESMENT SCREENING TOOL

<p>Potential external impacts:</p>	<p>Yes</p>		<p>No</p>	<p>No</p>
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Does the proposal have the potential to negatively impact service users, communities or residents with protected characteristics?				
Potential internal impacts: Does the proposal have the potential to negatively impact Plymouth City Council employees?	Yes		No	No
Is a full Equality Impact Assessment required? (if you have answered yes to either of the questions above then a full impact assessment is required and you must complete section two)	Yes		No	No
If you do not agree that a full equality impact assessment is required, please set out your justification for why not.				

SECTION THREE: FULL EQUALITY IMPACT ASSESSMENT

Protected characteristics (Equality Act, 2010)	Evidence and information (e.g. data and consultation feedback)	Adverse impact	Mitigation activities	Timescale and responsible department
	<p>Provide examples of the data that you have used to inform your decision. Examples include census data, service feedback, consultation responses and information collected via demographic monitoring etc.</p> <p>The boxes below provide examples of the types of data you may wish to use.</p>	<p>Please use this column to identify where your decision may cause an adverse impact on those with protected characteristics. You can read the EIA Toolkit for guidance on how to make judgement.</p> <p>Where there is no adverse impact, please type 'not applicable'.</p>	<p>Please use this column to detail any mitigation action you plan to take to limit any identified adverse impacts. Where it is not possible to mitigate against an adverse impact you must make this clear. You can read the EIA Toolkit for guidance.</p>	<p>Please use this column to provide the timeframe for implementing any mitigation activities. You must include the lead department.</p>
Age	<p>Extra Care Housing (for older people) is delivered to older people aged 55+ to support them in their daily lives and help them to live at home. Data from the 2022 Pen Profiles stated:</p>	<p>No adverse impact.</p> <p>As part of PCC tender/commissioning process providers are asked to</p>	<p>None.</p>	<p>N/A</p>

	<p>Average age in Plymouth (38.6 years) is below the England average (40 years), and the South West (44.1 years).</p> <p>16.3% are aged 65 or over in Plymouth (Census 2011) which is in line with England.</p> <p>There is a projected 32.7% increase in the number of people aged 65 or over between 2016 and 2034 (an additional 15,400 individuals) in Plymouth by 2034. Older people, especially those aged 65+, are among the largest users of our health and social care services therefore an ageing population suggests an increasing need for care and support services.</p>	<p>demonstrate their understanding of Equality & Diversity and demonstrate policies, procedures, process are in place.</p>		
Disability	<p>Extra Care Housing supports service users, some of whom have a disability, including some people with quite complex needs who can live independently in extra care housing but with additional on-site support.</p> <p>A total of 31,164 people (from 28.5% of households) declared themselves as having a long term health problem or disability (national figure 25.7% of households), compared with the total number of people with disabilities in UK (11,600,000) (2011 Census).</p> <p>10% of our population have their day-to-day activities limited a lot by a long-term health problem or disability (2011 Census).</p> <p>In the 2011 census, there were 22,146 people aged 65 and over with a long term health problem or disability of which 11,266 recorded that their day-to-day activities were limited a lot and 10,880 reported their day-to-day activities were limited a little.</p>	<p>Impact is based on whether a need has been identified.</p> <p>As part of PCC tender/commissioning process providers are asked to demonstrate their understanding of Equality & Diversity and demonstrate policies, procedures, process are in place.</p>	<p>Ensure appropriate supervision and training of the suitably qualified person undertaking the needs assessment.</p> <p>The data from the 2021 Census will be used to inform the changes in the Plymouth population over the past 10 years and predict the population over the contract period.</p>	Ongoing
Gender reassignment	<p>Needs for the Extra Care Housing service are assessed by a suitably qualified person and the service will only be available if eligible needs have been identified.</p> <p>There is no specific CYP data for this category, but given the average age for presentation for reassignment of male-to-</p>	<p>Impact is based on whether a need has been identified.</p> <p>As part of PCC tender/commissioning process providers are asked to demonstrate their understanding</p>	<p>Ensure appropriate supervision and training of the suitably qualified person undertaking the needs assessment.</p>	Ongoing

	<p>females is 40-49. For female-to-male the age group is 20-29, it is anticipated the number of CYP affected in the city is small.</p> <p>The 2021 Census included for the first time questions asking respondents to indicate their sexual orientation and gender identity. The collection of this information will provide a much clearer picture of the profile of this community going forward and the issues that they face. We anticipate that this will go some way in allowing us to understand the data at a local level.</p>	<p>of Equality & Diversity and demonstrate policies, procedures, process are in place.</p>	<p>The data from the 2021 Census will be used to inform the changes in the Plymouth population over the past 10 years and predict the population over the contract period.</p>	
Marriage and civil partnership	<p>There were 234,795 marriages in England and Wales in 2018.</p> <p>In 2020, there were 7,566 opposite-sex civil partnerships formed in England and Wales, of which 7,208 were registered in England and 358 were registered in Wales.</p> <p>There were 785 civil partnerships formed between same-sex couples in England and Wales in 2020, of which 745 were registered in England and 40 were registered in Wales.</p>	<p>Impact is based on whether a need has been identified.</p> <p>As part of PCC tender/commissioning process providers are asked to demonstrate their understanding of Equality & Diversity and demonstrate policies, procedures, process are in place.</p>	<p>Ensure appropriate supervision and training of the suitably qualified person undertaking the needs assessment.</p> <p>The data from the 2021 Census will be used to inform the changes in the Plymouth population over the past 10 years and predict the population over the contract period.</p>	Ongoing
Pregnancy and maternity	<p>This EIA relates to services for older people in Plymouth (65+) so issues relating to pregnancy and maternity are not applicable.</p>	N/A	N/A	N/A
Race	<p>Needs are assessed by a suitably qualified person and service will only be available if needs have been identified. Data from the 2022 Pen Profiles unless other stated:</p> <p>92.9 per cent of Plymouth's population identify themselves as White British. 7.1 per cent identify themselves as Black, Asian or Minority Ethnic. Our ethnic minority communities are diverse with the Polish, Chinese and Kurdish communities amongst the largest. We also have a small resident Gypsy and</p>	<p>Impact is based on whether a need has been identified.</p> <p>As part of PCC tender/commissioning process providers are asked to demonstrate their understanding of Equality & Diversity and</p>	<p>Ensure appropriate supervision and training of the suitably qualified person undertaking the needs assessment.</p> <p>The data from the 2021 Census will be used to inform the changes in the</p>	Ongoing

	<p>Traveller community. Census data suggests at least 43 main languages are spoken in the city, showing Polish, Chinese and Kurdish as the top three, and over 100 different languages spoken in our schools. At the time of the 2001 census, 97 per cent of Plymouth's population was White British, by 2011 this had decreased to 93 per cent. Our ethnic minority communities are diverse with the Polish, Chinese and Kurdish communities amongst the largest. We also have a small resident Gypsy and Traveller community. The Census records that there are at least 43 main languages spoken in the city, and over 100 different languages spoken in our schools</p> <p>Some areas of the city are more diverse than others: the area around the university, the city centre, Stonehouse and the East End are among the most diverse.</p> <p>Plymouth is a dispersal area for asylum seekers and around 350 people will be accommodated in the city at any given time.</p> <p>According to a report by the King's Fund, people from ethnic minority groups are more likely to report limiting long-term illness and poor health than White British people, in particular people from Pakistani and Bangladeshi groups and those identifying as White Gypsy and Irish Traveller.</p>	<p>demonstrate policies, procedures, process are in place.</p>	<p>Plymouth population over the past 10 years and predict the population over the contract period.</p>	
<p>Religion or belief</p>	<p>Needs are assessed by a suitably qualified person and service will only be available if needs have been identified.</p> <p>There is no specific CYP data for this category. However, data shows 32.9% of the Plymouth population stated they had no religion. Those with a Hindu, Buddhist, Jewish or Sikh religion combined totalled less than 1%. 58.1% of those who responded declared themselves to be Christian. 0.8% declared that they were of Islam, 0.3% Buddhist; 0.2% Hindu; 0.1% Jewish; 0.1% Sikh. 0.5% of the population had a current religion that was not Christian, Islam, Buddhism, Hinduism, Judaism, or Sikh such as Paganism or Spiritualism.</p>	<p>Impact is based on whether a need has been identified.</p> <p>As part of PCC tender/commissioning process providers are asked to demonstrate their understanding of Equality & Diversity and demonstrate policies, procedures, process are in place.</p>	<p>Ensure appropriate supervision and training of the suitably qualified person undertaking the needs assessment.</p> <p>The data from the 2021 Census will be used to inform the changes in the Plymouth population over the past 10 years and predict the population over the contract period.</p>	<p>Ongoing</p>

<p>Sex</p>	<p>Needs are assessed by a suitably qualified person and service will only be available if needs have been identified.</p> <p>Overall 50.3 per cent of our population are female and 49.7 per cent are male: this reflects the national figure of 50.6 per cent females and 49.4 per cent males (ONS MYE 2019).</p> <p>Life expectancy at birth in Plymouth is 78.8 for males and 82.5 for females (OHID 2018-2020).</p> <p>Healthy life expectancy in Plymouth is 61.8 for males and 58.3 for females (OHID 2018-2020).</p>	<p>Impact is based on whether a need has been identified.</p> <p>As part of PCC tender/commissioning process providers are asked to demonstrate their understanding of Equality & Diversity and demonstrate policies, procedures, process are in place.</p>	<p>Ensure appropriate supervision and training of the suitably qualified person undertaking the needs assessment.</p> <p>The data from the 2021 Census will be used to inform the changes in the Plymouth population over the past 10 years and predict the population over the contract period.</p>	<p>Ongoing</p>
<p>Sexual orientation</p>	<p>There are no official estimates for sexual orientation at a local level. There is no precise local data on sexual orientation in Plymouth.</p> <p>Findings from the annual population survey have revealed the number of people identifying as lesbian, gay or bisexual in the UK has increased from 1.9% in 2015 to 2.7% in 2019, an increase of more than a third.</p>	<p>Impact is based on whether a need has been identified.</p> <p>As part of PCC tender/commissioning process providers are asked to demonstrate their understanding of Equality & Diversity and demonstrate policies, procedures, process are in place.</p>	<p>Ensure appropriate supervision and training of the suitably qualified person undertaking the needs assessment.</p> <p>The data from the 2021 Census will be used to inform the changes in the Plymouth population over the past 10 years and predict the population over the contract period.</p>	<p>ongoing</p>

SECTION FOUR: HUMAN RIGHTS IMPLICATIONS

Human Rights	Implications	Mitigation Actions	Timescale and responsible department
<p>If your proposal may impact on the Council’s ability to ensure human rights, please specify the relevant article in the boxes below – add more rows if required.</p>	<p>Please use this column to identify where your decision may cause a negative impact on the Council’s ability to ensure human rights. Where there</p>	<p>Please use this column to detail any mitigation action you plan to take to limit any negative impacts. Where it is not possible to</p>	<p>Please use this column to provide the timeframe for implementing any mitigation</p>

Only complete this section if it is relevant to your decision. If it is not relevant, please type 'not applicable'.	is no impact, please type 'not applicable'.	mitigate against a negative impact you must make this clear.	activities. You must include the lead department.
	N/A		

SECTION FIVE: OUR EQUALITY OBJECTIVES

Equality objectives	Implications	Mitigation Actions	Timescale and responsible department
	Please use this column to identify where your decision may cause a negative impact on the Council's ability to meet its equality objectives. Where there is no impact, please type 'not applicable'.	Please use this column to detail any mitigation action you plan to take to limit any negative impacts. Where it is not possible to mitigate against a negative impact you must make this clear.	Please use this column to provide the timeframe for implementing any mitigation activities. You must include the lead department.
Celebrate diversity and ensure that Plymouth is a welcoming city.	N/A		
Pay equality for women, and staff with disabilities in our workforce.	N/A		
Supporting our workforce through the implementation of Our People Strategy 2020 – 2024	N/A		
Supporting victims of hate crime so they feel confident to report incidents, and working with, and through our partner organisations to achieve positive outcomes.	N/A		

Plymouth is a city where people from different backgrounds get along well.	N/A		
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The following relates to exempt or confidential matters (Para(s) 3 of Part 1, Schedule 12A of the Local Govt Act 1972). Any breach of confidentiality could prejudice the Council/person/body concerned & might amount to a breach of the councillors /employees codes of conduct.

Document is Restricted

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