



NHS Greater Glasgow & Clyde Equality Impact Assessment Tool

Equality Impact Assessment is a legal requirement as set out in the Equality Act 2010 (Specific Duties) (Scotland) regulations 2012 and may be used as evidence for cases referred for further investigation for compliance issues.

Evidence returned should also align to Specific Outcomes as stated in your local Equality Outcomes Report. 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 ggc.equality.team@nhs.scot for further details or call 0141 201 4874.

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

Older People's Day Care Service Re-Design

Please tick the relevant box:-

- Current Service ☐
- Service Development ☐
- Service Redesign ☒
- New Service ☐
- New Policy ☐
- Policy Review ☐

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Description of the service & rationale for selection for EQIA. (Please state if this is part of a service-wide consideration 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.

Older People's Day Care is currently provided at ten Day Care Centres spread evenly across Glasgow City.

This proposal sits within social care, specifically HSCP directly provided day care services. The service is not statutory but supports the wider function of core older people services by contributing to maintaining people over 65, and their carers, to 'age in place' living safe and well in their own homes for as long possible.

The service seeks to address problems of social isolation, offer respite for carers and as required, play a facilitation role in statutory duties such as Adult Support and Protection. The referral criteria is limited with the main stipulation being that individuals must be over 65.

Summary of Review Findings

Glasgow City HSCP has provided day care services to adults over 65 for several decades. A capital build programme over the last 15 years has rejuvenated most of the ten day care units, providing six modern, bespoke facilities across the city. However, a number of the specialist facilities within the new day care buildings remain underutilised, namely the consulting/treatment rooms and the changing-place bathroom facilities.

The service, which had an approximate 50% capacity rate in 2020, was closed completely during Covid lockdown. Service user numbers remain a challenge, with 661 service users currently attending per month (as at May 2026), against a total capacity of 1500 places.

Whilst the service cites examples of potential support and interaction with wider OP service initiatives (Enhanced Care, Community Rehab), these remain aspirational and have not been, and are not to date, a current feature of day service delivery.

Proposal

The proposal to close six Day Centres and repurpose the remaining four centres (maximum of five) to operate using a Community Hub Model would involve a transformation of current OP Day Care Services to a model of service that provides a range of therapeutic, social and wellbeing supports within the remaining day care units or 'community hubs', seeking to promote independence, confidence, health and social connection.

The hub model aspires to maximise community-based provision, aligning services with existing local assets, capacity and alternative supports, enabling flexible local delivery models, recognising that the mix of services and operating arrangements may vary across communities to best meet local need.

The focus of the service would remain on assessed service users and unpaid carers, while also considering how local communities may access elements of the service, including potential chargeable options for non-service users.

This would include residents within the current Enhanced Care Units and individuals at risk of delayed discharge or unscheduled hospital admission.

Staffing Implications

This proposal includes a reduction of 40 FTE. The FTE is not an overall workforce reduction and will be achieved by removing long-term vacant posts, supporting planned attrition and redeploying staff to other areas of the organisation. Potential equality impacts would relate to the workforce profile. Glasgow City HSCP Council staff are predominantly; Female (80%), 48% are aged 50 – 65 years and 41% are aged 30 – 49 years. If proposals are approved, there will be appropriate consultation with Trade Unions and staff as proposals are developed and implemented and the workforce will be supported through Organisational change processes, ensuring all appropriate workforce supports.

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.). Consider any locally identified Specific Outcomes noted in your Equality Outcomes Report.

Older People's Day Care is being reviewed as part of Glasgow City HSCP's STEP Forward Programme. This programme is a priority for the Integrated Joint Board (IJB). Consultation with staff and Service Users in 2024 identified the need for a review of the service.

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In addition the current usage of the service sees the ten existing Day Centres operating at less than 50% capacity with a weekly attendance of 660 places out of 1500 being filled. This does not provide best value in terms of financial value, utilisation of staff resources or make the best use of the ten day buildings.

On this basis it is considered that a review of the service is required.

This EQIA is at an early stage, with an aim of providing an overview of the vulnerability of service users and key equality considerations, to inform initial decision making. Further activity will be undertaken to explore the impacts and opportunity for mitigating action, in particular consultation with service users and carers. The EQIA will be updated in line with and brought back to the IJB for further consideration.

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)

EQIA Lead Reviewer: Glenda Cook – Interim Head of Planning for OP Services and the South Sector

Operational Service Lead: Robin Wallace, Head of Older People Residential and Day Care Services

Date of Lead Reviewer Training: July 2026

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)

Glenda Cook – Interim Head of Planning for OP Services and the South Sector

Robin Wallace – Head of Older People Residential and Day Care Services

Chris Furse – Senior Officer OP Planning Team

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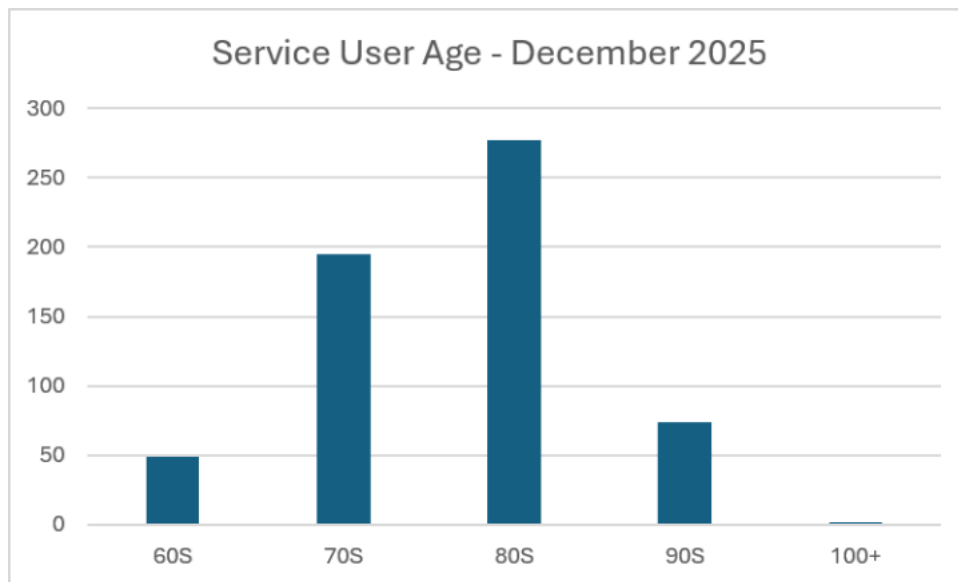
1. What equalities information is routinely collected from people currently using the service or affected by the policy?

If this is a new service proposal what data do you have on proposed service user groups. Please note below any barriers to collecting this data in your submitted evidence and an explanation for any protected characteristic data omitted.

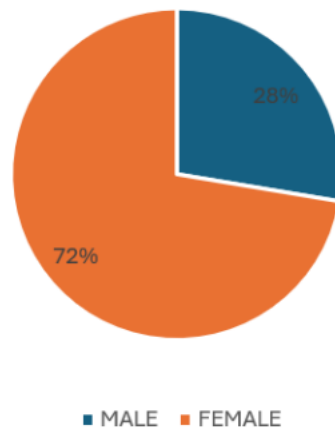
Service Evidence Provided:

Date related to Age, sex, Ethnicity and Disability is routinely collected from this group of Service Users. In addition, economic/financial data such as the ability to pay for the service is collected.

This service is directly targeted at vulnerable service users over the age of 65 years. Any change or reduction in service is more likely to impact on older people, people with a disability, women and those living in poverty. The majority of service users are over the age of 80 years, white British, 72% are female, many have one or more disabilities including, wheelchair users, significant visual impairment, significant hearing impairment, diagnosed with a mental health issue and dementia diagnosis.



Gender of Service Users - December 2025



Possible negative impact and additional mitigating action required:

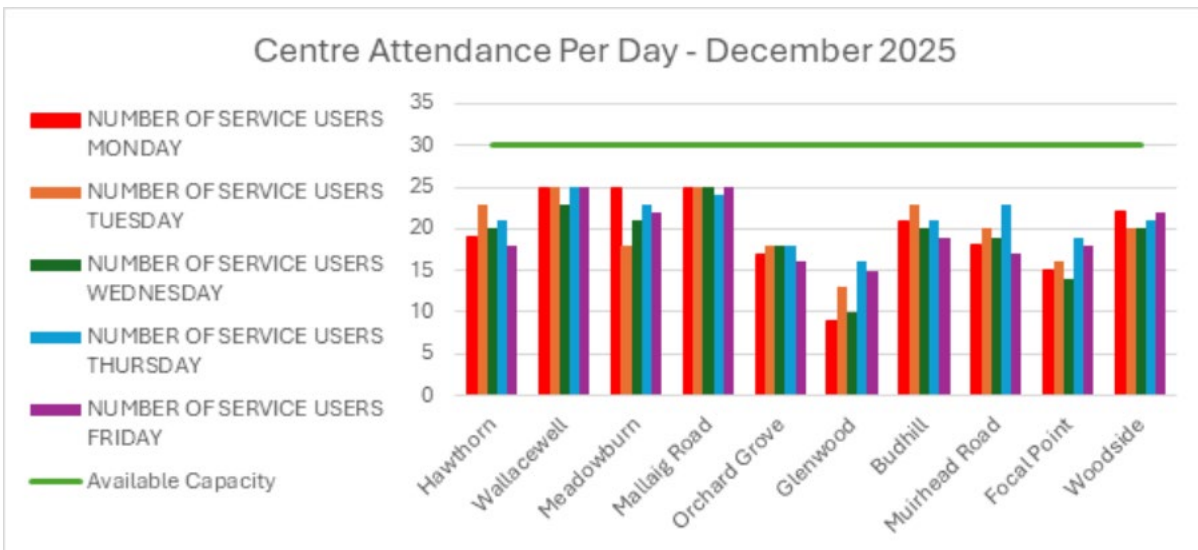
2. Please provide details of how data captured has been/will be used to inform policy content or service design.

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

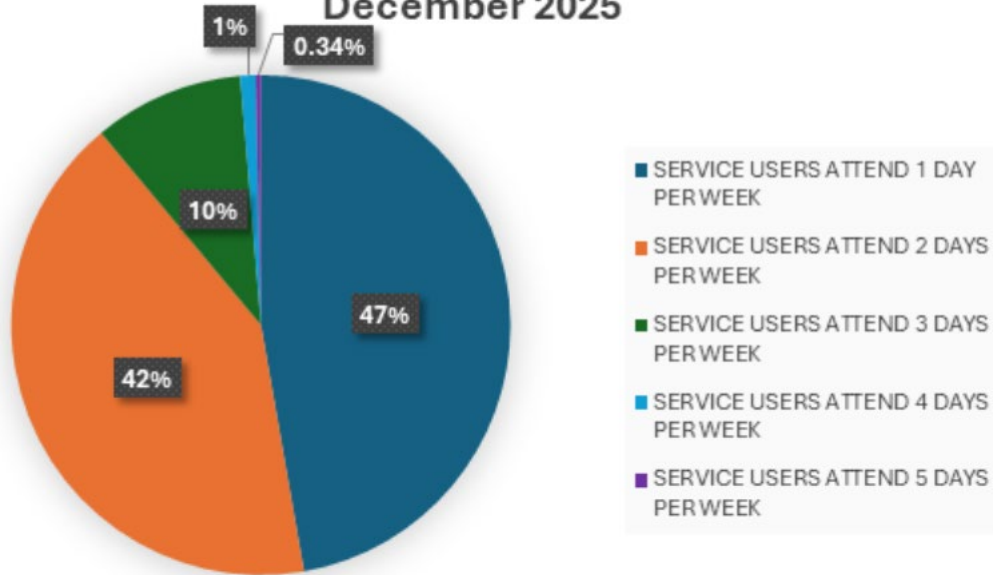
- 1) Remove discrimination, harassment and victimisation ☐
- 2) Promote equality of opportunity ☒
- 3) Foster good relations between protected characteristics. ☐
- 4) Not applicable ☐

Service Evidence Provided:

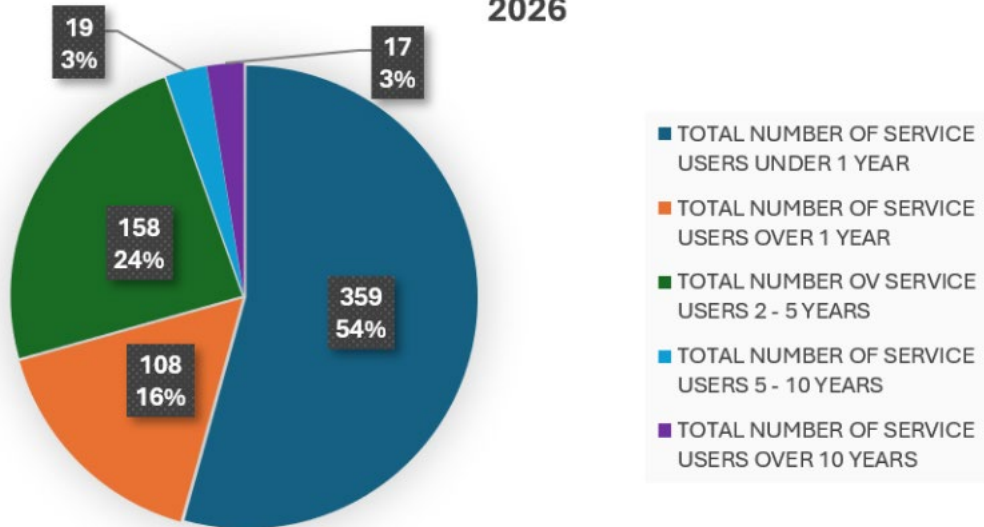
See below tables which highlight attendance patterns and length of time attending OP Day Care Services



Service Users Frequency of Attendance
December 2025



Day Care Service Users - Length of Attendance May 2026



Data capture currently shows that approximately 660 Service users attend Day care each week. However 42% of service users attend twice a week and 11% attend on three or more days a week, Attendance from BME Service users stands at 23% which

is above the level of the BME population for the city as a whole which stood at 20% at the 2021 Census.

70% of service users have been attending Day care for less than two years which indicates a significant turnover of service users within the service. Over 400 of the 660 Service users have a diagnosis of dementia.

Equality data us utilised as part of the SW assessment to identify service user need and match with services.

Possible negative impact and additional mitigating action required:

A higher proportion of BME users utilise this service than the general population BME community profile. Service user and carer engagement will take this issue into consideration and mitigations put in place.

3. How have you applied learning from research evidence about the experience of equality groups to the service or Policy?

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation ☐
- 2) Promote equality of opportunity ☒
- 3) Foster good relations between protected characteristics ☐
- 4) Not applicable ☐

Service Evidence Provided:

The service was reviewed using the HM Treasury's Green Book method. A group of planning staff have been trained in this approach, with the aim of applying a consistent and transparent approach across all reviews.

Data collected indicates that 23% of service users identify as BME and 70% of the service users are women. Most service users have a disability with over 400 of the 660 service users having a dementia diagnosis.

All staff have undertaken equalities training via the Glasgow City HSCP's Gold online training platform.

Day Care is a non -Statutory service and the details below highlight provision within neighbouring HSCP's.

Greater Glasgow & Clyde – HSCP OP Day Care Provision

Several Health and Social Care Partnerships (HSCPs) across Greater Glasgow and Clyde have closed, reduced, or proposed changes to older people's day care services as they shift toward community-based models.

East Dunbartonshire HSCP

Transitioned their day services model by reducing their reliance on building-based day care and successfully consolidating older people's services from three day centres to two.

Renfrewshire HSCP

The Ralston Day Centre is being closed, and its service users are being systematically transitioned to other remaining centres in the partnership.
Reduction of Service: The consolidation cuts staff posts and alters session timetables, reducing the amount of time some older adults spend away from home to lower council transportation and overhead costs.

West Dunbartonshire HSCP

Focus of Redesign: The partnership is undergoing a highly contested Care at Home service redesign to prioritize mobile home-based care.

Impact on Centres: While traditional community-based hubs like the Queen Mary Day Centre in Clydebank continue to operate, the wider care footprint has shrunk. The council recently completed the closure and sell-off of several former residential care facilities (such as Dalmuir and Drumry), shifting resources away from institutional buildings.

East Renfrewshire HSCP

Active Closures & Mergers: In June 2026, the Integration Joint Board (IJB) finalized an Integrated Impact Assessment (IIA) to downsize building-based older adult day services.

Inverclyde HSCP

Strategic Hub Closures: The [Inverclyde Centre building](#) officially closed its doors for demolition, finalizing a total exit from centralized congregate-care facility models in favour of scattered temporary flats and community support.

Remaining Options: For older adults specifically, building-based options are heavily reliant on approved third-sector providers like the Muirshiel Centre, which provides structured day services for frail and isolated adults under HSCP partnership registration.

Possible negative impact and additional mitigating action required:

4. Can you give details of how you have engaged with equality groups with regard to the service review or policy development? What did this engagement tell you about user experience and how was this information used?

The Patient Experience and Public Involvement team (PEPI) support NHSGGC to listen and understand what matters to people and can offer support.

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation ☐
- 2) Promote equality of opportunity ☒
- 3) Foster good relations between protected characteristics ☐
- 4) Not applicable ☐

Service Evidence Provided:

An extensive consultation with over 530 people took place in 2024. Those who took part in the consultation included Service Users, carers, families, members of staff and interested local residents and community groups. The research highlighted that service users, families and carers have a positive view of the Day Care Service but that barriers such as transport and the distances some families have to travel to attend a day centre are significant issues that require to be addressed.

Other key points identified are:

- Day Centres could provide more knowledge and access routes for families to link with Carers Services.
- Although BME attendees are a significant proportion of the total service user population this cohort of service users is drawn primarily from a narrow band of service users with Asian ethnicity and that other minority ethnic groups may be underrepresented within Day Services.

Possible negative impact and Additional Mitigating Action Required:

Some ideas to improve negative factors identified in the research include:

- Revamp the role and provision of Day Centre's to build wider links with the community and specialist dementia and carers support services and provision.
- Utilise technology by providing training for Service users, families and carers.

- Undertake outreach work with communities who are currently underrepresented within day centres.
- Look at improving transport provision particularly as the 4-centre model means people will have to travel further to attend.

This EQIA is at an early stage, with an aim of providing an overview of the vulnerability of service users and key equality considerations, to inform initial decision making. Further activity will be undertaken to explore the impacts and opportunity for mitigating action, in particular consultation with service users and carers. The EQIA will be updated in line with and brought back to the IJB for further consideration.

As part of implementation, service users needs will be reviewed and assessed where appropriate, confirming any changes to their current care plan, and confirming future options. Family, Carer and/or Advocacy support will be available as part of this process.

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?

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation ☐
- 2) Promote equality of opportunity ☒
- 3) Foster good relations between protected characteristics ☐
- 4) Not applicable ☐

Service Evidence Provided:

The existing estate has been extensively modified or newly built over the past ten years to ensure the buildings are compliant with health and safety and equalities legislation. There are three standalone purpose units that have been built in the last ten years, three attached to the new care homes and the remainder have had improvements.

Transport will become a pivotal resource if, as is likely, some service users have to travel further to attend a day centre. Within the Day Care fleet of minibus the majority are adapted to cater for Wheelchair users with the required lifts and supports in place.

Possible negative impact and additional mitigating action required:

Possible mitigating action:

- Retain a level of minibuses and drivers so that although some service users may have to travel further the number of pick-ups required en route to a centre is kept to a minimum.
- Investigate the use of community-based transport options and service users, families and carers utilising any benefits/Motability payments available to them.
- Development of a transport policy for Day Centre's.

Adapted minibuses are available to wheelchair users and those with mobility problems. However this proposal may reduce capacity on bus, and in service and there is a need to modify the current fleet of minibuses. A transport policy for Day Centre's will be developed and will require an EQIA. This policy will include consideration of the use of community-based transport options and service users, families and carers utilising any benefits/Mobility payments available to them. The regulatory guidance on how long an individual can be on a bus for service transfer. There is potential for impact on service users with a disability, those living in poverty and wider Carer and family support network if there is a gap in transport provision, in particular for those that may require a venue change to elsewhere in the City. Further consideration of the approach to transport provision and impact on the service users is required. The development of the transport policy will also include mechanisms to ensure that cost of appropriate accessible transport is not a barrier to relocating to an alternative day centre; the policy will seek to maximise inclusion and attendance at the day centres, based on a comprehensive needs assessment of individuals referred to the service.

6. How will the service change or policy development ensure it does not discriminate in the way it communicates with service users and staff?

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation ☐
- 2) Promote equality of opportunity ☒
- 3) Foster good relations between protected characteristics ☐
- 4) Not applicable ☐

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.

Service Evidence Provided:

Recommend a consultation/ engagement process with all service users and their families and carers to outline what the proposed change to a four centre community hub model (maximum of five) will entail including:

- Meetings and face to face discussion opportunities.
- Printed information in easily accessible formats.
- Online information and videos that are easy to access and understand.
- information be provided in the appropriate language for the service user and their families/carers.
- That interpreters are made available for those who require them.
- A clear and consistent communications plan will be required for staff who will have concerns as to their future role in a reduced service and the options available to them.
- Promote access to advocacy services.

Possible negative impact and additional mitigating action required :

Failure to instigate the measures outlined above could result in misinformation being spread and service users and families being unclear and confused as to the day care options now available to them. This would mean a high risk of reputational damage for the HSCP.

Mitigating actions

- Clear and consistent communications plans are required for both service users, families and carers and members of staff.

7. Protected Characteristic

(a) Age

Could the service design or policy content have a disproportionate impact on people due to differences in age?

(Consider any age cut-offs that exist in the service design or policy content. You will need to objectively justify in the evidence section any segregation on the grounds of age promoted by the policy or included in the service design).

If this decision is likely to impact on children and young people (below the age of 18) you will need to evidence how you have considered the General Principles of the United Nations Convention on the Rights of the Child. Please include this in Section 10 of the form.

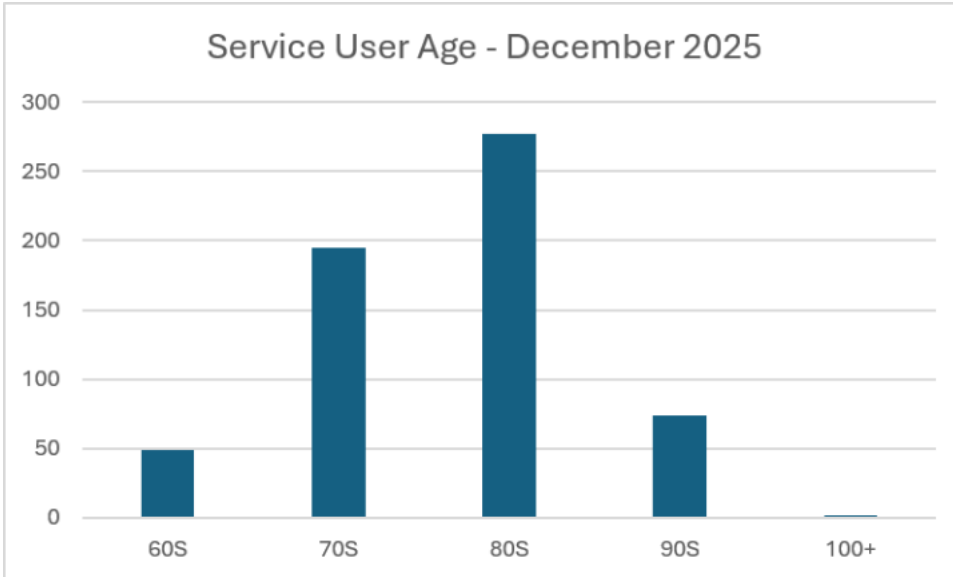
Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation ☐
- 2) Promote equality of opportunity ☒
- 3) Foster good relations between protected characteristics. ☐
- 4) Not applicable ☐

Service Evidence Provided:

The service is currently offered to over 65 year olds only, therefore older people will be impacted by this change. so older people will be affected equally by the change

This service is directly targeted at vulnerable service users over the age of 65 years. Any change or reduction in service is more likely to impact on older people.



Data presented in section two shows that around 660 people use the day care service each week. Within that cohort over half of the service users attend on more than one day a week. The data also evidences that 70% of service users have been attending for less than two years which highlights that there is a significant turnover of service users.

The above highlighted turnover of service users should assist with a managed reduction from Ten Centre's down to Four (maximum of 5).

Possible negative impact and additional mitigating action required:

There is potential for a negative impact on service users due to a reduced provision in the service.

Key impacts and associated mitigating action:

•Reduction in number of spaces available

Data capture currently shows that approximately 660 Service users attend Day care each week. However 42% of service users attend twice a week and 11% attend on three or more days a week, This may impact on up to 60 people have reduced or no access to day care opportunities with an adverse impact on the service users, their families and carers.

The proposal reduces flexibility to respond to increased needs/attendance, as spaces so closely align with current demand.

Eligibility criteria will be applied to ensure the service is available to the most vulnerable service users. Access to alternative community based alternatives will be sought to minimise potential disruption through the reduction in Day Care Places. This will include Social work needs assessment and will be undertaken in discussion with the service user and their Carers/families.

- **The closure of 6 centres will also impact on service users being relocated to the remaining day care centres in the city.**

Adapted minibus are available to wheelchair users and those with mobility problems. However this proposal may reduce capacity on bus, and in service and there is a need to modify the current fleet of minibus. A transport policy for Day Centre's will be developed and will require an EQIA. This policy will include consideration of the use of community-based transport options and service users, families and carers utilising any benefits/Mobility payments available to them. The regulatory guidance on how long an individual can be on a bus for service transfer. There is potential for impact on service users with a disability, those living in poverty and wider Carer and family support network if there is a gap in transport provision, in particular for those that may require a venue change to elsewhere in the City. Further consideration of the approach to transport provision and impact on the service users is required.

The development of the transport policy will include mechanisms to ensure that the cost of appropriate accessible transport is not a barrier to relocating to an alternative day centre; the policy will seek to maximise inclusion and attendance at the day centres, based on a comprehensive needs assessment of individuals referred to the service. Service users will have choice, wherever possible, for their preferred alternative location.

- **Community Hub model**

The focus of the service would remain on assessed service users and unpaid carers, while also considering how local communities may access elements of the service, including potential chargeable options for non-service users. This would include residents within the current Enhanced Care Units and individuals at risk of delayed discharge or unscheduled hospital admission.

Action – Further work is required to consider the services being delivered under the new model and any potential impact through changes in service delivery to existing service users.

- **Staffing Implications**

This proposal includes a reduction of 40 FTE. The FTE is not an overall workforce reduction and will be achieved by removing long-term vacant posts, supporting planned attrition and redeploying staff to other areas of the organisation. Potential equality impacts would relate to the workforce profile. Glasgow City HSCP Council staff are predominantly; Female (80%), 48% are aged 50 – 65 years and 41% are aged 30 – 49 years. If proposals are approved, there will be appropriate consultation with Trade Unions and staff as proposals are developed and implemented and the workforce will be supported through Organisational change processes, ensuring all appropriate workforce supports.

- **Cumulative impact**

Potential for cumulative impact. Service was reduced to Monday to Friday in 2023. Link to eqia available here - [EQIA - Reduction in Older People Day Care Services to Monday to Friday Only 0.pdf](#) Further consideration required of cumulative impact with STEP Forward review of Dementia Services due to the high prevalence of service users with a Dementia diagnosis or awaiting a Dementia diagnosis.

This EQIA is at an early stage, with an aim of providing an overview of the vulnerability of service users and key equality considerations, to inform initial decision making. Further activity will be undertaken to explore the impacts and opportunity for mitigating action, in particular consultation with service users and carers. The EQIA will be updated in line with and brought back to the IJB for further consideration.

(b) Disability

Could the service design or policy content have a disproportionate impact on people due to the protected characteristic of disability?

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation ☐
- 2) Promote equality of opportunity ☒
- 3) Foster good relations between protected characteristics. ☐
- 4) Not applicable ☐

Service Evidence Provided:

Equality profile

This service is provided to vulnerable service users over the age of 65 years. Any change or reduction in service is more likely to impact on older people, people with a disability, women and those living in poverty. The majority of service users are over the age of 80 years, white British, 72% are female, many have one or more disabilities including wheelchair users, significant visual impairment, significant hearing impairment, diagnosis of a mental health issue, and dementia diagnosis. There is also potential for an impact on unpaid carers, the majority of whom are women.

Over 400 of the 660 Service users have a diagnosis of dementia.

Data capture currently shows that approximately 660 Service users attend Day care each week. However 42% of service users attend twice a week and 11% attend on three or more days a week, if the four centre model is adapted this would provide 600 spaces maximum per week (120 per day). This means up to 60 people could lose access or have reduced access to day care opportunities with an adverse impact on families and carers.

Possible negative impact and additional mitigating action required:

Potential impact –

Impacts and mitigations as above under age.

In addition;

Approximately two thirds of service users have dementia, any change to the location of the services, staff and service provided may cause distress for service users, families and their families. The level of impact is challenging to define. Steps will be taken to minimise impact, service users will be supported via an extensive consultation to explore other community based options if the new flour hub model cannot meet all their day care requirements.

(c) Gender Reassignment

Could the service change or policy have a disproportionate impact on people with the protected characteristic of Gender Reassignment?

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation ☐
- 2) Promote equality of opportunity ☒
- 3) Foster good relations between protected characteristics ☐
- 4) Not applicable ☐

Service Evidence Provided:

No direct impact identified at this time.

Day Care staff continue to participate in Equalities training via the online Gold platform provided by the HSCP with any issues picked up and acted on by managers.

Complaints and feedback will continue to be monitored.

Possible negative impact and additional mitigating action required:

Impacts and mitigations as above under age.

(d) Marriage and Civil Partnership

Could the service change or policy have a disproportionate impact on the people with the protected characteristics of Marriage and Civil Partnership?

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation ☐
- 2) Promote equality of opportunity ☐
- 3) Foster good relations between protected characteristics ☐
- 4) Not applicable ☐

Service Evidence Provided:

Partners of the patient/service user are involved in decision making prior to a person attending OP Day Care. Options such as HSCP Day care, Community based services or Support from Direct and Care Services and any charges/charging policy are/will be clearly explained to them.

Financial circumstances of partners/spouses should be considered as part of any assessment and is included in the SW Charging Policy

Possible negative impact and additional mitigating action required:

Impacts and mitigations as above under age.

(e) Pregnancy and Maternity

Could the service change or policy have a disproportionate impact on the people with the protected characteristics of Pregnancy and Maternity?

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation ☐
- 2) Promote equality of opportunity ☐
- 3) Foster good relations between protected characteristics ☐
- 4) Not applicable ☒

Service Evidence Provided:

No direct impact identified.

Possible negative impact and additional mitigating action required:

Impacts and mitigations as above under age.

(f) Race

Could the service change or policy have a disproportionate impact on people with the protected characteristics of Race?

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation ☐
- 2) Promote equality of opportunity ☒
- 3) Foster good relations between protected characteristics ☐
- 4) Not applicable ☐

Service Evidence Provided:

Need to ensure support is provided re appropriate communications material to explain the changes and redesign of Day Care provision for those who do not have English as a first language.

This applies to both written material and support with discussions in the day care setting including the use of interpreters.

The level of the BME population using the service stands at 23% which is above the level of the BME population for the city as a whole which stood at 20% as per 2021 Census.

Although BME attendees are a significant proportion of the total service user population this cohort of service users is drawn primarily from a narrow band of service users with Asian ethnicity and that other minority ethnic groups may be underrepresented within Day Services.

Possible negative impact and additional mitigating action required:

Impacts and mitigations as above under age.

In addition;

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- Potential for displacement and uncertainty if the reduction to four centres (maximum of 5) means that OP daycare provision is harder to access for those from minority ethnic backgrounds.
- Build partnerships with the 3rd and community sector to look at publicising and promoting a range of day care options for Glasgow's diverse communities.
- Explanation of the service redesign to be available in appropriate communication materials that reflect service users ethnic background.
- Utilise translation services to explain the changes to families, carers and service users where required.

(g) Religion and Belief

Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Religion and Belief?

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation ☐
- 2) Promote equality of opportunity ☒
- 3) Foster good relations between protected characteristics. ☐
- 4) Not applicable ☐

Limited adverse impact identified. Some individuals may have faith or belief-related preferences affecting choice of day care attended.

Ensure care planning respects religion and belief; provide sensitive communication; consider faith-related needs in Day Care planning where relevant and feasible.

Impacts and mitigations as above under age.

(h) Sex

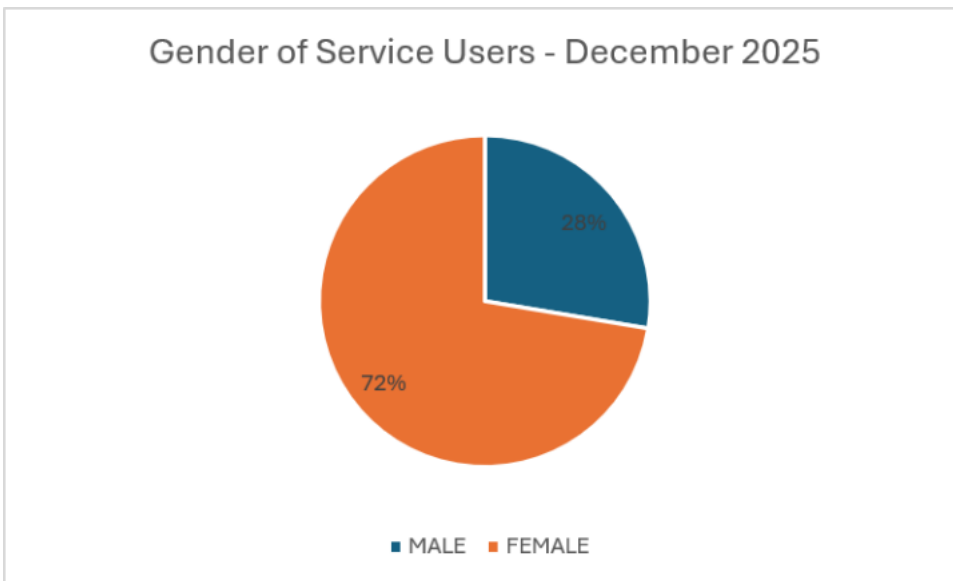
Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Sex?

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation ☐
- 2) Promote equality of opportunity ☒
- 3) Foster good relations between protected characteristics ☐
- 4) Not applicable ☐

Service Evidence Provided:

72% of service users are female,



Potential negative impact on families and carers as historically the majority of caring work and roles are undertaken by women. Potential negative impact if Service Users and families choose not to pay or can't afford the day care charges thus resulting in families and caring having to take on caring roles in the service users home.

Potential knock-on impact if family members/carers have to give up or reduce paid employment hours to take on caring responsibilities

Possible negative impact and additional mitigating action required:

Impacts and mitigations as above under age.

(i) Sexual Orientation

Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Sexual Orientation?

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation ☐
- 2) Promote equality of opportunity ☐
- 3) Foster good relations between protected characteristics. ☐
- 4) Not applicable ☒

Service Evidence Provided:

No Direct impact identified.

Possible negative impact and additional mitigating action required:

Impacts and mitigations as above under age.

(i) Socio – Economic Status & Social Class

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?

In addition to the above, if this constitutes a 'strategic decision' you should evidence below due regard to meeting the requirements of the Fairer Scotland Duty (2018). Public bodies in Scotland must actively consider how they can reduce inequalities of outcome caused by socioeconomic disadvantage when making strategic decisions and complete a separate assessment. Additional information available from the [Fairer Scotland Duty: guidance for public bodies - gov.scot](https://www.gov.scot/publications/fairer-scotland-duty/guidance-for-public-bodies/pages/1-introduction.aspx)

Service Evidence Provided:

Impacts and mitigation, as outlined under age, in particular;

Reduction in number of spaces available

Data capture currently shows that approximately 660 Service users attend Day care each week. However 42% of service users attend twice a week and 11% attend on three or more days a week, This may impact on up to 60 people have reduced or no access to day care opportunities with an adverse impact on the service users, their families and carers.

The proposal reduces flexibility to respond to increased needs/attendance, as spaces so closely align with current demand.

Eligibility criteria will be applied to ensure the service is available to the most vulnerable service users. Access to alternative community based alternatives will be sought to minimise potential disruption through the reduction in Day Care Places. This will include Social work needs assessment and will be undertaken in discussion with the service user and their Carers/families.

It therefore follows that any potential reduction to available days, may have a greater impact on people on lower incomes who are unable to supplement their support* by other financial means if they wished to do so. *Beyond the level to which the individual has been assessed as requiring.

A potential reduction in day care places could potentially impact on families and carers if employability is curtailed due to caring responsibilities.

Transport

There is potential for impact on service users with a disability, those living in poverty and wider Carer and family support network if there is a gap in transport provision, in particular for those that may require a venue change to elsewhere in the City. Further consideration of the approach to transport provision and impact on the service users is required.

Adapted minibus are available to wheelchair users and those with mobility problems. However this proposal may reduce capacity on bus, and in service and there is a need to modify the current fleet of minibus. A transport policy for Day Centre's will be developed and will require and EQIA. This policy will include consideration of the use of community-based transport options and service users, families and carers utilising any benefits/Motability payments available to them. The regulatory guidance on how long an individual can be on a bus for service transfer.

The development of the transport policy will also include mechanisms to ensure that cost of appropriate accessible transport is not a barrier to relocating to an alternative day centre; the policy will seek to maximise inclusion and attendance at the day centres, based on a comprehensive needs assessment of individuals referred to the service.

Possible negative impact and additional mitigating action required:

Impacts and mitigations as above under age.

In addition;

- Support from the Glasgow HSCP Welfare Rights Team and/or the Glasgow Advice and Information Network to maximise service users benefits income.

(k) Other marginalised groups

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?

Service Evidence Provided:

Potential impact on people experiencing homelessness, addiction, offending history, asylum / refugee status, travelling communities, veterans or people with limited informal support. These groups may have difficulties with documentation, representation, finance records or trust in services.

Possible negative impact and additional mitigating action required:

Case-by-case support to gather financial information; advocacy and social work support; trauma-informed communication; liaison with relevant specialist teams; avoid penalising people for lack of documentation where alternative verification is possible.

8. 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?

Your evidence should show which of the 3 parts of the General Duty have been considered. Please tick the relevant box:-

- 1) Remove discrimination, harassment and victimisation ☐
- 2) Promote equality of opportunity ☒
- 3) Foster good relations between protected characteristics ☐
- 4) Not applicable ☐

Service Evidence Provided:

Why are we reviewing services?

The STEP Forward programme has been established to support the long-term sustainability of community health and care services in the city. It was developed in response to the IJB's request to adopt a more strategic approach to achieving budget balance, recognising the limitations of the traditional approach (e.g. by setting a financial target for every service) and the potential impact this has on the quality of delivery of critical services.

This new holistic STEP Forward approach has been developed and will review over 400 budget lines; all HSCP services are in scope in this programme over the next three years, which will involve exploring opportunities to redesign services. There is an overall savings target of £103M. Savings associated with this particular service is £2m

How are we reviewing services?

The methodology underpinning the reviews is the Treasury's Green Book, which will ensure that the approach is consistent in considering several elements, including costs, benefits, risks and impact of service changes etc. This has been modified to reflect the needs of the HSCP and will involve developing a Business Justification Case for each service, to determine the net public value for each service. The process will include capturing financial as well as 'non-monetised' benefits (e.g. longevity and other health and social

care outcomes). The recommendation of the service review might be to reduce, enhance, cease or adapt the delivery model.

Possible negative impact and additional mitigating action required:

Impacts and mitigations as above under age.

9. 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 below recorded completion rates of statutory and mandatory learning programmes (or local equivalent) covering equality, diversity and human rights.

Service Evidence Provided:

Staff undergo an extensive training programme when recruited into OP Day Care this includes Equalities training.

Possible negative impact and additional mitigating action required:

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 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.

There is risk that this proposal may impact on Disabled People's right to live independently. Steps will be taking to avoid this impact by ensuring service users have access to services that meet their needs. Eligibility criteria will be applied to ensure the service is available to the most vulnerable service users. Access to alternative community based alternatives will be sought to minimise potential disruption through the reduction in Day Care Places. This will include Social work needs assessment and will be undertaken in discussion with the service user and their Carers/families.

Please explain 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* (see below).

This EQIA is at an early stage, with an aim of providing an overview of the vulnerability of service users and key equality considerations, to inform initial decision making. Further activity will be undertaken to explore the impacts and opportunity for mitigating action, in particular consultation with service users and carers. The EQIA will be updated in line with and brought back to the IJB for further consideration.

*FAIR is an acronym for the following -

- **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.

[11.](#) The United Nations Convention on the Rights of the Child (Incorporation) (Scotland) Act 2024 came into force on the 16th July 2024. All public bodies may choose to evidence consideration of the possible impact of decisions on the rights of children (up to the age of 18). Evidence should be included below in relation to the General Principles of the Act. Go to the [full list of articles](#) to be considered for further information.

No Discrimination: Where the decision may have an impact, explain how the EQIA has considered discrimination on the grounds of protected characteristics for children. You may have considered children in each of the EQIA sections and returned relevant evidence.

No anticipated impact, service is targeted at those aged 65 and above, with limited evidence of impact on young Carers.

Best Interests of the child: Where the decision may have an impact, explain how the EQIA has evaluated possible negative, positive or neutral impacts on children. You may find that options considered need to be reframed against the best possible outcome for children.

Life, survival and development: Where the decision may have an impact, explain how the EQIA has considered a child's right to health and more holistic development opportunities.

Respect of children's views: Where the decision may have an impact, explain how the views of children have been sought and responded to. You need to consider what steps were taken in Q4 in relation to this.

Having completed the EQIA template, please tick the relevant box that you, the 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: Full mitigation of identified risk not made, decision to continue without objective justification.

Following decision at IJB, a consultation will take place with all stakeholders to further inform the EQIA ☒

Option 5: 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) ☐

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 space 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 sections completed above, please summarise the actions this service will be taking forward or tick the box next to 'No Actions Identified'

- Undertake consultation with service users and carers
- Development of a transport policy for Day Centres.
- Further work is required to consider the services being delivered under the new model and any potential impact through changes in service delivery to existing service users.

Operational Service Lead: Robin Wallace, Head of Older People Residential and Day Care Services

No actions identified ☐

Date for completion

Who is responsible? (initials)

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

Lead Reviewer:

Name Glenda Cook

Job Title Interim Head of Planning, Older People Services

Signature 

Date

11th September 2026

Operational Service Lead Sign Off:

Name Robin Wallace

Job Title Head of Older People Residential and Day Care Services

Signature 

Date 11th September 2026

Quality Assurance Sign Off:

Name Dr Noreen Shields

Job Title Planning Manager

Signature 

Date 14th September 2026

Where unmitigated risk has been identified in this assessment, responsibility for appropriate follow-up actions sits with the Lead Reviewer and the associated delivery partner.

NHS Greater Glasgow & 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

Action:

Status:

Completed

Date

Initials

Action:

Status:

Completed

Date

Initials

Action:

Status:

Completed

Date

Initials

OFFICIAL - SENSITIVE: Senior Management

Action:

Status:

Completed

Date

Initials

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

Action:

Reason:

To be completed by

Date

Initials

Action:

Reason:

To be completed by

Date

Initials

OFFICIAL - SENSITIVE: Senior Management

OFFICIAL - SENSITIVE: Senior Management

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

Action:

Reason:

To be completed by

Date

Initials

Action:

Reason:

To be completed by

Date

Initials

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@nhs.scot

OFFICIAL - SENSITIVE: Senior Management