



## EQUALITY IMPACT ASSESSMENT

Stage 1: Title and aims of the activity (“activity” is an umbrella term covering policies, procedures, guidance and decisions).	
Service	Housing and Social Work
Section	Children’s Services, Adult Services, Housing Options & Homelessness.
Title of the activity etc.	Out Of Hours Emergency Service Budget (OOHES)
Aims of the activity	<p>The aim of the Out Of Hours Emergency Service is to provide an emergency social work service to members of the community in situations that cannot wait until the social work offices reopen. Contact with this service is made primarily by telephone.</p> <p>All phone calls are screened by experienced staff who prioritise referrals that need to be dealt with as emergencies, and pass on other referrals to daytime services. When necessary, out of hours emergency service staff will visit the client in their own home, in hospital, at a police station or at another relevant location.</p> <p>The main priorities for the service are:</p> <ul style="list-style-type: none"> <li>• statutory assessments for child protection;</li> <li>• detentions under the Mental Health Act; and</li> <li>• urgent community care / child care assessments</li> <li>• homelessness</li> </ul>
Author(s) & Title(s)	<div style="background-color: #cccccc; width: 100px; height: 15px; display: inline-block;"></div> Head of Service (Children’s Services)

Stage 2: List the evidence that has been used in this assessment.	
Internal data (customer satisfaction surveys; equality monitoring data; customer complaints).	<ul style="list-style-type: none"> <li>• A range of data via a Kaizen exercise in November 2010.</li> <li>• Performance monitoring information and statistics provided by the call centre (Police Scotland);</li> <li>• OOHES Feedback form for Social Workers (Children’s Services / Adult Services).</li> </ul>
Internal consultation with staff and other services affected.	<ul style="list-style-type: none"> <li>• A Kaizen Blitz exercise was carried out in November 2010 with in-house partners (Adult Mental Health Services, Older People and Disabilities, Housing Options &amp; Homelessness, Children’s Services, etc.), which informed the development of the current service delivery model;</li> <li>• The OOHES Feedback form for Social Workers (Children’s Services / Adult Services)</li> <li>• Ad hoc feedback is provided from Social Work and Housing colleagues who are working direct with clients who have had involvement with the OOHES service.</li> </ul>

<p>External consultation (partner organisations, community groups, and councils).</p>	<ul style="list-style-type: none"> <li>• Ad hoc feedback from colleagues from partner organisations whose clients have had involvement with the OOHES service. Customer satisfaction surveys via the child and adult care feedback process.</li> </ul>
<p>External data (census, available statistics).</p>	<ul style="list-style-type: none"> <li>• Performance monitoring information and statistics provided by the call centre (Police Scotland);</li> <li>• Quarterly meetings with call centre and Social Work OOHES staff regarding service delivery.</li> </ul>
<p>Other (general information as appropriate).</p>	

Stage 3: Evidence Gaps.	
Are there any gaps in the information you currently hold?	<ul style="list-style-type: none"> <li>There are no gaps as such, but as the service evolves we will take additional opportunities to improve our information collation.</li> </ul>

Stage 4: Measures to fill the evidence gaps.		
What measures will be taken to fill the information gaps before the activity is implemented? These should be included in the action plan at the back of this form.	Measures:	Timescale:
		Ongoing

Stage 5: Are there potential impacts on protected groups? Please complete for each protected group by inserting "yes" in the applicable box/boxes below.				
	Positive	Negative	Neutral	Unknown
Age – Younger			Yes	
Age – Older			Yes	
Disability			Yes	
Race – (includes Gypsy Travellers)			Yes	
Religion or Belief			Yes	
Gender – male/female			Yes	
Pregnancy and maternity			Yes	
Sexual orientation – (includes Lesbian/ Gay/Bisexual)			Yes	
Gender reassignment – (includes Transgender)			Yes	
Marriage and Civil Partnership			Yes	

Stage 6: What are the positive and negative impacts?		
Impacts.	Positive (describe the impact for each of the protected characteristics affected)	Negative (describe the impact for each of the protected characteristics affected)
Please detail the potential positive and/or negative impacts on those with protected characteristics you have highlighted above. Detail the impacts and describe those affected.	N/A	N/A

Stage 7: Have any of the affected groups been consulted?	
If yes, please give details of how this was done and what the results were. If no, how have you ensured that you can make an informed decision about mitigating steps?	<ul style="list-style-type: none"> <li>• Feedback forms for all service users (including those with protected characteristics) are used to collate comments on their experience of the OOHES.</li> <li>• Indirect consultation has taken place with affected groups through the Kaizen Blitz exercise in 2010, where representatives from services whose client groups may include those with protected characteristics (Adult Mental Health Services, Substance Misuse, Older People and Disabilities, Housing Options &amp; Homelessness, Children's Services) were involved in designing the current service;</li> <li>• All Children and Young People who are looked after by the Local Authority are regularly given the opportunity to express their views via the 'Viewpoint' computer-based questionnaire. This will include those with any of the protected characteristics (where appropriate).</li> </ul>

Stage 8: What mitigating steps will be taken to remove or reduce negative impacts?		
These should be included in any action plan at the back of this form.	Mitigating Steps	Timescale
	N/A	N/A

Stage 9: What steps can be taken to promote good relations between various groups?	
These should be included in the action plan.	Current inter and intra service arrangements are robust.

Stage 10: How does the policy/activity create opportunities for advancing equality of opportunity?

The Out Of Hours Emergency Service (OOHES) service is available to all members of the community, irrespective of the presence or absence of protected characteristics.

Stage 11: What equality monitoring arrangements will be put in place?

These should be included in any action plan (for example customer satisfaction questionnaires).

- Continued use of the OOHES Service Centre Log Sheet to capture details and outcome of all calls, including reference to any protected characteristics (where relevant);
- Continued use of 'Viewpoint' and other methods to obtain the views of all Children and Young People who are looked after by the Local Authority, including those with any of the protected characteristics (where appropriate).

Stage 12: What is the outcome of the Assessment?



Please complete the appropriate box/boxes	1	No negative impacts have been identified –please explain.
	This budget line supports the delivery of the Out Of Hours Emergency Service which ensures that an emergency social work service is available to members of the community in situations that cannot wait until the social work offices reopen. This service is provided irrespective of the presence or absence of any of the protected characteristics.	
	2	Negative Impacts have been identified, these can be mitigated - please explain. * Please fill in Stage 13 if this option is chosen.
	N/A	
	3	The activity will have negative impacts which cannot be mitigated fully – please explain. * Please fill in Stage 13 if this option is chosen
	N/A	

\* Stage 13: Set out the justification that the activity can and should go ahead despite the negative impact.

N/A

Stage 14: Sign off and authorisation.

Sign off and authorisation.	1) Service and Team	Housing and Social Work, Children's Services.	
	2) Title of Policy/Activity	Out Of Hours Emergency Service .	
	3) <b>Authors:</b> We have completed the equality impact assessment for this policy/activity.	Name: [Redacted] Position: Service Development Officer (Children's Services) Date: 29/11/13 Signature:	Name: [Redacted] Position: Social Work Manager Date: 29/11/13 Signature:
	4) Consultation with Service Manager	Name: [Redacted] Date: 29/11/13	
	5) Authorisation by Director or Head of Service	Name: [Redacted] Position: Head of Service (Children's Services) Date: 29/11/13	Name: Position: Date:
	6) If the EIA relates to a matter that has to go before a Committee, Committee report author sends the Committee Report and this form, and any supporting assessment documents, to the Officers responsible for monitoring and the Committee Officer of the relevant Committee. e.g. Social Work and Housing Committee.	Date: N/A	
	7) EIA author sends a copy of the finalised form to: eia@abdnshire	Date:	
(Equalities team to complete) Has the completed form been published on the website? YES/NO			Date:

Action Plan					
Action	Start	Complete	Lead Officer	Expected Outcome	Resource Implications
Explore opportunities to further enhance the level of performance and other relevant information currently provided by the OOHES Call Centre (Police Scotland).	April 2014	TBC		Continuous improvement and further service development.	Staff time (Police Scotland).
Revisit existing mechanisms for obtaining comments and feedback from service users, including those with protected characteristics, to enhance and improve future service delivery.	April 2014	TBC		Continuous improvement and further service development.	Staff time.