

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 Equality@ggc.scot.nhs.uk for further details or call 0141 2014560.

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

Permanent implementation of stabilised Older People's Day Support model – Closure of Falcon and Montrose Day Services

1. 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.

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.)

Older People's Day Support – Current Service Arrangements

As of January 2024, Renfrewshire HSCP currently operates three Older People's Day Services: Johnstone Day Service, Renfrew Day Service and Ralston Day Centre.

Prior to the pandemic, Older People Day Services had been provided at five-day centres across Renfrewshire for many years, with developments in their service delivery aligned to National Care Standards and meeting inspection requirements of the Care Inspectorate. The day centres were closed in March 2020 due to the restrictions of the pandemic, and a hybrid support model was quickly developed, with staff making welfare calls to all clients and/or their carers, and online activity groups established engaging several day service clients. As per Renfrewshire's approved Eligibility Criteria for assessing care and support needs, Older People Day Services support older people who have critical and substantial needs.

In April 2021, the development of outreach services introduced community supports to clients who were able to get out and about in the local area. Outreach can be accessed by individuals from one of the day centres, while others may access community-based support without utilising building-based services. By the end of 2022, the service model had

changed to clients assessed as having critical and substantial needs, as per local eligibility criteria, being supported primarily in two centres with outreach services being provided from these bases.

In April 2023, three operational centres for Older People were established serving the geographical areas of Renfrewshire, with support provided at Ralston Day Centre, Renfrew Day Centre and Johnstone Day Centre. Falcon Day Centre and Montrose Day centre remaining closed. This represented a refined model of day care which aimed to meet the level of need and nature of demand following the pandemic in the most appropriate way. A postcode analysis to consider and determine catchment areas and determine the most viable centres to remain open was completed. The new catchment areas for each service is outlined in the table below, alongside the locality they are situated in within Renfrewshire.

The breakdown of current Day Service provision is summarised as follows:

	Pre-Pandemic	Current
Day Service Placements	840	480 (32 per day at each service)
Uptake	72%	49%
Placement waiting list		36

Service	Current Occupancy	Client jurisdiction	Locality
Johnstone Day Service	78	Langbank, Lochwinnoch, Bridge of Weir, Houston, Howwood, Kilbarchan, Johnstone and villages	West Renfrewshire
Renfrew Day Service	74	Bishopton, Inchinnan, Erskine, Renfrew, Shortroods/Gockston, Gallowhill	West Renfrewshire
Ralston Day Service	74	Ralston, Paisley, Foxbar, Glenburn, West End Ferguslie, Lochfield, Whitehaugh, Seedhill, Hunterhill.	Paisley
Falcon Day Centre	N/A	Closed	Paisley
Montrose Day Centre	N/A	Closed	Paisley

The following table shows the volume of clients who have moved from Falcon and Montrose who still attend one of the three remaining day services:

Change of service	Total
Falcon Day Service to Johnstone Day Service	10
Falcon Day Service to Ralston Day Service	3

Falcon Day Service to Renfrew Day Service	5
Montrose Day Service to Ralston Day Service	8

Current Staffing Establishment

Staffing within each centre is based around a minimum staffing structure as shown in the table below. Specific breakdown per centre is provided also:

Staff Required: Each Centre x 3	Grade	FTE
Day Service Manager	7	1.0
Senior Day Service Officer	4	1.0
Building Based Day Service Officer	3	3.5
Outreach Day Service Officer	3	1.5
Bus Escort	1	1.1

Centre	Post
Ralston Day Service	Manager
	Senior Day Care Officer
	Day Care Officer (3)
	Bus Escort (2)
Johnstone Day Service	Manager
	Senior Day Care Officer
	Day Care Officer (6)
	Day Care Officer (Digital)
	Bus Escort (2)
Renfrew Day Service	Manager
	Senior Day Care Officer
	Day Care Officer (5)
	Day Care Assistant
	Bus Escort (2)

During the pandemic, it was noted that the dependency level of clients accessing services in recent years has increased, with majority of clients having a critical need for the service. Pre-pandemic, there was a staff to client ratio of between 1:9 and 1:11 depending on the service and staff on leave. Due to increased dependency levels of clients now accessing Older People Day Services, with all clients having critical or substantial needs, demands on staffing have increased with more care and support required by the clients using the service, and current staff to client ratio being 1 : 6. In response to the increase demands on staff, a revised model has been implemented, with all day services staff being aligned to the three centres to meet both building based and outreach support needs.

Details of proposed changes/options

This proposal is for the permanent implementation of the stabilised Older People's Day Support Model across the three currently open Day Centres; Ralston Day Centre, Renfrew Day Centre and Johnstone Day Centre, which means the permanent closure of Montrose and Falcon Day Centres following the approval and implementation of this proposal.

The development of this proposal reflects:

- Changes in demand and preferences for support via varied means including outreach accessed from a day service and for support directly within the community, which are also mirrored in national policy for older people.
- The changing demand for building based services.
- Alignment with proposals previously considered, or currently being considered by IJBs across Scotland reducing building based services and supporting choice and flexible means of care.
- Alignment with proposals having previously been considered, or are being considered, by IJBs across Scotland focused on reducing engagement internally managed residential care services.

Rationale for proposed changes

Due to significant financial pressures facing the Renfrewshire Integration Joint Board (IJB) and Renfrewshire HSCP (which delivers the services delegated to the IJB), the IJB approved the establishment and scope of the 'Sustainable Futures' programme in June 2023. This programme is intended to support the delivery of sustainable services through the achievement of savings and service change, to ensure that the IJB's costs are within the available budget within 2024/25 and future years. Options across all services are subject to ongoing review and shortlist, with an initial shortlist being agreed by the IJB in June 2023 to be developed for further consideration. All options developed are subject to robust options appraisals, impact assessments and equalities impact assessments where required and appropriate.

At a meeting of Renfrewshire IJB on 24 November 2023, approval was given to proceed to develop detailed options appraisals and an impact assessment on the proposed change which includes criteria set out within the Equalities impact assessment. The Equalities impact assessment considers the potential impact of the proposed changes to all

relevant stakeholders and any specific identified impacts to each protected characteristic group. Following the completion of the impact assessment and options appraisal, updated options will be submitted to the IJB in March 2024 for their decision on whether to approve or reject the proposal.

In June 2021, based on the submission of a paper on Developing Models of Care, the IJB approved a proposed direction of travel and development of day care models which enhance the opportunity for individuals to exercise choice, control and flexibility over the services they access, and to ensure services are flexible and fit for the future. The proposal including the following core features:

- Further develop the HSCP's approach to enabling choice, control and flexibility for individuals and deliver upon the recommendations of the Independent Review of Adult Social Care and the National Self-directed Support Framework.
- Services will focus on enabling people to live as independently as possible, for as long as possible, within their own homes.
- Services focus on the needs of individuals rather than providing group support and recognise the importance of supporting existing relationships and friendships and enabling the development of new relationships within communities (both geographic and interest-based).
- The support provided by the HSCP and within communities will focus on supporting meaningful activity for each person.
- In meeting the needs of individuals, the need for and use of buildings will be assessed and will change in the most appropriate way to reflect changing demand.
- The learning and feedback gathered from the interim models implemented due to the pandemic will be assessed and used to guide further development of day support models, reflecting the importance of community outreach alongside support provided within buildings.
- Day support will be provided in partnership, reflecting, and maximising the use of the assets within Renfrewshire's communities and the skills, expertise and breadth of provision available within the third sector.
- Enhanced communication and information provision will support staff and service users, carers and families to understand and access the breadth of community-based support available, providing opportunity to meet individual needs.
- People will be supported through a range of means, including further development of the use of digital technology as an additional strand of support and to enhance opportunities for engagement.

The paper outlined several supporting aspects for this direction including:

National and Local Policy/Drivers

The current policy context for integrated health and social care services, driven through the Independent Review of Adult Social Care (Feeley Review) and the recently published national Self-Directed Support framework alongside service remobilisation, focusses on the enablement of choice flexibility and control in service provision. Enabling individuals to have choice, control and flexibility over the services and support they access has been at the centre of national policy for several years. This is also reflected within the IJB's Strategic Plan, specifically within the theme of empowered futures which aims to ensure people are empowered to shape their support at every stage of life, and within key national policies including 'A Fairer Scotland for Older People'; 'A Fairer Scotland for Disabled People'; the 'See Hear' strategic framework for people with a sensory impairment; 'The Keys to Life'; and the 'Shared Vision for Independent Living'.

Reflecting good practice in the development of models of care

The paper outlined that the development of future models of care will reflect the current and emerging policy environment and will draw upon leading policy and practice from across Scotland and more widely throughout to ensure that day support is flexible and fit for the future. The HSCP undertook a literature review to determine the key components of successful day support models. In summary, the key findings from this review of existing evidence include:

- Community-based approaches to providing support can improve outcomes by promoting equity and increasing people's choice and control (Source: Public Health England, Community-centred approaches to Health and Wellbeing, 2015).
- Community-centred approaches can improve the health and wellbeing of individuals by (i) building on existing community resources, assets and capacity; (ii) enhancing community capability for improving advice and support; and (iii) delivering collaboratively and in partnership (Source: Public Health England, 2015).
- The move towards greater personalisation is focused on the empowerment of individuals. For older people, centre attendance and participation in interventions within them impact positively on their mental health, social contacts, physical function, and quality of life as well as contribute towards sustaining health. However, some attendees can experience better outcomes than others (such as the isolated, those lacking mobility, on low incomes or younger), suggesting that day centres do not maximise outcomes for some individuals and broader choice would be beneficial (Source: Cambridge University: Day centres for older people: a systematically conducted scoping review of literature about their benefits, purposes and how they are perceived, 2018).
- While traditional public health models are important, they could and should be complemented by considering available community assets, whose factors can help develop resilience and promote positive health and wellbeing within the community (Source: BMJ: Open Assets in a global context, 2019).
- The disability experience is multi-factorial and people with disabilities face significant attitudinal, physical and communication barriers that hinder their full participation in communities. However, access to and use of communities assets (including services, places, businesses and people) can increase the participation of people with disabilities (Source: BMC Public Health, Columbia 2020).

These characteristics are embedded in good practice across the UK. This includes the Wigan Deal which focuses on the strengths, assets and talents of individuals and access to community resources. Kirklees Council has moved to the provision of day opportunities for those with complex dementia, to allow people to live independently for as long as possible by providing day services, events and outings which also provide a break for carers and family. The Shared Lives model, utilised by Kirklees and other authorities, also provides day support within an individual's home at times which suits them most.

There are also many examples of good practice for people with physical and learning disabilities. This includes the Quality Checking project run by the Council and the NHS in Gloucestershire that uses lots of ways to check for quality and includes people with learning disabilities. Those involved in the project visit services to see and undertake quality checks on services, checking how well they are doing and asking people what they think of the services provided. Scottish Borders HSCP's physical disability strategy has been developed to set out six clear ambitions built around enabling people with a physical disability to live the life they choose, have control, make informed choices and to participate fully in education, employment and their communities.

Changes during the pandemic

Day Support for Older People in Renfrewshire was previously provided from five Day Support Centres across the region. Prior to COVID-19, there were a total of 323 people who used these day centres, with positive perceptions of the support and safety and security provided by day centres amongst service users and family. However, the average

utilisation of available spaces within these centres varied significantly, with an overall average utilisation of 56%. This suggests that for many older people the day centre-based model does not offer the choice and flexibility in support that they seek.

Equalities Impact Assessment and Options Appraisal Approach

This Equalities Impact Assessment will sit alongside, and inform, an Options Appraisal and wider impact assessment. The data captured within this Equalities Impact Assessment will inform the Renfrewshire IJB on the potential impact of this decision and any mitigating actions that may be required if the decision is made to proceed to implementation.

All projects will evaluate their respective options using the same consistent application of a pre-defined set of criteria across a number of areas which are weighted accordingly. These were agreed by the Sustainable Futures Programme Board which includes the CSWO, Chief Nurse, HR, Staff-side and Trade Unions among others. This will result in the calculation of an overarching score for each option within each project which will provide the IJB with a balanced view of the value and impact of each option available. The criteria include 1) viability and the value of savings achievable, 2) desirability and the impact on service quality and outcomes, and alignment to the IJB's Strategic Plan and 3) feasibility, which looks at inherent risk, reputational impact and also the time and ease of implementation. The updated option for this proposal will form the basis of a submission to Renfrewshire IJB in March 2024 for their formal review and decision-making.

The service user data included within this Equality Impact Assessment reflects the data available as held on the HSCP's information systems in January 2024. Each individual service user of the Older People's Day Services has a formal record on ECLIPSE Case Management System and a number of their protected characteristics and demographic information is captured as part of this. However, the available dataset does not include structured fields for all categories. This includes pregnancy and maternity where data will be captured in supporting narrative on an individual's care record. Such data is more challenging to collate and analyse and therefore may not be included in the analysis.

Gaps in the available data for some protected characteristics, and in particular for sexual orientation, gender reassignment, religion and disability categories were identified. This may be as a result of this data not being mandated for collection through specific assessment and care management processes, or where individuals have chosen not to provide a response in these areas. Where this is the case, a response of 'not recorded/unknown' should be used, in line with the Scottish Government's national data return processes. In addition, no additional data cleansing has been undertaken on the available dataset over and above processes and procedures in place as part of business and usual assessment and case management requirements.

Where gaps in available data have been identified, effort has been made to gather further relevant information from service files locally. Aspects such as understanding relationships between service users is one such example.

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: carron.obyrne@renfrewshire.gov.uk

Date of Lead Reviewer Training: Bespoke via EQIA review and previous training

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):

Name	Title	Role in Process
Carron O'Byrne	Head of Health and Social Care	Lead Reviewer
Jamie Robertson	Senior Change and Improvement Officer	Development of EQIA
Sarah Jane McCready	Change and Improvement Officer	Development of EQIA
Laureen McElroy	Change and Improvement Officer	Development of EQIA
Phil MacDonald	Service Manager	Development of EQIA
Mark Lilley	Day Service Manager	Development of EQIA
Debra Allen	Senior Planning and Policy Development Officer	Internal review and input
Angela McCarthy	Programme Management Office	Internal review and input
David Fogg	Programme Management Office	Internal review and input
Bernadette Reilly	Senior Community Partnerships Officer	Internal review and input
Joe Deary	Data Assurance Service Manager	Data assurance
Fiona McLaren	Finance Operational Manager	Finance support

		<i>Example</i>	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><i>A sexual health service collects service user data covering all 9 protected characteristics to enable them to monitor patterns of use.</i></p>	<p>Each individual service user of the Older People’s Day Services has a formal record on ECLIPSE Case Management System and a number of their protected characteristics and demographic information is captured as part of this.</p> <p>To gather this information for all potentially impacted service users currently accessing the service, a data request was submitted to Renfrewshire HSCPs Data Assurance Team. The data was extracted and analysed and is summarised under each characteristic section below.</p> <p><u>Local Demographics</u> Older People’s - Age</p> <ul style="list-style-type: none"> • People in Renfrewshire are living longer but not necessarily healthier lives, often experiencing multiple long-term conditions. This is changing the nature and volume of demand for care and support. There were 14,842 people aged 75 years and over in Renfrewshire in 2018, with a projected increase of 72% in these numbers by 2045 (Source: National Records of Scotland). People aged 75 years and over accounted for 34.22% of all emergency admissions to hospital in 2018-19. <p>Disabilities/Health Needs</p> <ul style="list-style-type: none"> • Renfrewshire is also projected to see a 47% increase in dementia prevalence by 2035. Current prevalence is 2,994 people at 2017, with a projected prevalence of 4,400 by 2035. This means that care and support services need to be increasingly designed to meet the needs of people with dementia and their unpaid carers. 	<p>Consider and resolve identified gaps in data recording and collection relating to equalities information, both for service users and staff.</p>

			This demographic context provides clear evidence of the requirement to continue to develop support to older people to represent the broad spectrum of need within our local communities. Services need to be flexible to suitably support those who are highly independent through to frail older people and those with dementia.	
		Example	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
2.	<p>Please provide details of how data captured has been/will be used to inform policy content or service design.</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 checked="" type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p><i>A physical activity programme for people with long term conditions reviewed service user data and found very low uptake by BME (Black and Minority Ethnic) people. Engagement activity found promotional material for the interventions was not representative. As a result an adapted range of materials were introduced</i></p>	<p>The above outlined data will be considered as part of this Equalities Impact Assessment, to understand the potential impacts of the proposed change, both broadly to stakeholders and specifically to each protected characteristic group. The Equalities Impact Assessment will inform a fully costed options appraisal which will fully outline the options relating to the proposal. This detail will then be submitted to Renfrewshire IJB in March 2024 for their formal review and consideration as to the potential impacts of the proposal.</p> <p>The demographic detail of service users helps to inform service provision. The service provides a variety of methods of provision and engagement including outreach, group work, digital and welfare calls.</p> <p>'An options appraisal process has been adopted to inform a robust assessment of the impact of the proposal subject to a decision from the Integration Joint Board (IJB). This Options Appraisal process will reflect both operational data and any feedback received from relevant stakeholders. It will consider the following aspects:</p> <ul style="list-style-type: none"> - Contribution to budget sustainability - Impact on service quality / outcomes 	

		<p><i>with ongoing monitoring of uptake. (Due regard promoting equality of opportunity)</i></p>	<ul style="list-style-type: none"> - Alignment with Strategic Plan, Workforce Plan and relevant policy and legislation - Risk impact - Reputational impact - Ability to implement <p>This Equalities Impact Assessment will support assessment of scoring within the Options Appraisal.</p> <p>While this process considers only one option, it is helpful to use the same criteria to ensure consistency in approach across all Sustainable Futures proposals.'</p> <p><u>Service users in scope as part of this proposal</u> The data utilised represented 226 service users who attend the three day centres in scope (74, 74 and 78) of this proposal.</p> <p><u>Staff in Scope as part of this proposal</u> The data utilised represents 28 FTEs supporting the service in scope of this proposal.</p>	
		<i>Example</i>	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</p>	<p><i>Looked after and accommodated care services reviewed a range of research</i></p>	<p>The development of the Sustainable Futures programme aligns with the IJB's Strategic Plan for 2024-25, which is focused on delivery of five key themes. This includes 'Sustainable Futures' itself which is focused on maximising the impact of available resources whilst recognising that services must be financial sustainable and provide value for money. In doing so, the Strategic Plan recognised that difficult decisions would be</p>	<p>Ensuring stakeholders can participate and contribute in a meaningful way and feel they are really being listened to and can have their say.</p>

<p>General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input checked="" type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p><i>evidence to help promote a more inclusive care environment. Research suggested that young LGBT+ people had a disproportionately difficult time through exposure to bullying and harassment. As a result staff were trained in LGBT+ issues and were more confident in asking related questions to young people. (Due regard to removing discrimination, harassment and victimisation and fostering good relations).</i></p>	<p>required to ensure that resources are effectively targeted. This includes both service transformation and the delivery of savings.</p> <p>More widely, the Strategic Plan includes four additional core themes, which were developed to align with national policy and guide the shape of services during the life of the Plan and beyond. These are:</p> <ul style="list-style-type: none"> • Healthier Futures: People experience reduced inequalities and improved health and wellbeing through early action and prevention of more complex need. • Connected Futures: People are supported to recover, or manage disabilities and long-term conditions, and to live as safely and independently in their own home or community as possible. • Enabled Futures: Our services are clinically safe and people have access to the appropriate specialist support to aid them in their recovery and rehabilitation, where possible. • Empowered Futures: People access the right care at the right time and place and are empowered to shape their support at every stage of life. <p>The current policy context for integrated health and social care services, driven through the Independent Review of Adult Social Care (Feeley Review) and the recently published national Self-Directed Support framework alongside service remobilisation, focusses on the enablement of choice flexibility and control in service provision. Enabling individuals to have choice, control and flexibility over the services and support they access has been at the centre of national policy for several years. This is also reflected within the IJB's Strategic Plan, specifically within the theme of empowered futures which aims to ensure people are empowered to shape their support at every stage of life, and within key national policies including 'A Fairer Scotland for Older People'; 'A Fairer Scotland for Disabled People'; the 'See Hear' strategic framework for people with a</p>	<p>Ensuring that complex information is presented in a clear and accessible format for all participants involved.</p> <p>Throughout ongoing developments there will be a focus on building local ownership through active participation sessions for staff, and supported individuals, their families, and carers, as appropriate.</p>
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			<p>sensory impairment; 'The Keys to Life'; and the 'Shared Vision for Independent Living'.</p> <p>In June 2021, based on the submission of a paper on Developing Models of Care, the IJB approved a proposed direction of travel and development of day care models which enhance the opportunity for individuals to exercise choice, control and flexibility over the services they access, and to ensure services are flexible and fit for the future. This aligned with national policy to enabling choice, control and flexibility for individuals.</p> <p>This aligns with the direction taken by other HSCP areas, to reduce building-based day centre provision.</p> <p>The proposed model and described changes both pre and post pandemic in demand and occupancy levels provides an opportunity to modernise and stabilise provision, aligning staffing and building establishment appropriately. The informal model currently in place has identified a number of benefits:</p> <ul style="list-style-type: none">• A centralised function of processing referrals and allocating placements has a number of benefits. A dedicated function of both administering referrals, timely pre-placement assessment, and allocation of places is able to improve the service's response to meeting the needs of individuals, as well as having accurate records maintained for the service and individuals. The consistency of pre-placement processes ensures equity across the service and provides a best fit approach to meeting needs with regard to the provision of building based, outreach or digital engagement.• The drive towards meaningful connections, using digital platforms throughout society has been embraced during the pandemic, with the foundations of our digital day services support being	
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			<p>developed. There are opportunities to develop this service delivery further, with more engagement with digital clients across Renfrewshire, and providing access to clients who don't have critical or substantial needs, therefore promoting a more diverse network of contributors to these digital sessions. The delivery of digital supports also requires oversight and alignment to national care standards, promoting the mental and physical wellbeing of individuals, to support an enhanced quality of life.</p> <ul style="list-style-type: none">• Not all people experiencing care have the same opportunities due to a variety of reasons. For instance, sensory or cognitive impairment, or the effects of chronic life-limiting conditions. Positive strategies to overcome these can be developed to support everyone to connect in ways that are right for them. Everyone has their own individual connection needs and wishes, which should be identified through person centred planning that places value on these. This should consider how the use of technology can enhance connection when used in a meaningful and thoughtful way. Lack of social connection clearly impacts people's emotional, mental, and physical health and wellbeing, as was evidenced during the pandemic. The key challenge is therefore to determine ways of developing and nurturing social relationships within care homes and day services. This should include opportunities for people to engage in everyday activities which are meaningful to them as individuals. Connection with the community beyond building based day services, whether through going outside or bringing the community to our services, contributes meaningfully to people's wellbeing and identity, supporting them to remain active contributors to society. It is essential in planning the future of services, that a structure exists to support the whole team in day services to have confidence in undertaking holistic assessment, person centred planning, and promoting positive outcomes for every individual we provide care and support to in our services.	
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			<p>In addition to centre-based staffing, there are now cross service posts to meet the requirements of digital service provision, service operational needs, service improvement needs, leave cover and meeting the reviewing and auditing requirements of the Care Inspectorate.</p> <p>Consideration has been given to withdrawal of transport between home and centres for clients, looking at the individual circumstances of clients and their ability to travel independently to centres. Findings are that the level of dependency of people who have critical and substantial needs, by default indicates they are unable to travel by independent means – often informal carers have their own difficulties and the transport provided improves the time they have to benefit from the client accessing day services.</p> <p>The recommendation as part of this proposal is that transport continues to be provided by the service – facilitated by the council’s transport section.</p>	
		Example	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
4.	<p>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? The Patient Experience and Public Involvement team (PEPI) support NHSGGC to listen and understand what matters to people and can offer support.</p>	<p><i>A money advice service spoke to lone parents (predominantly women) to better understand barriers to accessing the service. Feedback included concerns about</i></p>	<p>Renfrewshire IJB approved the approach to develop proposed options further, supported by an extensive engagement process with potentially impacted stakeholders.</p> <p>As part of Renfrewshire HSCPs Sustainable Futures Engagement Programme, impacted stakeholders including staff, service users and their families and carers have had the opportunity to participate in various engagement sessions relating to the proposal. The sessions held or planned to date are listed below:</p> <p>Staff engagement sessions - 07 & 08 December 2023 Families and carers sessions – 23 & 24 January 2024.</p>	<ul style="list-style-type: none"> • Eliminate discrimination, harassment, and victimisation • Advance equality of opportunity and foster good relations • Improve individual care and support • Improve accessibility • Improve life chances and opportunity based on person-centred practice

<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 checked="" type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p><i>waiting times at the drop in service, made more difficult due to child care issues. As a result the service introduced a home visit and telephone service which significantly increased uptake.</i></p> <p><i>(Due regard to promoting equality of opportunity)</i></p> <p><i>* The Child Poverty (Scotland) Act 2017 requires organisations to take actions to reduce poverty for children in households at risk of low incomes.</i></p>	<p>Service user discussions in each of the three operating day services – 13, 14, 15th February 2024</p> <p>Due to a lack of demand the families and carers sessions planned for 23 and 24 January have been cancelled for the time being. Those who did wish to attend were engaged with individually.</p> <p>The service user discussions which were undertaken at each day service through February are detailed below:</p> <table border="1" data-bbox="869 544 1711 1361"> <thead> <tr> <th>Service</th> <th>Number of Service Users Engaged With</th> <th>Key points/themes captured</th> </tr> </thead> <tbody> <tr> <td>Ralston Day Service</td> <td>6</td> <td> <ul style="list-style-type: none"> All participants enjoy attending the centre Opportunity to meet new people, to leave the house and to combat loneliness Satisfied with provision including meals and kind, friendly staff </td> </tr> <tr> <td>Renfrew Day Service</td> <td>4</td> <td> <ul style="list-style-type: none"> All participants enjoy attending the centre Supports independence, company and friendship Enjoy provision including meals and activities Staff are viewed as friendly, knowledgeable and patient. </td> </tr> <tr> <td>Johnstone Day Service</td> <td>11</td> <td> <ul style="list-style-type: none"> All participants enjoy visiting the service. </td> </tr> </tbody> </table>	Service	Number of Service Users Engaged With	Key points/themes captured	Ralston Day Service	6	<ul style="list-style-type: none"> All participants enjoy attending the centre Opportunity to meet new people, to leave the house and to combat loneliness Satisfied with provision including meals and kind, friendly staff 	Renfrew Day Service	4	<ul style="list-style-type: none"> All participants enjoy attending the centre Supports independence, company and friendship Enjoy provision including meals and activities Staff are viewed as friendly, knowledgeable and patient. 	Johnstone Day Service	11	<ul style="list-style-type: none"> All participants enjoy visiting the service. 	<ul style="list-style-type: none"> Equitable and uniform approach and care resource allocation Initial and ongoing engagement with service users and staff Flexibility for staff
Service	Number of Service Users Engaged With	Key points/themes captured													
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Johnstone Day Service	11	<ul style="list-style-type: none"> All participants enjoy visiting the service. 													

					<ul style="list-style-type: none"> • Enjoy provision including meals. Some stated they were an improvement from Falcon Day Service. • Satisfied with transport provision, however busy periods can lead to delays in collection • Staff are viewed as very helpful, attentive and willing to help. 	
			<p>Additionally, all stakeholders including service users, families, carers and staff can share their views on the proposal through various means including through participation in relevant Care Planning Groups, or by an online feedback form or by email via the Sustainable Futures email inbox.</p> <p>At the staff engagement sessions on 07 and 08 December 2023, staff were asked to provide their thoughts based around 3 questions relating to the proposal. The key themes from the feedback are summarised below:</p> <p><u>Q1. What impact, positive or negative, do you from the proposal?</u></p> <p><u>Travel</u> Potentially, longer travel times for service users and staff. The amount of time currently spent on transport is an issue and would get worse if the service was reduced any further.</p> <p><u>Impact since temporary closure</u></p>			

Some staff had raised concerns relating to increased occupancy levels since closing Falcon Day Service however this is not reflected within service data.

It was highlighted by staff, that staff and service users from Falcon have settled well into new arrangements and that any further moves, such as the centres being re-opened or further closures would be even more unsettling. General feedback implies that a good service is provided currently.

Q2. How can we best support service users and their loved ones to navigate any potential challenges this move would incur?

Digital

The current digital service is working well, but it may need improved tech equipment and security for people to use this as a more long-term solution.

Transport

An improved and more flexible transport system would help make it easier for service users and would reduce time travelling.

Staffing

Staffing needs to be balanced with levels of dependency.

There are only two outreach staff covering this aspect of provision currently.

Provision

Focus all efforts on making the three centres currently open operate as best they can.

			<p><u>Q3. What else should we consider as we develop final proposals for IJB Members?</u></p> <p>Nothing specifically noted for this question.</p> <p><u>Pre-closure engagement</u></p> <p>Prior to the temporary closure of the 2 centres, individual service users who were impacted at the time of the change to centres, were supported on an individual basis to ensure they received the most appropriate support based on their needs. Similarly, staff who were impacted by the change, and who may have had to move to one of the remaining open centres were supported to do so. Catchment areas were mapped out and considered, and service users and staff were supported to make their preference on which site they would prefer to attend/work in. Transport has continued to be provided to service users to ensure there is no inconvenience to the change of location, and staff are entitled to claim additional mileage costs as per Renfrewshire Council policy. Staff can request to be moved to a different centre, and there have been instances where this has been requested and approved.</p>	
		<i>Example</i>	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 need to be addressed?	<i>An access audit of an outpatient physiotherapy department found that users were required to negotiate 2 sets of heavy manual</i>	<p>All Older People's Day Services are physically accessible to all. This proposal does not involve any changes to the existing three services which remain open and continue to be accessed by service users, staff and visitors.</p> <p>Overall numbers of service users with a disability were unable to be captured as part of the data extract. The service is currently gathering</p>	<p>Complete data gathering exercise to fully ascertain number of stakeholders who may have a physical disability.</p> <p>Continue to engage and listen to service users and carers with any concerns or suggestions</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 checked="" type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p><i>pull doors to access the service. A request was placed to have the doors retained by magnets that could deactivate in the event of a fire. (Due regard to remove discrimination, harassment and victimisation).</i></p>	<p>this information via existing care plans, and this will be utilised to consider any further impacts and update recording information.</p> <p>Accessible transport which is currently provided to those service users who require it, will continue to be provided.</p>	<p>for improvements relating to the accessibility and suitability of the centre.</p>
	<p><i>Example</i></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 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><i>Following a service review, an information video to explain new procedures was hosted on the organisation's YouTube site. This was</i></p>	<p>Programme communication channels have been established/utilised to ensure appropriate, clear and timeous messaging relating to the changes to all relevant stakeholders.</p> <p>The proposed changes do not impact current methods of communication with service users, families, carers and staff. The service will continue to utilise various methods of communication to ensure there is no disparity, inequality or discrimination.</p>	<p>The mechanisms set out in the evidence provided will mitigate against any risks to communication, however it is noted that this proposal it is not expected to impact on existing communication methods. In addition, additional opportunities to engage have been put in place to support the</p>

	<p>1) Remove discrimination, harassment and victimisation <input checked="" type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" 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 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><i>accompanied by a BSL signer to explain service changes to Deaf service users.</i></p> <p><i>Written materials were offered in other languages and formats.</i></p> <p><i>(Due regard to remove discrimination, harassment and victimisation and promote equality of opportunity).</i></p>	<p>If necessary, interpreters or British Sign Language support will be arranged via the relevant bodies. All staff are aware of the interpreting protocols and how to arrange services.</p>	<p>assessment of this proposal's impact.</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</p>	<p>As this proposal relates to Older People's Day Services, those impacted by the change are predominantly of older age (60+). The following information relating to current service user age has been extracted:</p> <p>Renfrew Day Centre Age Distribution</p>	<p>Ensure appropriate engagement and consultation with any impacted employees with HR and trade union support.</p>	

<p>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 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input checked="" type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input checked="" type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<ul style="list-style-type: none"> - Total Count: 74 - Mean Age: 82.86 - Minimum Age: 62.0 - Median Age: 83.0 - Maximum Age: 100.0 <p>Ralston Day Centre Age Distribution</p> <ul style="list-style-type: none"> - Total Count: 74 - Mean Age: 82.32 - Minimum Age: 66.0 - Median Age: 83.5 - Maximum Age: 96.0 <p>Johnstone Day Centre Age Distribution</p> <ul style="list-style-type: none"> - Total Count: 78 - Mean Age: 82.76 - Minimum Age: 67.0 - Median Age: 83.5 - Maximum Age: 98.0 <p>Older People's Day Services support older individuals and consideration has been given with regards to individual support requirement and the ability to meet outcomes. Under current service delivery formats, it is recognised that a 'one size fits all' approach will limit the ability for individuals to shape their service and potential reduce the opportunity for greater choice, control, and flexibility.</p> <p>All planned service redesign seeks to enable choice, control and flexibility which reflects the broad range of needs and experiences and understands this will be achieved by taking a person-centred and inequality sensitive approach to implementation and delivery.</p>	
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		<p>Alternative provision for those who attended the day centres proposed for closure is in place. This includes access to another day service, outreach, community support and digital.</p> <p>The proposal is not expected to disproportionately impact staff due to age or differences in age. As the proposed service model is already informally in operation, there is unlikely to be any potential impact on older members of staff who may struggle with adapting to new ways of working.</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 checked="" type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input checked="" type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>There are no limitations for people with a disability in accessing and utilising each centre. There is appropriate equipment and accessibility. The service is designed to meet the needs of older people who may have mobility issues.</p> <p>Information relating to disability is not explicitly included in the dataset from the Eclipse reporting system. The service is currently collating information relating to disability from existing care plans to fully understand any further potential impacts to those with the protected characteristic of disability.</p>	<p>Complete data gathering exercise to fully ascertain number of stakeholders who may have a disability.</p> <p>Ensure appropriate engagement and consultation with any impacted employees with HR and trade union support.</p> <p>If approved, any individuals impacted by any reduction or changes in provision will be individually supported to ensure any impact is minimised and appropriate support is provided.</p>

	Protected Characteristic	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
(c)	<p>Gender Reassignment</p> <p>Could the service change or policy have a disproportionate impact on people with the protected characteristic of Gender Reassignment?</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 checked="" type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input checked="" type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>Service redesign does not present a risk of differential deficit experienced by people because of gender reassignment.</p> <p>Staff members are aware of the sensitivities around gender reassignment and information on trans status can be recorded using the adult information system (ECLIPSE) of our database management system. However, information specific to gender assignment is not explicitly included in the dataset.</p>	
(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>Service redesign does not present a risk of differential deficit experienced by people in relation to Marriage and Civil Partnership.</p> <p>Information on marriage and civil partnership is not included in the dataset extracted from adult information system (ECLIPSE).</p> <p>The service aims to support friendship groups and married couples as much as possible as part of service delivery and planning.</p>	<p>Continue to support friendship and family relationships where possible as part of service provision.</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 checked="" type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input checked="" 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 checked="" type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p>	<p>This proposal does not present a risk of differential deficit experienced by people with the protected characteristics of pregnancy and maternity.</p> <p>The age demographic of those using the service is unlikely to have this characteristic.</p> <p>Information relating to pregnancy and maternity does not require to be specifically recorded therefore is not included in the dataset extracted from the adult information system (ECLIPSE).</p> <p><u>Staff</u> As per our standard policy the Health and Safety risk assessments for pregnant workers and those returning from pregnancy would be undertaken as normal and any relevant reflected within this proposal.</p>	<p>Ensure any staff on maternity/paternity leave are considered to avoid any instances of isolation or feeling uninformed.</p> <p>Keep in regular contact with pregnant employees and those on maternity/paternity leave to ensure they are kept up to date.</p> <p>Arrange keeping in touch days for those on mat leave where appropriate.</p>

	<p>3) Foster good relations between protected characteristics. <input checked="" type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>		
(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 checked="" type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input checked="" type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>The proposal does not present a risk of differential deficit experienced on the grounds of Race. The service will continue to ensure services are fully accessible and as such promotes the use of appropriate communication support, including use of interpreting and translation services.</p> <p>Race information is collected on the adult information system (ECLIPSE) and the following data has been extracted in relation to current service users:</p> <p>Renfrew Day Centre Ethnicity Breakdown – Of the total 74 service users, the following are recorded: White - Scottish: 24 (32.43% of total)</p> <p>Ralston Day Centre Ethnicity Breakdown Of the total 74 service users, the following are recorded: - White - Scottish: 34 (45.95% of total)</p> <p>Johnstone Day Centre Ethnicity Breakdown Of the total 78 service users, the following are recorded: - White - Scottish: 38 (48.72% of total)</p> <p>Categories with low numbers have not been included to ensure individuals cannot be identified.</p>	<p>Where English is not a first language, for staff or service users, the service will ensure all information is clearly delivered and understood.</p>

<p>(g)</p>	<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 and victimisation <input checked="" type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input checked="" type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>The proposal does not present a risk of disproportionate differential impact on the grounds of Religion and Belief.</p> <p>Religion and Belief information can be recorded on the adult information system (ECLIPSE). However, no information relation to religion and belief of service users was identified as part of the data extract. The service are currently collating data related to religion from care plans to fully understand any further potential impacts.</p>	<p>Ensure any future service changes consider any religion or belief related routines, practices, days of worship and diet are considered and supported where possible.</p>
<p>(h)</p>	<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 checked="" type="checkbox"/></p>	<p>The proposal does not present a risk of disproportionate differential impact on the grounds of Sex however it is noted that there is a higher proportion of females within the current group of service users.</p> <p>Gender/Sex information is collected on the adult information system (ECLIPSE). The following data relating to current service users has been extracted:</p> <p>Renfrew Day Centre</p> <p>Sex Distribution Of the total 74 service users, the following are recorded</p>	<p>Continue to monitor the service staff group make up to ensure appropriate staff are available to support clients and all staff undertake GBV and Diversity and Equality training.</p>

	<p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input checked="" type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>- Male: 20 (27.03% of total) - Female: 54 (72.97% of total)</p> <p>Ralston Day Centre Sex Distribution Of the total 74 service users, the following are recorded - Male: 18 (24.32% of total) - Female: 56 (75.68% of total)</p> <p>Johnstone Day Centre Sex Distribution Of the total 78 service users, the following are recorded - Male: 20 (25.64% of total) - Female: 58 (74.36% of total)</p> <p>Categories with low numbers have not been included to ensure individuals cannot be identified.</p> <p>The service staff group make up is monitored to ensure appropriate staff are available to support clients and all staff undertake GBV and Diversity and Equality training. Day centres are located within communities to ensure they are accessible and all day centres have a mixture of public and private rooms to ensure that communication with service users on any topic including sensitive enquiry can take place in an appropriate space. Gender information is collected for all service users and is used as a basis for managing staffing levels and activity.</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>The proposal does not present a risk of disproportionate differential impact on the grounds of Sexual Orientation.</p> <p>Sexual Orientation can be recorded on the adult information system (ECLIPSE). However, this is not a mandatory recording requirement.</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 checked="" type="checkbox"/></p> <p>2) Promote equality of opportunity <input checked="" type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input checked="" type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>Staff are aware of their legal responsibility to protect vulnerable adults, and this is achieved through training awareness raising and management overview, including dealing with homophobic incidences. Such incidences would be recorded and reported through the existing processes. All staff undertake GVB and diversity and equality training. Information is reviewed on a regular basis to ensure that it is appropriate and is LGBT inclusive.</p>	
(j)	<p>Socio – Economic Status & Social Class</p> <p>Could the proposed service change or policy have a disproportionate impact on 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 a duty on public bodies in Scotland to actively consider how they can reduce inequalities of outcome caused by socioeconomic disadvantage when making <u>strategic</u> decisions. If relevant, you should evidence here what steps have been taken to assess and mitigate risk of exacerbating inequality on the ground of socio-economic status. Additional information available here: Fairer Scotland Duty: guidance for public bodies - gov.scot (www.gov.scot)</p>	<p>The proposal does not present a risk of disproportionate differential impact on the grounds of Socio – Economic Status and Social Class.</p> <p>Service users who attended Falcon and Montrose prior to the informal closure of both services, were supported to attend one of the 3 other day services based on their preference. The 3 remaining day services currently open cover all areas of Renfrewshire, ensuring that there is no disproportionate impact on people from different localities.</p> <p>Transport continues to be provided to those who need it ensuring there is no additional expense to attending a different centre.</p> <p>The charging policy in place is means tested. These services are based in local communities where there can be areas of deprivation. Postcode data is collected and used to ensure that the service is transparent and open to all members of the community.</p> <p>The service change does not involve any instances of job losses or changes to pay and conditions.</p>	<p>Ensure appropriate engagement and consultation with employees with HR and trade union support.</p>

		As part of the change, staff are entitled to claim additional mileage for any additional expense due to travelling further to a new centre, as per local HR policies.	
(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>	The person-centred planning approach allows any adverse impact of marginalised groups to be considered. The proposal does not present a risk to any other marginalised group.	
		Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
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>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p>	This proposal is intended to formalise interim working arrangements that have been put in place in response to and following the pandemic. As noted in the detail provided, due to the changing nature of demand for day support, investment has been made in staffing models to ensure that increased levels of staffing support are available to meet increasingly complex needs within the remaining day services. Therefore, no savings will be delivered as a result of this proposal.	

	<p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>		
		Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
9.	<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>In order to prevent discrimination, promote equality of opportunity and foster good relations between protected characteristic groups we require to consider the following:</p> <ul style="list-style-type: none"> Existing EQIAs for all services should be reviewed and used to inform development of a revised EQIA for any services mergers or closures. Existing good practice can be shared. All Renfrewshire HSCP staff must complete appropriate equality and diversity training. NHS GG&C staff must complete the Equality and Human Rights Learn Pro module every three years or more frequently if required. The e-learning module introduces staff to equality legislation (Equality Act 2010 & Human Rights Act 1998) and contextualises within a health and social care setting using a range of video clips and practical exercises. All Council Staff must also undertake mandatory Equality, Diversity and Inclusion training which is available on the Council's iLearn system. As at December 2023, completion rates for NHSGGC's Equality and Human Rights training was 92%. Actual completion rates may be higher than this due to updates required to some staff accounts. Current completion rates across Council-employed staff within the HSCP is just under 13% however there is variance in completion between services. It should be noted that a significant proportion of the workforce do not have immediate access to laptops 	<p>The proposal outlined aligns to the IJB paper agreed in June 2021 "Developing Models of Care", which sets out principles for the redesign of the day services model.</p>

		<p>or online training and a range of additional interventions continue to support these staff as outlined below. The available data for Council staff is also caveated in that cleansing work is underway to ensure that the team structures used for reporting are fully accurate. An updated learning management system for Council training is also currently being implemented which will support enhanced monitoring of training completion.</p> <ul style="list-style-type: none">• The overall completion rate for available equality-focused training for the HSCP is 51%.<ul style="list-style-type: none">• Renfrewshire HSCP has an Equality Outcome Action Plan 2020-2024. This is part of the Equalities Mainstreaming Report which is a legal requirement of the HSCP to report on and complete. The Equalities Outcome Action Plan 2020-2024, includes details of activity in relation to the following 5 equalities outcomes:<ol style="list-style-type: none">1. Our services are accessible and responsive to the needs of those with protected characteristics to maintain and improve their quality of life.2. Our workforce are better informed and have confidence to make equality and human rights central to the way we work.3. Our work with partners helps us to develop and deliver services to ensure that everyone whose health is affected as a result of inequality have their needs identified and addressed as part of person-centred care.4. People who use our services are empowered to contribute and participate fully in their community and have a positive experience of health and social care services.5. People experiencing transitions and life changes are supported to access information without barriers and in ways which suit their needs	
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		<p>Renfrewshire IJB's Strategic Plan outlines 6 key actions to help us deliver on our 2020-2024 Equality Action Plan. Further detail on these actions can be found on p16 of the Plan here. These actions are monitored and reported on through performance management processes to Renfrewshire IJB. In addition, the HSCP's Health Improvement Team is currently developing an Equalities Planner to further embed our focus on equality. This planner aims to address the poor health and wellbeing outcomes experienced by individuals who are part of the following 9 protected characteristics: age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, and sexual orientation. The Equalities Planner will enable Renfrewshire HSCP staff to easily access information on training, events (work and non-work related) and awareness dates that are related to equalities and the 9 protected characteristics. This will improve knowledge and confidence of staff to challenge prejudice and proactively create an inclusive environment, as well as ensuring that staff who identify as having protected characteristics feel safe, supported and included within the workplace. The Equalities Planner will make a clear statement that equality and diversity is at the heart of our organisation. The Planner will be available and accessible on Renfrewshire HSCP's website, with an easily accessible layout so that it is simple and quick for HSCP staff to use.</p>	
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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 proposed service change will not act in a way that could impact on the human rights of patients, service users or staff.

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*.

The approach adopted in developing these proposals and supporting Equality Impact Assessment aligns with the PANEL principles. A summary of this alignment which each element of the principles is as follows:

Participation: The HSCP has sought active participation and engagement with service users / residents, families, carers, representatives and staff through a programme of direct engagement. A comprehensive engagement exercise was undertaken over December 2023 and January 2024 with differing opportunities for people to share feedback through online and in person engagement events, the establishment of a focused programme mailbox and opportunity to provide feedback on paper and online forms. Additional engagement events were added to meet demands, with the approach to engagement shaped to meet the needs of individuals (for example service users). The write up from these sessions is available and has been used to inform the responses provided to the questions above. Wider engagement was also undertaken with the IJB's Strategic Planning Group and the Renfrewshire Providers Forum.

Accountability: Dedicated Options Appraisals and Equality Impact Assessments of these proposals are currently being undertaken and will be used by the IJB to inform decision-making. We note that EQIAs are live documents and will be reviewed and updated as appropriate where additional evidence becomes available. All EQIAs will also be published on the HSCP's website.

Non-discrimination: The services considered within this proposal are available to those assessed as requiring support through their individual assessments. The proposals have been assessed to determine whether any individuals with one or more protected characteristics are impacted to a greater extent than others and, if so, what mitigating actions are required to address this.

Equality/Empowerment: Renfrewshire HSCP seeks to promote equality and equity across all services, and this commitment is set out clearly within the IJB's Strategic Plan for 2022-25. The Strategic Plan also sets out wider priorities for the HSCP in line with national policy, including empowering individuals through choice and flexibility in the support available. As noted above, engagement has been embedded in the approach to delivering Sustainable Futures following the decisions made by the IJB in November 2022, and this is used to inform both the Options Appraisal and Equality Impact Assessment.

Legality: The service is compliant with UK and Scottish Law. In developing this EQIA research has also been undertaken to review learning from other EQIA processes, including judicial reviews. This has been used to inform the approach adopted to ensure compliance with the Public Sector Equality Duty.

- **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.	Date for completion	Who is responsible? (initials)

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

This EQIA will be reviewed at a 6 month period following approval of this proposal. This will be at approx. end September 2024.

Lead Reviewer: Carron O'Byrne
EQIA Sign Off: Head of Health and Social Care
C O'Byrne
 25/3/2024

Quality Assurance Sign Off: Alastair Low
 Planning Manager
Alastair Low
 02/04/2024

**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:

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

Name of completing officer:

Date submitted:

If you would like to have your 6 month report reviewed by a Quality Assuror please e-mail to: alastair.low@ggc.scot.nhs.uk