

NHS Greater Glasgow and Clyde Equality Impact Assessment Tool

Equality Impact Assessment is a legal requirement as set out in the Equality Act (2010) and the Equality Act 2010 (Specific Duties)(Scotland) regulations 2012 and may be used as evidence for cases referred for further investigation for compliance issues. Please refer to the EQIA Guidance Document while completing this form. Please note that prior to starting an EQIA all Lead Reviewers are required to attend a Lead Reviewer training session or arrange to meet with a member of the Equality and Human Rights Team to discuss the process. Please contact CITAdminTeam@ggc.scot.nhs.uk for further details or call 0141 2014560.

Name of Policy/Service Review/Service Development/Service Redesign/New Service:

Littleinch Day Care Service Provision

Is this a: Current Service Service Development Service Redesign New Service New Policy
Policy Review

Description of the service & rationale for selection for EQIA: (Please state if this is part of a Board-wide service or is locally driven).

What does the service or policy do/aim to achieve? Please give as much information as you can, remembering that this document will be published in the public domain and should promote transparency.

Littleinch day centre provides building-based day care to older people 65+ and by exception any adult who may benefit from the service who has been assessed as requiring a service to help them remain in their community and be as independent as possible. Specifically, the centre supports older people who have a range of associated health conditions which may include memory loss, confusion and forms of dementia, or who have a reduced physical capacity. The service is registered with the Care Inspectorate and service users attending have been assessed by a social work or a health professional as requiring day care. This is part of a package of care which meets their assessed needs and enables them to live in their own home for as long as possible. The Day Care centre offers 16 whole time equivalent contracted care spaces to older people each week. Open Monday to Friday between the hours of 10.00 to 15.00 and includes a 2-course lunch to each service user. The majority of service users attending come from the Bishopton, Erskine and Inchinnan areas with the average area age of 83. Transport is provided each day for service users including driver and escort, to and from the day centre if needed.

Why was this service or policy selected for EQIA? Where does it link to organisational priorities? (If no link, please provide evidence of proportionality, relevance, potential legal risk etc.)

Renfrewshire Integration Joint Board (IJB) approved an update paper in March 2020 which summarised progress made in the Older People Services Review during 2019 and early 2020, in particular, the findings of a process of engagement facilitated by Journey Associates. This paper also set out the proposed way forward for review, and the drivers for change identified. The paper acknowledged and supported the need for change in how older people services were being delivered to service users, in order to improve the delivery of person centred outcomes, and to support older people to be more connected within the community. This aligns with both the principles of self-directed support (SDS) and the Scottish Government's 'A Fairer Scotland for Older People: framework for action', published in 2019 and with the Health and Social Care Partnership's (HSCP) guiding principles for transformation, which were also approved by the IJB in March 2020:

- We share responsibility and ownership with our communities
- We take a person-led approach to public health and wellbeing
- We provide realistic care
- We deliver the right services at the right time in the right place

The imperative for change, has been further reinforced by the COVID-19 pandemic, which necessitated the closure of all Day Support centres in Renfrewshire. This was to reduce infection and in alignment with Scottish Government guidance. Alternative crisis outreach support was implemented to support people.

It is vital that we need to continue to support people through this period of COVID-19, while ensuring they maintain to be part of the community. However, a return to the status quo is not possible, nor is it desirable. On 22 September 2020, in response to increasing infection rates, the Scottish Government implemented additional restrictions across Scotland limiting social contact between households to help reduce infection transmission levels. These restrictions extended those that had been in place in Renfrewshire and other NHS GGC local authority areas. In response to these earlier restrictions, the reopening of building-based day centre provision is delayed until it is safe to do so based on risk assessments.

The service contract for Littleinch Day Care is due to end. In order to meet the changing needs of the local population as

well as address the ongoing financial sustainability of the HSCP there is a need to consider alternative ways to target resources more effectively and promote best practice in relation to the Self Directed Support framework. A consultation process which will involve individual outcome focussed needs led assessments will be undertaken with the existing service users to discuss the SDS framework, service user preferences and the HSCP will ensure that their assessed outcomes continue to be met moving to a mode of individualised funding via self-directed support, and agree how to manage a smooth transition. A potential outcome being people continue to attend the day centre if they choose to and their needs are met. In addition, a briefing note for the RHSCP Chief Officer, elected members and the IJB will also be undertaken.

Who is the lead reviewer and when did they attend Lead reviewer Training? (Please note the lead reviewer must be someone in a position to authorise any actions identified as a result of the EQIA)

Name: Shiona Strachan, Acting Head of Health and Social Care, RHSCP	Date of Lead Reviewer Training:
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Please list the staff involved in carrying out this EQIA

(Where non-NHS staff are involved e.g. third sector reps or patients, please record their organisation or reason for inclusion):

Bernadette Reilly, Senior Community Link Officer, Louise McKenzie, Operations Manager (Localities), Sarah Jane McCready, Change & Improvement Officer, Shaun Docherty, Service Manager (Contracts)

		Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
1.	<p>What equalities information is routinely collected from people currently using the service or affected by the policy? If this is a new service proposal what data do you have on proposed service user groups. Please note any barriers to collecting this data in your submitted evidence and an explanation for any protected characteristic data omitted.</p>	<p>All protected characteristics are covered by data collection in the needs assessment process for service users and is recorded using our Adult Information System database. The Equalities information that is recorded includes information on Age, Sex, Race, Sexual Orientation, Disability, Religion, Gender re-assignment and marital status and is reviewed in relation to service users attending the day centre as part of a package of care. In addition, local and national data is collected and analysed and from this information resources and alternative services are put in place to support service users and staff service as required to ensure that equality and human rights issues for each individual are considered. The service is required by the contract specification to be reviewed every six months and all protected characteristics and needs are considered. In the event that service users lack capacity (for example dementia) to complete the data we would obtain permission from Power of Attorney or Legal Guardian. If a sensory impairment is identified, then we will link with the Sensory Impairment Team to support the needs assessment process.</p>	

		Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
<p>2. Please provide details of how data captured has been/will be used to inform policy content or service design. Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>		<p>Data gathered to inform strategic commissioning in 2018 shows that the number of people aged 75+ in Renfrewshire is projected to grow by 64% by 2039, and the number of people with dementia is projected to grow by 47% by 2035. People are living longer, with more complex needs, and consequently current and historic service delivery models are no longer appropriate for the range of needs and expectations older people in Renfrewshire have.</p> <p>To ensure we remove discrimination and promote equality of opportunity, staff within the Day Centre have been provided with dementia training to ensure appropriate skills are in place to build capacity and knowledge and to support service users going forward.</p> <p>There are experienced, qualified nurses in the building at all times so if a client is unfortunate enough to become unwell whilst attending, Day Care, their immediate needs will be met and that their carer will be alerted.</p> <p>Clients and their carers may also seek advice and guidance from the nursing team on issues that affect their attendance at Day Care. The Covid19 pandemic necessitated the closure of all day centres in Renfrewshire and currently, service users are contacted on</p>	<p>HSCP staff will work with individuals to support transition plans that will more closely meet their needs and provide greater choice and control to meet their care requirements.</p>

a weekly basis by day care staff to provide ongoing support and advice in relation to Covid-19, support with social isolation, promotion of health & wellbeing and signposting to other services/supports where available.

Given these circumstances and with the current contract due to end, it is intended to promote best practice in relation to the SDS framework and therefore provide service users information to self-directed support packages in order to provide a more tailored package of care. The HSCP will ensure that their assessed outcomes continue to be met and a consultation process will be undertaken with the existing service users to: discuss the self-directed support framework, their preferences and agree how to manage a smooth transition. Providers through their contract with the Council have an obligation to gather equalities information on their customer base at the request of the council. The assessment is based on their daily living needs. In addition, the Provider carries out regular reviews of the service using, for example, feedback from questionnaires, analysis of complaints/suggestions to inform planned support arrangements.

			Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
3.	<p>How have you applied learning from research evidence about the experience of equality groups to the service or Policy?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>		<p>A strategic review of day services for older people and a needs assessment exercise has been conducted. This took into consideration evidence from consultation, service provision information as well as key local and national demographic trends gathered through the development of the strategic plan 2019-2022.</p> <p>Client groups attending the Day Centre may be affected by physical disabilities and mental health issues (e.g. dementia). The Day service address these difficulties by providing care that helps to overcome these difficulties. Day Centre staff also receive specialised training to support service users and staff will work with clients, carers and social workers to develop a Care Plan that will meet the service user's needs. This will take into account all aspects that affect day to day living to help tailor the right level of mental and physical stimulation to improve well-being and quality of life. Staff are registered workers with the Treble SSSC and as such have a formal code of conduct which</p>	

underpins values.

Planning work is ongoing within RHSCP with appropriate partners to develop a model of day services aligned to national guidance, reflecting ongoing delivery constraints. Covid-19 has increased the risk of impact of frailty, deteriorating health & wellbeing due to social isolation and carer stress for older people in Renfrewshire. Service access will be based on meeting critical eligibility criteria. In addition, a New Buddies Network Officer, acts as a social advocate for Renfrewshire's minority groups. The officer will deliver a programme which will reduce isolation in our ethnic minority communities and improve the wellbeing of participants' by increasing access to learning resources and reducing the barriers to social opportunities that have been described clearly by our target communities. The New Buddies Officer will lead an approach that amongst its aims will contain a commitment to sustaining a strong local advocacy role by encouraging participants to act as local advocates for their growing communities themselves.

		Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
<p>4. Can you give details of how you have engaged with equality groups with regard to the service review or policy development? What did this engagement tell you about user experience and how was this information used?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected</p>		<p>A typical day in the centre offers varied activities which promote social skills and aim to meet individual, personal and physical needs. Day Care Provision for Older People within Renfrewshire was suspended on 20.03.20 due to the Covid-19 Pandemic. The current critical response is based on telephone welfare outreach support, National Helpline and some increase of Care at Home to ensure Community Meals and medicine provision is in place.</p> <p>National Guidance has been published requesting all HSCPs to reconsider services within their area. It is recognised that the current 'one size fits all' approach is not suitable and that building-based day services will only be able to deliver at reduced capacity as a result of physical distancing and infection control requirements, and the specific structural nature of some buildings;</p> <p>The following comes into the consideration of ease or ability to implement:</p> <p>Staffing: There is recognition that we need to consider the availability of staff; acknowledging that many of the staff deployed to other services such as Care homes are still needed within these services.</p> <p>Self -directed support (SDS) : SDS allows</p>	<p>Undertake consultation with service users currently utilising the supports at Littleinch to identify and consider options for individualised self directed support packages to be put in place within the SDS framework. Welfare calls and consultation will be ongoing. In addition, members of staff within the HSCP service will work with the manager and staff of Littleinch to ensure transition process and legal requirements are agreed.</p>

	<p>characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>service users the opportunity for greater choice and control and the ability to personalise their care and support. Person centred/individualised support based on people outcomes provided to individuals and carers, would ensure less risk of COVID with group activity settings no longer being part of the day centre provision. It is vital there would be a full consultation process with service users and carers carried out, to test any change in thinking and for agreement in any proposals for engaging in a new model of day support. In addition staff are aware and understand the requirement to make sure that they engage with and speak to people and organisations that cover the various protected characteristics, such as BME service users and support organisations that work with them, also disability organisations, LGBT etc. This engagement would allow feedback to identify particular experiences that may be relevant and can inform the redevelopment of the service. Implementation requirements would include widely shared communications plans and engagement with service users, carers and various equality groups to support this. Pre Covid19, engagement with service users and carers happens on a regular basis through daily care, regular reviews, and through consultation. Service users and carers</p>	
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			<p>surveys are undertaken, and the information gathered is collated into an action plan. This has addressed any issues raised and make relative changes to service provision. ie Cater for people who have special dietary requirements. Individual needs assessments are carried out and regular meetings and briefings held with Managers and staff to inform best practice going forward. In addition, individual and group meetings with service users and carers are carried out as and when appropriate. As indicated going forward, a consultation is underway with various stakeholders. Carers will be part of the discussion process and are also entitled to an assessment of their own needs promoting equality of opportunity.</p>	
			Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
5.	Is your service physically accessible to everyone? If this is a policy that impacts on movement of service users through areas are there potential barriers that		<p>The day centre is fully adapted to ensure barrier free environments for people with varying forms of disability. A lift is available for easy access for people with mobility problems. Clear signage dedicated disabled parking and transport designed to cope with different forms of disability and bus escorts</p>	<p>A range of assessments should be carried out such as building and environmental assessments, health and safety regulated assessments, assessing spaces available for social</p>

	<p>need to be addressed?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>		<p>are also provided to support people attending the day care service to remove any potential barriers.</p> <p>However as stated above if and when the day service re-opens it will only be able to deliver at reduced capacity as a result of physical distancing and infection control requirements.</p>	<p>distancing and determining maximum capacity allowance, and recommendations put in place</p>
		<p>Service Evidence Provided</p>	<p>Possible negative impact and Additional Mitigating Action Required</p>	
<p>6.</p>	<p>How will the service change or policy development ensure it does not discriminate in the</p>		<p>Littleinch staff will work with clients, carers and social workers to develop Care Plans that meet the service user's needs and will also look at feedback from questionnaires, analysis of complaints and suggestions.</p>	<p>Communication and engagement plan to be developed. Comments to be reviewed by the steering group</p>

<p>way it communicates with service users and staff?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p> <p>The British Sign Language (Scotland) Act 2017 aims to raise awareness of</p>		<p>This considers all aspects that affect day to day living to help tailor the right level of mental and physical stimulation to improve well-being and quality of life. There are experienced, qualified nurses in the building at all times so if a client is unfortunate enough to become unwell whilst attending Day Care, they can rest assured that their immediate needs will be met and that their carer will be alerted. Clients and their carers may also seek advice and guidance from the nursing team on issues that affect their attendance at Day Care.</p> <p>Key managers/staff /stakeholders will be briefed regarding the move to Self directed support framework and supported to communicate this information with clients. HSCP staff are aware of interpreting protocols and NHSGG&C Clear to All policy and are also aware that communication support, including, interpreting provision should be provided for any service user that needs it, so that they can have equal access to all parts of the service. Written information in diverse formats will be available as and when required to remove any potential barriers. This could include the use of interpreter services so that service users have the opportunity to express their views and the Talking Mats communication</p>	
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	<p>British Sign Language and improve access to services for those using the language. Specific attention should be paid in your evidence to show how the service review or policy has taken note of this.</p>		<p>symbols tool which make it easier both for people with dementia to keep to topic and for the listener to follow the track of the conversation. It also supports people with communication difficulties to express negative as well as positive views and reduce the tendency for people to acquiesce, i.e. agree with everything. In addition, the local Sensory Impairment Services offer specialist information, advice and support to deaf or hearing impaired people, blind or visually impaired people, carers and professionals.</p>	
7	Protected Characteristic	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required	
(a)	<p>Age</p> <p>Could the service design or policy content have a disproportionate impact on people due to differences in age? (Consider any age cut-offs that exist in the service design or policy content. You will need to objectively justify in the evidence section any segregation on the grounds of age promoted by the policy or included in the service design).</p> <p>Your evidence should show which of the</p>	<p>Service user data collated indicates that the majority of service users are 80+, with many long term conditions and recognised frailty.</p>		

	<p>3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>		
(b)	<p>Disability</p> <p>Could the service design or policy content have a disproportionate impact on people due to the protected characteristic of disability?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>Service user data collated indicates that the majority of services users have a recognisable and physically/sensory disability. The day centre makes a decision on each individual referral to determine whether it can provide a service which meets specific needs.</p> <p>To ensure proportionality a transition period and consultation will be undertaken.</p>	

	Protected Characteristic	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
(c)	<p>Gender Identity</p> <p>Could the service change or policy have a disproportionate impact on people with the protected characteristic of gender identity?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>Staff members are aware of the sensitivities around gender identity and information on gender status can be recorded using the adult information system (AIS) of our database management system. If the individual consents, this information is then shared with the Day centre.</p>	
	Protected Characteristic	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
(d)	<p>Marriage and Civil Partnership</p> <p>Could the service change or policy have a disproportionate impact on the people with the protected characteristics of Marriage and Civil Partnership?</p>	<p>The service change will have no impact on the people with protected characteristics of marriage and civil partnership.</p>	

	<p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>		
(e)	<p>Pregnancy and Maternity</p> <p>Could the service change or policy have a disproportionate impact on the people with the protected characteristics of Pregnancy and Maternity?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	No impact.	

	Protected Characteristic	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
(f)	<p>Race</p> <p>Could the service change or policy have a disproportionate impact on people with the protected characteristics of Race?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>Information on race is collected on the internal HSCP adult information system. The service change will not have an impact on people with protected characteristics of race. The responsibility in ensuring compliance with the Equality Act falls to the service provider as a registered care service and the management of this is underpinned within the council contract. Staff if required can appropriately identify, manage and challenge racism in an appropriate and sensitive manner.</p>	
(g)	<p>Religion and Belief</p> <p>Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Religion and Belief?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment</p>	<p>Religious beliefs of service users are noted as part of the assessment process and are taken into account in the delivery of day services, including meals provision.</p>	

	<p>and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>		
	Protected Characteristic	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
(h)	<p>Sex</p> <p>Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Sex?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>Data indicates that 57% of women use the services and 43% are men. This will impact on women and in particular older age group however, individualised self directed support packages will allow opportunity for greater choice and control and the ability to personalise care and support.</p>	

(i)	<p>Sexual Orientation</p> <p>Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Sexual Orientation?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>Sexual orientation of service users is noted as part of the assessment process. The HSCP and external providers have policies in place and are committed to delivering non-discriminatory care and treats all people who enter Little inch Day centre with dignity and respect.</p>	
	Protected Characteristic	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
(j)	<p>Socio – Economic Status & Social Class</p> <p>Could the proposed service change or policy have a disproportionate impact on the people because of their social class or experience of poverty and what mitigating action have you taken/planned?</p> <p>The Fairer Scotland Duty (2018) places</p>	<p>There is no scope for the review to have a disproportionate differential impact on the grounds of this.</p> <p>As a community planning partner there is a commitment to work in partnership to prevent health inequalities caused by poverty, income insecurity and the impact of welfare reform. We will continue to promote referral pathways for health and social care staff to</p>	

	<p>a duty on public bodies in Scotland to actively consider how they can reduce inequalities of outcome caused by socioeconomic disadvantage in strategic planning. You should evidence here steps taken to assess and mitigate risk of exacerbating inequality on the ground of socio-economic status.</p>	<p>direct patients and clients into financial and welfare advice services.</p>	
(k)	<p>Other marginalised groups</p> <p>How have you considered the specific impact on other groups including homeless people, prisoners and ex-offenders, ex-service personnel, people with addictions, people involved in prostitution, asylum seekers & refugees and travellers?</p>	<p>The person-centred planning approach allows any adverse impact of marginalised groups to be taken into account.</p> <p>Carers have been considered and will be included in the consultation process and will be provided with information regarding the self directed support framework and how individualised support packages will allow greater choice and control to personalise service users care and support.</p>	
8.	<p>Does the service change or policy development include an element of cost savings? How have you managed this in a way that will not disproportionately impact on protected characteristic groups?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p>	<p>The review was part of an efficiency programme and the SDS framework should result in a more effective use of finite resources in delivering fair and equitable care to those who need it most. Service users will be moving to individualised self directed support packages for greater choice and control in personalising their care and support packages and this may or may not illicit savings. If agreed to be taken forward,</p>	

	<p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>then it will be subject to a transition period to monitor disproportionate impact.</p>	
		<p>Service Evidence Provided</p>	<p>Possible negative impact and Additional Mitigating Action Required</p>
<p>9.</p>	<p>What investment in learning has been made to prevent discrimination, promote equality of opportunity and foster good relations between protected characteristic groups? As a minimum include recorded completion rates of statutory and mandatory learning programmes (or local equivalent) covering equality, diversity and human rights.</p>	<p>Day services seek to be a part of their local communities and therefore to be socially inclusive, reducing the impact of discrimination and staff receive training in relation to equality and diversity. A service specification is currently in place with Littleinch to ensure standards, training and competencies are in place. Staff are registered workers with the Treble SSSC and as such have a formal code of conduct which underpins values.</p> <p>.</p>	

10. In addition to understanding and responding to legal responsibilities set out in Equality Act (2010), services must pay due regard to ensure a person's human rights are protected in all aspects of health and social care provision. This may be more obvious in some areas than others. For instance, mental health inpatient care or older people's residential care may be considered higher risk in terms of potential human rights breach due to potential removal of liberty, seclusion or application of restraint. However risk may also involve fundamental gaps like not providing access to communication support, not involving patients/service users in decisions relating to their care, making decisions that infringe the rights of carers to participate in society or not respecting someone's right to dignity or privacy.

The Human Rights Act sets out rights in a series of articles – right to Life, right to freedom from torture and inhumane and degrading treatment, freedom from slavery and forced labour, right to liberty and security, right to a fair trial, no punishment without law, right to respect for private and family life, right to freedom of thought, belief and religion, right to freedom of expression, right to freedom of assembly and association, right to marry, right to protection from discrimination.

Please explain in the field below if any risks in relation to the service design or policy were identified which could impact on the human rights of patients, service users or staff.

The review does not act in a way that could impact on the human rights of service users or staff. Rather, the review embraces a rights-based approach to improving the quality of service provision via the SDS framework and provide service users greater control and the ability to personalise their care and support. This will empower people in our care to know their rights and ensure that we are respecting, protecting and fulfilling their rights.

Please explain in the field below any human rights based approaches undertaken to better understand rights and responsibilities resulting from the service or policy development and what measures have been taken as a result e.g. applying the PANEL Principles to maximise Participation, Accountability, Non-discrimination and Equality, Empowerment and Legality or FAIR* .

Through the delivery of the review, there is an expectation that person-centred interventions will be shaped by applying the PANEL principles and putting the rights of the service user at the heart of delivery.

- **Facts:** What is the experience of the individuals involved and what are the important facts to understand?
- **Analyse rights:** Develop an analysis of the human rights at stake
- **Identify responsibilities:** Identify what needs to be done and who is responsible for doing it
- **Review actions:** Make recommendations for action and later recall and evaluate what has happened as a result.

Having completed the EQIA template, please tick which option you (Lead Reviewer) perceive best reflects the findings of the assessment. This can be cross-checked via the Quality Assurance process:

- Option 1: No major change (where no impact or potential for improvement is found, no action is required)
- Option 2:** Adjust (where a potential or actual negative impact or potential for a more positive impact is found, make changes to mitigate risks or make improvements)
- Option 3: Continue (where a potential or actual negative impact or potential for a more positive impact is found but a decision not to make a change can be objectively justified, continue without making changes)
- Option 4: Stop and remove (where a serious risk of negative impact is found, the plans, policies etc. being assessed should be halted until these issues can be addressed)

11. If you believe your service is doing something that ‘stands out’ as an example of good practice - for instance you are routinely collecting patient data on sexual orientation, faith etc. - please use the box below to describe the activity and the benefits this has brought to the service. This information will help others consider opportunities for developments in their own services.

Actions – from the additional mitigating action requirements boxes completed above, please summarise the actions this service will be taking forward.

Actions – from the additional mitigating action requirements boxes completed above, please summarise the actions this service will be taking forward.	Date for completion	Who is responsible?(in initials)
Undertake consultation with service users currently utilising the supports at Littleinch to identify and consider options for individualised self directed support packages to be put in place.	November 2020	LMcK
Communication and engagement plan to be developed. Comments to be reviewed by the steering group	November 2020	LMcK

Ongoing 6 Monthly Review **please write your 6 monthly EQIA review date:**

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**Lead Reviewer:
EQIA Sign Off:**

**Name
Job Title
Signature
Date**

Shiona Strachan
Acting Head of Health and Social Care, RHSCP

13/10/20

Quality Assurance Sign

**Off:Name
Job Title
Signature
Date**

NHS GREATER GLASGOW AND CLYDE EQUALITY IMPACT ASSESSMENT TOOL
MEETING THE NEEDS OF DIVERSE COMMUNITIES
6 MONTHLY REVIEW SHEET

Name of Policy/Current Service/Service Development/Service Redesign:

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Please detail activity undertaken with regard to actions highlighted in the original EQIA for this Service/Policy

		Completed	
		Date	Initials
Action:			
Status:			
Action:			
Status:			
Action:			
Status:			
Action:			
Status:			

Please detail any outstanding activity with regard to required actions highlighted in the original EQIA process for this Service/Policy and reason for non-completion

		To be Completed by	
		Date	Initials
Action:			

Reason:			
Action:			
Reason:			

Please detail any new actions required since completing the original EQIA and reasons:

		To be completed by	
		Date	Initials
Action:			
Reason:			
Action:			
Reason:			

Please detail any discontinued actions that were originally planned and reasons:

Action:	
Reason:	
Action:	
Reason:	

Please write your next 6-month review date

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Name of completing officer:

Date submitted:

Please email a copy of this EQIA review sheet to [CIT](#) or send to Corporate Inequalities Team, NHS Greater Glasgow and Clyde, JB Russell House, Gartnavel Royal Hospitals Site, 1055 Great Western Road, G12 0XH. Tel: 0141-201-4817.