



monmouthshire
sir fynwy

Integrated Impact Assessment document (incorporating Equalities, Future Generations, Welsh Language and Socio Economic Duty)

Name of the Officer: Naomi Lovesay Phone no: 07970894427 E-mail: NaomiLovesay@monmouthshire.gov.uk	Please give a brief description of the aims of the proposal To consider the findings and outcomes of the first phase review of the Community Means Service. To assess the impact of any service development on the delivery of Monmouthshire Meals on Wheels Service to people in Monmouthshire
Name of Service area Monmouthshire Meals on Wheels, Direct care Services	Date 19 th September 2025

1. **Are your proposals going to affect any people or groups of people with protected characteristics?** Please explain the impact, the evidence you have used and any action you are taking below.

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Age	Developing the Meals on Wheels (MOW) service will ensure the service is sustainable both in terms of the service delivery model and financially. This sustainability will ensure elderly people in our communities will continue to have a hot meal delivered daily. Having nutritious hot meal daily will support people's physical and psychological wellbeing and prevent further health complications as a result malnutrition and dehydration.	To develop the service, a change in meal supplier will need to be considered. A potential change in supplier may mean an altered menu choice which some people may dislike.	Engagement with service users to ensure a menu is offered is to their liking and continues to offer options that cater for allergies, dietary choices (e.g. vegan) medical conditions (e.g. Diabetes) and cultural beliefs (e.g. Halal)

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Disability	Developing the Meals on Wheels (MOW) service will ensure the service is sustainable both in terms of the service delivery model and financially. This sustainability will ensure people with a disability in our communities will continue to have a hot meal delivered daily. Having nutritious hot meal daily will support people's physical and psychological wellbeing and prevent further health complications as a result malnutrition and dehydration.	During the change project, a change in meal supplier will need to be considered. A potential change in supplier may mean an altered menu choice which some people may dislike.	Engagement with service users to ensure a menu is offered is to their liking and continues to offer options that cater for allergies, dietary choices (e.g. vegan) medical conditions (e.g. Diabetes) and cultural beliefs (e.g. Halal)
Gender reassignment	N/A	N/A	N/A
Marriage or civil partnership	N/A	N/A	N/A
Pregnancy or maternity	N/A	N/A	N/A
Race	N/A	N/A	N/A

Protected Characteristics	Describe any positive impacts your proposal has on the protected characteristic	Describe any negative impacts your proposal has on the protected characteristic	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
Religion or Belief	.As part of the proposed service change, a tender process will be undertaken for the meal supplier. This re-tendering of the meal supplier will continue to ensure that religious and cultural beliefs in relation to peoples diet will have greater consideration.	Nil	N/A
Sex	N/A	N/A	N/A
Sexual Orientation	.N/A	N/A	N/A

2. The Socio-economic Duty and Social Justice

The Socio-economic Duty requires public bodies to have due regard to the need to reduce inequalities of outcome which result from socio-economic disadvantage when taking key decisions This duty aligns with our commitment as an authority to Social Justice.

	Describe any positive impacts your proposal has in respect of people suffering socio economic disadvantage	Describe any negative impacts your proposal has in respect of people suffering socio economic disadvantage.	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts?
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Socio-economic Duty and Social Justice	Although the MOW service is based on assessed need, it is a chargeable service. This charge may mean that some people are unable to afford the cost of MOW resulting in reduced access to the service. As part of the proposed change, financial review will take place to consider if the service can be delivered in a more cost effective way which will allow MCC to reduce the cost of the meal daily to people in our communities. If a reduction in cost can be achieved as an outcome of this project, then this will provide an opportunity for greater access to the MOW service for vulnerable people living in Monmouthshire.	MOW will remain a chargeable service to some extent so may continue to prevent some people accessing the service	A desired outcome will be to reduce the cost to people in our communities which will help to mitigate a proportion of the accessibility based on a person's socio-economic circumstances.
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3. Policy making and the Welsh language.

How does your proposal impact on the following aspects of the Council's Welsh Language Standards:	Describe the positive impacts of this proposal	Describe the negative impacts of this proposal	What has been/will be done to mitigate any negative impacts or better contribute to positive impacts
Policy Making Effects on the use of the Welsh language, Promoting Welsh language Treating the Welsh language no less favourably	The proposal does not in any way reduce the use of Welsh language. MOW encourages communication and engagement in both Welsh and English which will continue as part of all service change. As we look to consider how we can digitalise some of the processes there maybe an opportunity to actually increase the Welsh offer across the MOW service.	Nil	N/A
Operational Recruitment & Training of workforce	Welsh language training is, and will continue to be, available to all existing and new staff within the MOW service.	Welsh language training may impact on staff capacity which will need to be balanced with delivering the MOW service so operationally the service is not impacted.	Planning training in advance to ensure workforce is sufficient daily to manage the demands of the MOW service.
Service delivery Use of Welsh language in service delivery Promoting use of the language	The service change project allows us the opportunity to review and update all service communication and engagement is delivered bilingually promoting the use of Welsh language.	Nil	N/A

4. Does your proposal deliver any of the well-being goals below? Please explain the impact (positive and negative) you expect, together with suggestions of how to mitigate negative impacts or better contribute to the goal. There's no need to put something in every box if it is not relevant!

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
A prosperous Wales Efficient use of resources, skilled, educated people, generates wealth, provides jobs	The re-tender of frozen plated food will consider what options there are to buy-local to support Monmouthshire economy through creating demand that provides jobs for people in our communities.	To work collaboratively with procurement to ensure the tender supports the principles of a prosperous Wales
A resilient Wales Maintain and enhance biodiversity and land, river and coastal ecosystems that support resilience and can adapt to change (e.g. climate change)	N/A	N/A
A healthier Wales People's physical and mental wellbeing is maximized and health impacts are understood	Nutrition and hydration are well documented to support people mental and physical wellbeing and prevent secondary health complications.	
A Wales of cohesive communities Communities are attractive, viable, safe and well connected		
A globally responsible Wales Taking account of impact on global well-being when considering local social, economic and environmental wellbeing	The proposed changes to the service model will provide more economic and environmentally responsible outcomes through the desired procurement of locally produced frozen plated meals and the move to fully EV vehicles with electric hot boxes – no diesel ovens will continue to be utilised. Both these desired outcomes will reduce carbon emissions.	A limiting factor maybe the lack of a local company to provide and a locally produced frozen plated meal however we will work collaboratively with procurement, sustainability and community services within MCC to optimise this opportunity. Sourcing EV vehicles maybe a challenge however close collaboration with MCC transport manager we envisage will mitigate this risk.
A Wales of vibrant culture and thriving Welsh language Culture, heritage and Welsh language are promoted and protected. People are encouraged to do sport, art and recreation	None identified at this point	None identified at this point

Well Being Goal	Does the proposal contribute to this goal? Describe the positive and negative impacts.	What actions have been/will be taken to mitigate any negative impacts or better contribute to positive impacts?
A more equal Wales People can fulfil their potential no matter what their background or circumstances	The MOW service is accessible for all people with an assessed need in our communities. Recruitment is completed in line with MCC fair recruitment process ensuring equal opportunities to all.	A desired outcome of the service change would be to be able to reduce the cost to service users to make the service more inclusive based on financial viability.

5. How has your proposal embedded and prioritised the sustainable governance principles in its development?

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 Long Term Balancing short term need with long term and planning for the future	The service change proposal is based upon ensuring a resilient and sustainable business and service model which can meet the predicted needs of people currently and in the long term. The model being proposed will have flexibility to expand as the aging population demographics are predicted to grow in Monmouthshire and the demand for MOW is likely to increase.	The proposal is to establish a sustainable, cost effective and efficient service model that can be upscaled as and when required.
 Collaboration Working together with other partners to deliver objectives	The proposal will work collaborative with procurement and sustainability in local community teams to maximise opportunities for this service change project.	Full communication with partners from the start to ensure optimal engagement and outcome delivery.
 Involvement Involving those with an interest and seeking their views	Engagement with service users and other services within adult social care has, and will continue to take place.	A variety of communication tools will be utilised to ensure engagement is inclusive to facilitate the shape and to monitor impact of service change.

Sustainable Development Principle	Does your proposal demonstrate you have met this principle? If yes, describe how. If not explain why.	Are there any additional actions to be taken to mitigate any negative impacts or better contribute to positive impacts?
 Putting resources into preventing problems occurring or getting worse	Funding MOW is preventing significantly increased demand on domiciliary care. Currently the service is preventing 72 people requiring domiciliary care at a cost avoidance of over £200k. Ensuring people are hydrated and well nourished will reduce the risk of secondary health complications.	There maybe an opportunity to consider how the MOW service can support the short term assessment and reablement strategy to optimise peoples well being and independence and reduce reliance on social care and health services. This could also be extended to work in collaboration with commissioned care provider services and NHS to integrate and offer MOW at an earlier point in time to prevent potential health and social care challenges.
 Considering impact on all wellbeing goals together and on other bodies	.Providing an opportunity for people to remain independent, living in their own home whilst still being able to obtain a hot meal will increase peoples wellbeing both physically and mentally (as evidenced in the service user engagement in phase 1 of this project). Ensuring people are hydrated and well nourished will reduce the risk of secondary health complications.	There maybe an opportunity to consider how the MOW service can support the short term assessment and reablement strategy to optimise peoples well being and independence and reduce reliance on social care and health services. This could also be extended to work in collaboration with commissioned care provider services and NHS to integrate and offer MOW at an earlier point in time to prevent potential health and social care challenges.

6. Council has agreed the need to consider the impact its decisions has on the following important responsibilities: Corporate Parenting and Safeguarding. Are your proposals going to affect any of these responsibilities?

	Describe any positive impacts your proposal has	Describe any negative impacts your proposal has	What will you do/ have you done to mitigate any negative impacts or better contribute to positive impacts?
Safeguarding	MOW ensures people are at less risk of self neglect and supports vulnerable people to obtain a hot meal daily to prevent secondary health and social complications as a result of self neglect. Staff in MOW are trained to safeguard individuals and how to report any potential concerns.	.N/A	N/A
Corporate Parenting	N/A	N/A	N/A

7. What evidence and data has informed the development of your proposal?

Monmouthshire population data
Service user engagement / feedback
Service user demographic data
Bench mark service model to other LA's
Route data to consider how the routes can be optimised to create efficiencies and reduce carbon footprint
Financial data

8. SUMMARY: As a result of completing this form, what are the main positive and negative impacts of your proposal, how have they informed/changed the development of the proposal so far and what will you be doing in future?

. The Community Meals service provides a beneficial service to older people and people living with disability or ill-health. Many of the service users are isolated and are at risk of declining health or falls without the good nutrition and hydration that the service provides. The service reduces pressure on family members and carers (predominantly female) and provides peace of mind that loved ones are eating and having some social contact during the day.

The review acknowledges that the council subsidizes the service, but highlights that any short-term saving would potentially drive costs elsewhere as well as reducing opportunities for people to remain within their own homes and communities. The review recommends that the service should seek improvements and efficiencies in order to reduce the subsidy rather than increase the charge or cease the service. This ensures that the service remains affordable to people living on lower incomes.

The review highlights a range of opportunities to improve the service, with the potential for additional positive impacts in relation to the environment, Welsh language and local economy.

9. ACTIONS: As a result of completing this form are there any further actions you will be undertaking? Please detail them below, if applicable.

What are you going to do	When are you going to do it?	Who is responsible
To establish a programme board to complete phase 2 of the MM review and change programme	Oct 25	Naomi Lovesay
To develop detailed action plan based on the 20 recommendations from phase 1 detailing timelines and accountability for each action	Oct 25	Naomi Lovesay

10. VERSION CONTROL: The Equality and Future Generations Evaluation should be used at the earliest stage, such as informally within your service, and then further developed throughout the decision making process. It is important to keep a record of this process to demonstrate how you have considered and built in equality and future generations considerations wherever possible.

Version No.	Decision making stage	Date considered	Brief description of any amendments made following consideration
	<i>e.g. budget mandate, DMT, SLT, Scrutiny, Cabinetetc</i>		

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