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

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

Removal of vacancies in Welfare Rights

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).

This EQIA aligns with the IJB Financial Allocations and Budgets paper, being presented to IJB members in November 2024

Proposal

The proposal includes a reduction of 1 FTE, which is comprised of the combined vacant hours from retirement and flexible retirement. The hours are currently vacant so no redeployment is required. There may be an impact for staff due to reprioritisation of tasks. Potential equality impacts would relate to the workforce profile.

This proposal has the potential to have an impact on people living in poverty due to reduced capacity and flexibility within the Welfare Rights support system. Further work will be required to consider contingency arrangements and identify priority work, within the resources available to continue to progress Income Maximisation.

The service will continue to be available within existing resources, however reduced capacity may result in increased waiting times and reduced capacity to support the welfare rights training of social workers including on areas such as income maximisation and welfare reform. It is noted that the hours have been vacant for a year and work has been absorbed during this time. Ongoing monitoring for potential impact will be in place through existing reporting on Welfare Rights and Money Advice Performance.

Although work has been absorbed during the period of current vacancy, an initial eqia has been undertaken due to the nature of the service being provided.

Overview of service provision

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The Social Work Welfare Rights and Money Advice Team is managed centrally as part of the Business Development section within the HSCP. The service is integrated across the HSCP and provides assistance to frontline staff so they can support service users to ensure that their benefits are maximised. Most service users rely on one or more benefits, many of which continue to be affected under the UK Government's welfare reforms, and the forthcoming managed migration to Universal Credit. In addition, many disabled service users are in the process of migration to the Scottish Government's Adult Disability Payment. With the continuing impacts of the cost-of-living crisis it is important that service users are supported to maximise their benefit entitlement by frontline staff and where matters are of a more complex nature, the Welfare Rights team take referrals and work directly with service users.

Benefits include;

- Benefit Claim Attendance Allowance
- Carers Allowance / Carers Support Payment
- Council Tax Reduction / Exemption
- Child Disability Payment
- Adult Disability Payment
- Disability Living Allowance
- Employment and Support Allowance
- Housing Benefit
- Scottish Welfare Fund
- Pension Credit
- Personal Independence Payment
- Severe Disability Premium
- State Retirement Pension
- Universal Credit/Tax Credits

Training Provision

Welfare rights training provision was suspended due to the COVID-19 pandemic. Training to frontline Social Work staff and voluntary organisations recommenced in 2021-22 in an online form using MS Teams. In 2022-23 the HSCP returned to delivering training face-to-face. The Information and Training Team keeps abreast of all benefit changes. The team continue the practice, which started during COVID19 restrictions, of providing HSCP Welfare Rights Officers with regular email updates to ensure they were up to date with the many benefit changes so that they could in turn support Social Work staff and service users. This work will continue.

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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: Craig Cowan, Head of Business Development	Date of Lead Reviewer Training: 2014
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Please list the staff involved in carrying out this EQIA

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

Richard Gass, Welfare Rights Manager, GCHSCP Jason Mokrovich, Business Development Manager

	<i>Example</i>	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
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 any barriers to collecting this data in your submitted evidence and an explanation for any protected characteristic data omitted.	<i>A sexual health service collects service user data covering all 9 protected characteristics to enable them to monitor patterns of use.</i>	Currently equality information is not collected for monitoring. However, it is noted that a number of the benefits that service users are supported to access are directly targeted at equality groups; <ul style="list-style-type: none"> • Carers Allowance / Carers Support Payment • Child Disability Payment • Adult Disability Payment • Disability Living Allowance • Pension Credit • Personal Independence Payment • Severe Disability Premium • State Retirement Pension 	
	<i>Example</i>	Service Evidence Provided	Possible negative impact and Additional Mitigating Action

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			Required	
<p>2.</p>	<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 type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p><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 with ongoing monitoring of uptake. (Due regard promoting equality of opportunity)</i></p>	<p>Information collected from service user will be used to inform discussions around benefits potentially available to service users.</p> <p>The annual report monitors the number of benefit claims by benefit type and percentage breakdown. The report also highlights any changes to benefits and looks at areas like the age profile of the team to support succession planning and to inform how the team is managed to reflect performance.</p> <p>Item No 09 - Welfare Rights and Money Advice Performance 2022-2023.pdf (hscp.scot)</p>	
		<p><i>Example</i></p>	<p>Service Evidence Provided</p>	<p>Possible negative impact and Additional Mitigating Action Required</p>
<p>3.</p>	<p>How have you applied learning from research evidence about the experience of equality groups to the service or Policy?</p>	<p><i>Looked after and accommodated care services reviewed a range of research evidence to help promote a more inclusive care environment. Research</i></p>	<p>Welfare Rights and Money Advice Performance is regularly monitored and reported to the IJB.</p> <p>Item No 09 - Welfare Rights and Money Advice Performance 2022-2023.pdf (hscp.scot)</p>	

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	<p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p><i>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><i>Example</i></p>	<p>Service Evidence Provided</p>	<p>Possible negative impact and Additional Mitigating Action Required</p>	
<p>4.</p>	<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</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 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</i></p>	<p>Engagement has not been undertaken with service users at this time, as service provision will continue to be available and the work of the current vacancies have been absorbed. If this was to change, highlighted through regular performance monitoring, then this would be reviewed.</p> <p>If this proposal is approved, there will be consultation as appropriate with Trade Unions and staff as proposals are developed and implemented. Any appropriate workplace supports for any changes in roles or responsibilities and to support staff working in areas affected by the reduction will be identified and given further consideration where required.</p>	<p>Welfare Rights and Money Advice Performance will continue to be regularly monitored and reported to the IJB.</p>

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	<p>matters to people and can offer support.</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p><i>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><i>Example</i></p>	<p>Service Evidence Provided</p>	<p>Possible negative impact and Additional Mitigating Action Required</p>	
<p>5.</p>	<p>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?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been</p>	<p><i>An access audit of an outpatient physiotherapy department found that users were required to negotiate 2 sets of heavy manual pull doors to access the service. A request was placed to have the doors retained by magnets that could deactivate in the event of</i></p>	<p>There will be no change to how the service is delivered, support will continue to be available. We will contact service users by telephone or letter and where appropriate will support service users to access assistance such as interpreting services. For more complex matters service users are visited in their own homes or can be seen in local HSCP offices. Training is delivered at Brook Street and also on the premises of voluntary organisations. Appeal Tribunals are heard in person at the relevant Tribunal centres (HM Courts and Tribunals and Scottish Courts and Tribunals Service). Appeal can also be conducted over a video</p>	

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	<p>considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p><i>a fire. (Due regard to remove discrimination, harassment and victimisation).</i></p>	<p>platform.</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>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p>	<p><i>Following a service review, an information video to explain new procedures was hosted on the organisation's YouTube site. This was 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,</i></p>	<p>If this proposal is approved, there will be consultation as appropriate with staff as proposals are developed and implemented. Any appropriate workplace supports for any changes in roles or responsibilities and to support staff working in areas affected by the reduction will be identified and given further consideration where required.</p> <p>No planned communication with service users, as service will continue to be provided, although there may be an increase in wait times. At this time, the work of the current vacancies have been absorbed and minimal impact is anticipated.</p> <p>Service users will continue to have access to communication supports in line with business as usual, including; interpreters, translations, alternative formats and support with completing applications, as needed.</p>	

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	<p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p> <p>The British Sign Language (Scotland) Act 2017 aims to raise awareness of 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>harassment and victimisation and promote equality of opportunity).</i></p>		
7	Protected Characteristic	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required	
(a)	<p>Age</p> <p>Could the service design or policy content have a disproportionate impact on people due to differences in age? (Consider any age cut-offs that exist in the service design or policy content. You will need to objectively justify in the evidence section any segregation on the grounds of age promoted by the policy or included in the service design).</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant</p>	<p>There is potential for impact on older people due to the nature of the service being provided, as outlined below. It is noted that there may be an increase in wait times and reduced capacity to support the training of social workers on income maximisation. At this time, the work of the current vacancies have been absorbed and minimal impact is anticipated.</p> <p>The Pensioner Welfare Advice and Support Project is a proactive welfare rights income maximisation service that provides support to residents who are 75+ years of age and have been identified as potentially eligible for Attendance Allowance, Pension Credit and other benefits.</p>	<p>The service will continue to be provided, although there may be an increase in wait times and reduced capacity to support the training of social workers on income maximisation. At this time, the work of the current vacancies have been absorbed and minimal impact is anticipated.</p> <p>Welfare Rights and Money Advice Performance will continue to be</p>	

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	<p>boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>The impact of many benefit savings under the UK Government's Welfare Reform agenda has to date not had such a detrimental impact on older people who are the predominant group of service users by the Income Maximisation Team and have been exempted from the majority of the welfare reforms.</p> <p>Home visits to service users or their representatives has also resumed. This can be at a service user's home address if non-residential care or at a care home for residential service users. This helps to complete the financial assessment process and ensures a correct charge is applied quicker.</p> <p>The HSCP is took over responsibility for the Pensioner Poverty Team from the Chief Executive's Department in September 2023. The HSCP will deliver a benefit maximisation service to residents over the age of 75 who are identified from Council Tax Records as not being in receipt of a disability benefit.</p> <p>The locality-based staff also provide ongoing support to Kinship Carers where there are benefit issues. There are approximately 1,000 Kinship Carers looking after approximately 1,300 children from Glasgow. It is not anticipated that there will be an impact on this service provision.</p>	<p>regularly monitored and reported to the IJB.</p>
(b)	<p>Disability</p> <p>Could the service design or policy content have a disproportionate impact on people due to the protected characteristic of disability?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p>	<p>There is potential for impact on Disabled people due to the nature of the service being provided, as outlined below. It is noted that there may be an increase in wait times and reduced capacity to support the training of social workers on income maximisation. At this time, the work of the current vacancies have been absorbed and minimal impact is anticipated.</p> <p>Service users supported by this team have significant disabilities, and as such they have been able to achieve the tougher disability tests to maintain the same level of disability benefits. Furthermore, the receipt of the disability benefit for</p>	<p>The service will continue to be provided, although there may be an increase in wait times and reduced capacity to support the training of social workers on income maximisation. At this time, the work of the current vacancies have been absorbed and minimal impact is anticipated.</p> <p>Welfare Rights and Money Advice</p>

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	<p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>younger service users has in turn provided protection from other changes such as the Benefit Cap. Currently the disability benefits are moving from Department of Work and Pensions to the Scottish Government/Social Security Scotland and service users will require support to transition to these new benefits. Child Disability Living Allowance and Personal Independence Payments have now been replaced by Scottish Benefits Child Disability Payment and Adult Disability Payment for all new claimants. The remaining benefit to replace Attendance Allowance is planned to be rolled out at some point in 2024. Existing claimants of the legacy DWP disability benefits will remain on those benefits and will be transitioned to the new benefits through managed migration.</p> <p>Home visits to service users or their representatives has also resumed. This can be at a service user's home address if non-residential care or at a care home for residential service users. This helps to complete the financial assessment process and ensures a correct charge is applied quicker.</p>	<p>Performance will continue to be regularly monitored and reported to the IJB.</p>
	<p>Protected Characteristic</p>	<p>Service Evidence Provided</p>	<p>Possible negative impact and Additional Mitigating Action Required</p>
<p>(c)</p>	<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 type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p>	<p>No impacts identified at this stage.</p>	

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	<p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>		
	<p>Protected Characteristic</p>	<p>Service Evidence Provided</p>	<p>Possible negative impact and Additional Mitigating Action Required</p>
<p>(d)</p>	<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>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>No impacts identified at this stage.</p>	
<p>(e)</p>	<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>No impacts identified at this stage.</p>	

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	<p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>		
	<p>Protected Characteristic</p>	<p>Service Evidence Provided</p>	<p>Possible negative impact and Additional Mitigating Action Required</p>
<p>(f)</p>	<p>Race</p> <p>Could the service change or policy have a disproportionate impact on people with the protected characteristics of Race?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics <input type="checkbox"/></p>	<p>It is noted that within South Locality there is the Roma Project where there is a dedicated Welfare Rights Officer working directly with the Roma community. It is not anticipated that there will be an impact on this service provision.</p> <p>Access to alternative languages and interpreters will continue to be available in line with business as usual.</p>	

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	<p>4) Not applicable <input type="checkbox"/></p>		
(g)	<p>Religion and Belief</p> <p>Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Religion and Belief?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>No impacts identified at this stage.</p>	
	<p>Protected Characteristic</p>	<p>Service Evidence Provided</p>	<p>Possible negative impact and Additional Mitigating Action Required</p>
(h)	<p>Sex</p> <p>Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Sex?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and</p>	<p>It is recognised that the majority of Carers are women and that support to access Carers allowance is a part of the service provided. As a result there is potential for impact on Women due to the nature of the service being provided, as outlined below. It is noted that there may be an increase in wait times and reduced capacity to support the training of social workers on income maximisation. At this time, the work of the current vacancies have been absorbed and minimal impact is anticipated.</p> <p>The locality-based staff also provide ongoing support to Kinship Carers where there are benefit issues. There are approximately</p>	<p>The service will continue to be provided, although there may be an increase in wait times and reduced capacity to support the training of social workers on income maximisation. At this time, the work of the current vacancies have been absorbed and minimal impact is anticipated.</p> <p>Welfare Rights and Money Advice</p>

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	<p>victimisation</p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>1,000 Kinship Carers looking after approximately 1,300 children from Glasgow. It is not anticipated that there will be an impact on this service provision.</p>	<p>Performance will continue to be regularly monitored and reported to the IJB.</p>
(i)	<p>Sexual Orientation</p> <p>Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Sexual Orientation?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected characteristics. <input type="checkbox"/></p> <p>4) Not applicable <input type="checkbox"/></p>	<p>No impacts identified at this stage.</p>	
	<p>Protected Characteristic</p>	<p>Service Evidence Provided</p>	<p>Possible negative impact and Additional Mitigating Action Required</p>

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<p>(j)</p>	<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 decisions</u>. 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>Seven useful questions to consider when seeking to demonstrate ‘due regard’ in relation to the Duty:</p> <ol style="list-style-type: none">1. What evidence has been considered in preparing for the decision, and are there any gaps in the evidence?2. What are the voices of people and communities telling us, and how has this been determined (particularly those with lived experience of socio-economic disadvantage)?3. What does the evidence suggest about the actual or likely impacts of different options or measures on inequalities of outcome that are associated with socio-economic disadvantage?4. Are some communities of interest or communities of place more affected by disadvantage in this case than others?5. What does our Duty assessment tell us about socio-economic disadvantage experienced disproportionately according to sex, race, disability and other protected characteristics that we may need to factor into our	<p>There is potential for impact on people living in poverty due to the nature of the service being provided, as outlined below. It is noted that there may be an increase in wait times and reduced capacity to support the training of social workers on income maximisation. At this time, the work of the current vacancies have been absorbed and minimal impact is anticipated.</p> <p>The Social Work Welfare Rights and Money Advice Team is managed centrally as part of the Business Development section within the HSCP. The service is integrated across the HSCP and provides assistance to frontline staff so they can support service users to ensure that their benefits are maximised. Most service users rely on one or more benefits, many of which continue to be affected under the UK Government’s welfare reforms, and the forthcoming managed migration to Universal Credit. With the continuing impacts of the cost-of-living crisis it is important that service users are supported to maximise their benefit entitlement by frontline staff and where matters are of a more complex nature, the Welfare Rights team take referrals and work directly with service users.</p>	<p>The service will continue to be provided, although there may be an increase in wait times and reduced capacity to support the training of social workers on income maximisation. At this time, the work of the current vacancies have been absorbed and minimal impact is anticipated.</p> <p>Welfare Rights and Money Advice Performance will continue to be regularly monitored and reported to the IJB.</p>
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	<p>decisions?</p> <p>6. How has the evidence been weighed up in reaching our final decision?</p> <p>7. What plans are in place to monitor or evaluate the impact of the proposals on inequalities of outcome that are associated with socio-economic disadvantage? 'Making Fair Financial Decisions' (EHRC, 2019)²¹ provides useful information about the 'Brown Principles' which can be used to determine whether due regard has been given. When engaging with communities the National Standards for Community Engagement²² should be followed. Those engaged with should also be advised subsequently on how their contributions were factored into the final decision.</p>		
(k)	<p>Other marginalised groups</p> <p>How have you considered the specific impact on other groups including homeless people, prisoners and ex-offenders, ex-service personnel, people with addictions, people involved in prostitution, asylum seekers & refugees and travellers?</p>	<p>The locality-based staff also provide support to service users who are still going through migration process to new benefits. It is not anticipated that there will be an impact on this service provision.</p>	
8.	<p>Does the service change or policy development include an element of cost savings? How have you managed this in a way that will not disproportionately impact on protected characteristic groups?</p> <p>Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).</p> <p>1) Remove discrimination, harassment and victimisation <input type="checkbox"/></p> <p>2) Promote equality of opportunity <input type="checkbox"/></p> <p>3) Foster good relations between protected <input type="checkbox"/></p>	<p>This EQIA aligns with the IJB Financial Allocations and Budgets paper, being presented to IJB members in November 2024.</p> <p>The proposal includes a reduction of 1 FTE. The posts are currently vacant so no redeployment is required. There may be an impact for staff due to reprioritisation of tasks. Potential equality impacts would relate to the workforce profile.</p> <p>This proposal has the potential to have an impact on people living in poverty due to reduced capacity and flexibility within the Welfare Rights support system. Further work will be required to consider contingency arrangements and identify priority work, within the resources available to continue to progress Income Maximisation.</p>	

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	<p>characteristics.</p> <p>4) Not applicable <input type="checkbox"/></p>	<p>The service will continue to be available within existing resources, however reduced capacity may result in increased waiting times and reduced capacity to support the training of social workers on income maximisation. It is noted that the hours have been vacant for a year and work has been absorbed during this time. Ongoing monitoring for potential impact will be in place through existing reporting on Welfare Rights and Money Advice Performance.</p>	
		<p>Service Evidence Provided</p>	<p>Possible negative impact and Additional Mitigating Action Required</p>
<p>9.</p>	<p>What investment in learning has been made to prevent discrimination, promote equality of opportunity and foster good relations between protected characteristic groups? As a minimum include recorded completion rates of statutory and mandatory learning programmes (or local equivalent) covering equality, diversity and human rights.</p>	<p>All HSCP staff are encouraged to complete the equality GOLD module. Equality is also included in induction training.</p>	

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

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

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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.

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* .

*

- **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.

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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)

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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)
Welfare Rights and Money Advice Performance will continue to be regularly monitored and reported to the IJB. This should take cognisance of any negative impacts on access by particular, older people, people with disabilities, women and BME service users. The effects of these changes will be considered in the annual analysis of any negative cumulative impact to service changes via IJB	6 monthly (Craig Cowan) Annual (IJB)	

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

Lead Reviewer:

Name Craig Cowan
Job Title Head of Business Development
Signature 
Date 05/11/2024

EQIA Sign Off:

Quality Assurance Sign Off:

Name Dr Noreen Shields
Job Title 5/11/2024
Signature 

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Date

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

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

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

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

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

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

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

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

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

Action:	
Reason:	
Action:	
Reason:	

Please write your next 6-month review date

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Name of completing officer:

Date submitted:

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

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