Section 4  Integrated Impact Assessment

Summary Report Template

Audit Risk level

(Risk level will be added by Equalities Officer)

Each of the numbered sections below must be completed

<table>
<thead>
<tr>
<th>Interim report</th>
<th>Final report</th>
<th>√</th>
</tr>
</thead>
</table>

(Tick as appropriate)

1. Title of plan, policy or strategy being assessed
Welfare advice in acute healthcare.

2. What will change as a result of this proposal?
Advice to patients, visitors and staff on general welfare issues i.e. benefits and debt. Income maximisation, health improvement and increased connection with existing community services.

3. Briefly describe public involvement in this proposal to date and planned
Feedback from the 2010 pilot where service user satisfaction was routinely collected and analysed.

4. Date of IIA 10/02/2015

5. Who was present at the IIA? Identify facilitator, Lead Officer, report writer and any partnership representative present and main stakeholder (e.g. NHS, Council)

<table>
<thead>
<tr>
<th>Name</th>
<th>Job Title</th>
<th>Date of IIA training</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mark Carter</td>
<td>Projects Manager</td>
<td></td>
<td><a href="mailto:Mark.carter@caed.org.uk">Mark.carter@caed.org.uk</a></td>
</tr>
<tr>
<td>Sue Muir</td>
<td>CAE</td>
<td></td>
<td><a href="mailto:Sue.muir@nhslothain.scot.nhs.uk">Sue.muir@nhslothain.scot.nhs.uk</a></td>
</tr>
<tr>
<td>Evidence</td>
<td>Available?</td>
<td>Comments: what does the evidence tell you?</td>
<td></td>
</tr>
<tr>
<td>------------------------------------------------------------------------</td>
<td>------------</td>
<td>----------------------------------------------------------------------------------------------------------------</td>
<td></td>
</tr>
<tr>
<td>Data on populations in need</td>
<td>Yes</td>
<td>Those in lower socio-economic groups are at risk, including disabled people and those with mental health problems, ease of access to outreach service</td>
<td></td>
</tr>
<tr>
<td>Data on service uptake/access</td>
<td>Systems/processes in place</td>
<td>¼ reports will demonstrate this</td>
<td></td>
</tr>
<tr>
<td>Data on equality outcomes</td>
<td>As above</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Research/literature evidence</td>
<td>Yes</td>
<td>See proposal report HPHS, climate report NHSL, Inequalities in Health Strategy</td>
<td></td>
</tr>
<tr>
<td>Public/patient/client experience information</td>
<td>To be collected 2010 pilot report</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Evidence of inclusive engagement of service users and involvement findings</td>
<td></td>
<td>Pilot 2010 effective, provided at one of the two sites this project will cover.</td>
<td></td>
</tr>
<tr>
<td>Evidence of unmet need</td>
<td>No</td>
<td>Open access allows all people to use this service. Interpreters can be available through telephone interpreting (Big Word) and consideration will be given to using online support for BSL users through NHS 24 project.</td>
<td></td>
</tr>
<tr>
<td>Good practice guidelines</td>
<td>Yes</td>
<td>CAE Guidelines</td>
<td></td>
</tr>
</tbody>
</table>

6. Evidence available at the time of the IIA
<table>
<thead>
<tr>
<th>Evidence</th>
<th>Available?</th>
<th>Comments: what does the evidence tell you?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Environmental data</td>
<td>N/A</td>
<td></td>
</tr>
<tr>
<td>Risk from cumulative impacts</td>
<td>No</td>
<td></td>
</tr>
<tr>
<td>Other (please specify)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Additional evidence required</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

7. **In summary, what impacts were identified and which groups will they affect?**

**Equality, Health and Wellbeing and Human Rights**

**Positive**
Will promote access to services and sign posting to community support.
Will have an indirect impact on physical, mental and social health and well being.
Support income maximisation, access to better housing, and access to local services

**Negative**
Risk of inequality in service provision due to limited staff time across two large acute sites
Due to time constraints limited opportunity to follow up more complex cases, increasing impact on local services.
There is also a risk of disengagement of service user due to change of personnel and site of contact.
Potentially more difficult for BSL and other non English speakers to get direct access to the service.

**Affected populations**
All populations

**Environment and Sustainability**

**Positive**
Use of existing facilities and mutual transport means environmental impact will negligible

**Negative**

**Affected populations**

BSL and non English speakers.
**Economic**

**Positive**
Income maximisation for individuals in contact with the service
Released time of clinical staff and improved staff health and well being will lead to increased productivity, increased caring time, reduction in sickness absence and increase staff retention.

**Negative**

**Affected populations**

All populations

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8. **Is any part of this policy/service to be carried out wholly or partly by contractors and how will equality, human rights including children’s rights, environmental and sustainability issues be addressed?**

   Wholly undertaken by Citizen’s Advice Edinburgh. Engagement is regulated by standard NHS Lothian service level agreement which stipulates these issues are addressed and evidence of compliance is required. Monitoring of uptake across protected characteristics will be monitored annually.

9. **Consider how you will communicate information about this policy/service change to children and young people and those affected by hearing loss, speech impairment, low level literacy or numeracy, learning difficulties or English as a second language? Please provide a summary of the communications plan.**

   Publicity will be undertaken via posters and leaflets which will be subject to NHSL communication standards for accessibility. Use of translation services and interpreters including BSL will be utilised where required.

10. **Is the policy a qualifying Policy, Programme or Strategy as defined by The Environmental Impact Assessment (Scotland) Act 2005? (see Section 4)**

   No

11. **Additional Information and Evidence Required**
If further evidence is required, please note how it will be gathered. If appropriate, mark this report as interim and submit updated final report once further evidence has been gathered.

Not required

12. Recommendations (these should be drawn from 6 – 11 above)

Increase funding to increase support worker time
CAE worker on each site
Use of validated evaluation tools
Ensure access is equitable for people with sensory impairments and for those whose first language is not English

13. Specific to this IIA only, what actions have been, or will be, undertaken and by when? Please complete:

<table>
<thead>
<tr>
<th>Specific actions (as a result of the IIA which may include financial implications, mitigating actions and risks of cumulative impacts)</th>
<th>Who will take them forward (name and contact details)</th>
<th>Deadline for progressing</th>
<th>Review date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Identification of interpreter support service</td>
<td>Sylvia Baikie</td>
<td>28/02/15</td>
<td></td>
</tr>
<tr>
<td>Funding, location of support worker and structure of project</td>
<td>CAE</td>
<td>ongoing</td>
<td>Quarterly</td>
</tr>
<tr>
<td>Identify validated evaluation tools</td>
<td>Jo Gordon</td>
<td>23/3/15</td>
<td>Annual</td>
</tr>
<tr>
<td>Implement equality and diversity monitoring tool.</td>
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</table>

14. How will you monitor how this policy, plan or strategy affects different groups, including people with protected characteristics?
The project is managed by quarterly and annual reporting to HPS and also via CAE data collection

15. **Sign off by Head of Service**

   Name

   Date

16. **Publication**

   Send completed IIA for publication on the relevant website for your organisation. [See Section 5](#) for contacts.