

# Equality & Poverty Impact Assessment 00239 (Version 1)

## SECTION ONE: ESSENTIAL INFORMATION

<b>Service &amp; Division:</b>	Social Work Adult Services Community Care	<b>Lead Officer Name:</b>	Lynette Denovan
		<b>Team:</b>	Denny Town House
		<b>Tel:</b>	07764223060
		<b>Email:</b>	lynette.denovan@falkirk.gov.uk
<b>Proposal:</b>	<p>To establish Living Well centres in East and West localities.</p> <p>A Living Well Falkirk Centre was established in the Central locality in April 2019 as a test of change. Citizens from all three localities have attended the central locality centre, however it is recognised that delivering services within local communities is preferable. Establishing a Living Well Falkirk centre in each locality will mean that more equitable provision is available to citizens in the East and West localities. Reducing the distance for people travelling to Living Well Falkirk centres is likely to reduce their travel costs and afford those who want to come to appointments independently of family or friends greater ability to do so.</p> <p>The Living Well Falkirk website and Living Well Falkirk Centres are a significant contributor to the Falkirk Health and Social Care Partnership's progress towards meeting National Health and Wellbeing Outcome 01 - "People are able to look after and improve their own health and wellbeing and live in good health for longer".</p> <p>Only a small proportion of an individual's ageing journey is genetic, how quickly things change is determined by what they do about it. Those who keep their abilities for the longest possible time will have the best ageing journey. Research (see - <a href="https://academic.oup.com/ageing/article/47/6/764/5079486">https://academic.oup.com/ageing/article/47/6/764/5079486</a> ) indicates that we all lose the ability to do specific daily living tasks in the sane order. When people start to lose ability, this is a critical point when they need access to information, advice, and encouragement to start working to reactivate themselves. For some, this will also include needing to use equipment or making small adaptations to their home, such as fitting rails so</p>	<b>Reference No:</b>	

[they can keep doing the tasks safely. This in turn can lead to less need for health and social care services.](#)

Prior to the implementation of the Living Well Falkirk Centre in the central locality, people referred to Social Work Adult Services for an assessment in relation to starting to lose some ability in daily living task were waiting many months for an assessment. The clear risks were that their ability would deteriorate during that time and/or they were at risk of experiencing a fall, for example in their bathroom or on their steps or stairs.

When the first Living Well Centre was established, those already on the waiting list were contacted to offer a centre appointment. Most accepted the invitation, which in 2019 precipitated a reduction in waiting times for this type of early-intervention assessment to two weeks.

Due to the social distancing requirements arising from COVID in 2020, the Living Well Falkirk centre activity was suspended. Waiting times for assessments are increasing. Telephone assessments will be implemented as an interim measure in early 2021. A return to face-to-face assessments will be possible once government guidelines support this.

Establishing Living Well Falkirk centres in the East and West localities will allow people to quickly access assessments, within their localities.

Impact on the nine protected characteristics:

Age - Positive impact on people from this group as the service is geared to providing information and access to equipment and small adaptations to help people stay independent as they age. People can be seen more quickly than waiting for allocation to a worker in a locality team.

Disability - Positive impact. The Living Well Falkirk Centre is accessible for those with mobility difficulties and wheelchair users. Centres in the East and West localities will be in buildings which are accessible for people with a disability. People can opt to bring someone to the appointment with them to give them support. Appropriate support, such as a sign language interpreter can be arranged by the Centre team when the appointment is booked.

Gender Reassignment - Positive impact. Living Well Falkirk Centre appointments are open to all citizens.

Marriage and Civil Partnership - Positive impact. Living Well Falkirk Centre appointments are open to all citizens.

Pregnancy and Maternity - Positive impact. People can be seen more quickly than via traditional home visits. Where conditions arise due to pregnancy and maternity or are exacerbated by pregnancy causing an adverse impact on the person's ability to complete daily living activities, speed of response supports them to keep their independence.

Race - Positive impact. Living Well Falkirk Centre appointments are open to all citizens. If anyone who wants to attend a Living Well Falkirk Centre appointment needs an interpreter, this can be arranged by the Centre team in advance of the appointment.

Religion or Belief - Positive impact. Living Well Falkirk Centre appointments are open to all citizens.

Sex - Positive impact. Living Well Falkirk Centre appointments are open to all citizens. Centre Advisors are both male and female; where those attending have expressed a preference for (or a concern about speaking to) either males or females, this can be accommodated at the time when the appointment is made.

Sexual Orientation - Positive impact. Living Well Falkirk Centre appointments are open to all citizens.

<b>What is the Proposal?</b>	<b>Budget &amp; Other Financial Decision</b>	<b>Policy (New or Change)</b>	<b>HR Policy &amp; Practice</b>	<b>Change to Service Delivery / Service Design</b>
	No	No	No	Yes
<b>Who does the Proposal affect?</b>	<b>Service Users</b>	<b>Members of the Public</b>	<b>Employees</b>	<b>Job Applicants</b>
	Yes	Yes	Yes	No
<b>Other, please specify:</b>				
<b>Identify the main aims and projected outcome of this proposal (please add date of each update):</b>				
14/12/2020	To establish Living Well Falkirk Centres in the East and West localities, giving citizens in these areas equal access to a centre as citizens in the Central locality currently have.			

<b>Identify the main aims and projected outcome of this proposal (please add date of each update):</b>	
14/12/2020	To deliver assessments in relation to early stage loss of function in day to day activities timeously; to reduce the risk of further deterioration, and reduce the risk of falls with the aim of minimising people's need to care and support services.
14/12/2020	To encourage adults to act early to achieve a good ageing journey, where they retain independence and can achieve their outcomes.

**SECTION TWO: FINANCIAL INFORMATION**

For budget changes ONLY please include information below:			Benchmark, e.g. Scottish Average
Current spend on this service (£'0000s)	Total:	£1,193	Amount shown is the cost to set up the Living Well Falkirk Centres in the Central locality, in an existing office space. Budget for implementing centres in East and West localities is still to be determined.
Reduction to this service budget (£'0000s)	Per Annum:		
Increase to this service budget (£'000s)	Per Annum:		
If this is a change to a charge or concession please complete.	Current Annual Income Total:		
	Expected Annual Income Total:		
If this is a budget decision, when will the saving be achieved?	Start Date:		
	End Date (if any):		

**SECTION THREE: EVIDENCE** Please include any evidence or relevant information that has influenced the decisions contained in this EPIA. (This could include demographic profiles; audits; research; health needs assessments; national guidance or legislative requirements and how this relates to the protected characteristic groups.)

**A - Quantitative Evidence** This is evidence which is numerical and should include the number people who use the service and the number of people from the protected characteristic groups who might be affected by changes to the service.

The first Living Well Falkirk Centre, implemented in the Central Locality allowed SWAS to review waiting lists across all three localities, and identify people who were waiting for assessments in relation to quite straightforward activities of daily living (ADL) difficulties, such as getting in and out of their house, or in and out of their bath or shower.

The person who had been waiting longest for assessment had been waiting 24 months to be allocated a worker for an assessment in their home. Those waiting were contacted and 123 people chose to attend a Living Well Falkirk Centre appointment rather than continue to wait for a home assessment. Most of the people contacted were willing to travel, even from the furthest areas in the East or West localities, to the Central locality centre.

By September, the waiting time for a Living Well Falkirk Centre appointment was typically two weeks. So the timescale for an assessment of simple ADL difficulties was reduced by up to 23.5 months - a positive impact on all protected characteristics groups.

Between implementation on 6th April 2019 and suspension due to COVID restrictions in March 2020, 250 people had been seen within the Living Well Falkirk Centre in the central locality.

It is anticipated that increasing awareness of the service on offer at the Living Well Falkirk Centres and the implementation of centres close to users' homes in the East and West Localities will result in increasing referral rates and earlier referrals soon after people notice a decline in their ADL abilities.

**B - Qualitative Evidence** This is data which describes the effect or impact of a change on a group of people, e.g. some information provided as part of performance reporting.

**Social - case studies; personal / group feedback / other**

A short questionnaire was given to all users of the service in the first six months from implementation. People were asked to rate the concept and the service by giving a score of 1-5 on five basic questions, with free text for comments under "Any other comment you would like to add?" The table below shows the collated results from returned (69) questionnaires.

Response Ratings (%)

- 1
- 2
- 3
- 4
- 5

Q.1 Please indicate your feelings about being invited to attend the appointment today

Scale - 1=Not confident/unhappy

5=confident/positive

- 1.4
- 0
- 5.8
- 2.9
- 89.9

Q.2 Did you feel that the centre advisor understood the issues affecting your independence?

Scale - 1=advisor did not understand

5=advisor fully understood

- 0
- 0
- 2.9
- 0
- 97.1

Q.3 Are you happy with the advice given?

Scale - 1= not happy

5=very happy

0  
0  
1.4  
10  
88.6

Q.4 Would you recommend the Living Well Falkirk Centre to a friend?

Scale - 1=not at all likely

5=very likely

0  
1.4  
0  
5.8  
92.8

Some samples of the free text responses are as follows:

“I found that the staff were very helpful & explained everything fully, very reassuring. Thank you.”

“The assessment has been very helpful and has moved things forward to getting the help that my brother needs.”



“Was a bit unsure about coming to sensory unit to see about bath seat but SOC care officer put me at ease straight away and was very helpful.”

**Best Judgement:**

<b>Has best judgement been used in place of data/research/evidence?</b>	No
<b>Who provided the best judgement and what was this based on?</b>	
<b>What gaps in data / information were identified?</b>	
<b>Is further research necessary?</b>	No
<b>If NO, please state why.</b>	The initial Living Well Falkirk Centre was implemented base on research and data. Senior Managers researched the effectiveness of a similar service based in North Lanarkshire using software from ADL Smartcare. ADL Smartcare shared research data including financial comparators for the cost of citizens care needs with no intervention in their ageing process versus the cost of care for citizens who received intervention to improve their ageing journey. Senior Managers took account of the high numbers of people waiting to be assessed and the long waiting lists.

**SECTION FOUR: ENGAGEMENT**

Engagement with individuals or organisations affected by the policy or proposal must take place

Has the proposal / policy / project been subject to engagement or consultation with service users taking into account their protected characteristics and socio-economic status?	No	
If YES, please state who was engagement with.		
If NO engagement has been conducted, please state why.	Engagement has not been done at present, but will be done when potential premises are identified to house a West Locality Living Well Falkirk Centre and an East Locality Living Well Falkirk Centre. Potential premises will be identified based on accessibility (transport options, parking for those displaying a blue badge, access to and within the building), availability of accessible toilet facilities, complimentary services already based within the building, wifi enabled building, private meeting room (or space to create a room), private space to house a dry bath for assessments, storage space for demonstration equipment, and any other features deemed to be essential or beneficial at the time.	
<b>How was the engagement carried out?</b>	<b>What were the results from the engagement? Please list...</b>	
Focus Group	No	
Survey	No	
Display / Exhibitions	No	
User Panels	No	
Public Event	No	
Other: please specify	Once suitable proposed locations have been identified, based on features/facilities described above, engagement will be carried out with: <ul style="list-style-type: none"> <li>- (for new building) local residents or businesses</li> <li>- (for existing building) existing building users</li> </ul> Engagement methods will include questionnaires, user panels, or focus groups, or a combination of these depending which is/are appropriate to the setting.	
Has the proposal / policy/ project been reviewed / changed as a result of the engagement?	No	
Have the results of the engagement been fed back to the consultees?	Yes / No	

**Is further engagement recommended?**

Yes

## SECTION FIVE: ASSESSING THE IMPACT

**Equality Protected Characteristics:** What will the impact of implementing this proposal be on people who share characteristics protected by the Equality Act 2010 or are likely to be affected by the proposal / policy / project? This section allows you to consider other impacts, e.g. poverty, health inequalities, community justice, public protection etc.

Protected Characteristic	Neutral Impact	Positive Impact	Negative Impact	Please provide evidence of the impact on this protected characteristic.
<b>Age</b>		✓		<p>The service is geared to providing information and access to equipment and small adaptations to help people stay independent as they age. People can be seen more quickly than waiting for allocation to a worker in a locality team.</p> <p>Where older age staff members are assessing citizens with early stage functional decline, doing so from a clinic base rather than from individual citizens' homes would be positive in that staff are in one office base throughout the day.</p> <p>Further impact on citizens, or staff, or both can only be fully assessed once it is clear where (in which buildings) the centres will be based.</p>
<b>Disability</b>		✓		<p>The Living Well Falkirk Centre is accessible for those with mobility difficulties and wheelchair users. Centres in the East and West localities will be sited in buildings which are accessible for people with a disability. People can opt to bring someone to the appointment with them to give them support. Appropriate support, such as a sign language interpreter can be arranged by the Centre team when the appointment is booked.</p> <p>There may be some short term negative impact to those with a disability (citizens, or employees, or both) who already use buildings where it is decided to site the new Living Well Falkirk Centres. This would be from noise, dust, or other disruption during construction work.</p> <p>Building users whose disability causes them to be distressed by change may be negatively impacted by physical change to the environment within a building. It will only be possible to fully explore this once a decision is reached on where to site the Centres.</p> <p>Footfall to Living Well centre appointments should not significantly change the demand on parking spaces, including use of disabled parking provision, as there will normally be one user attending at a time. There may be a small negative impact depending on all the demands on parking where the Centres are to be sited.</p>

<b>Sex</b>		✓	<p>Living Well Falkirk Centre appointments are open to all citizens regardless of gender, to support them to improve their ageing journey.</p> <p>Where those attending have expressed a preference for (or a concern about speaking to) either a male or a female advisor supporting their assessment, this can be accommodated at the time when the appointment is made.</p> <p>Some bias is likely to exist with greater numbers of females than males using the Centre. Much of this is linked to the increased numbers of females over males, which increases in older adults.</p> <p>There is no impact on the sex of employees who deliver the assessments - these are employees already employed by Social Work Adult Services assessment and care planning teams.</p>
<b>Ethnicity</b>		✓	<p>Living Well Falkirk Centre appointments are open to all citizens regardless of their ethnicity.</p> <p>Any person who wants to attend a Living Well Falkirk Centre appointment and needs an interpreter, can have this arranged by the Centre team in advance of the appointment.</p> <p>Users of the Living Well Falkirk Centre are welcome to bring someone to their appointment to support them as required, including for cultural reasons or for language support, as well as for any general or emotional support.</p>
<b>Religion / Belief / non-Belief</b>		✓	<p>Living Well Falkirk Centre appointments are open to all citizens of any religion, belief or non-belief.</p> <p>The service is responsive to people expressing a need or wish to meet their outcomes in a specific way, determined by their belief or non-belief. Religion, belief or non-belief may be a factor in citizens stating they are only willing to meet with either males staff or female staff (for example, to talk about their toileting or personal care needs). It may also be the case that citizens' religion, belief or non-belief requires them to be accompanied to their appointment. Both these factors can be accommodated when the appointment is booked.</p> <p>The service is unable to provide staff from specific/specified religious/belief or non-belief groups or exclude staff on the same basis as recruitment policies in place would not support this.</p>

<b>Sexual Orientation</b>		✓		<p>Living Well Falkirk Centre appointments are open to all citizens. People's sexual orientation has no bearing on them accessing a Centre appointment or on the detail of their assessment.</p> <p>The sexual orientation of employees has no bearing on them being identified by their manager to deliver the Living Well Falkirk Centre appointments.</p>
<b>Transgender</b>		✓		<p>Living Well Falkirk Centre appointments are open to all citizens. People's transgender status has no bearing on them accessing a Centre appointment and accessing advice and information to improve their ageing journey.</p> <p>Being transgender has no bearing on employees being identified by their manager to deliver the Living Well Falkirk Centre appointments.</p>
<b>Pregnancy / Maternity</b>		✓		<p>People can be seen more quickly than via traditional home visits. Where health conditions arise due to pregnancy and maternity or are exacerbated by pregnancy causing an adverse impact on the person's ability to complete daily living activities, speed of response supports them to keep their independence.</p> <p>Any issues for staff in relation to pregnancy and maternity will be covered in the workplace risk assessment for pregnant mothers.</p>
<b>Marriage / Civil Partnership</b>		✓		<p>Living Well Falkirk Centre appointments are open to all citizens. People's marital or partnership status has no bearing on them accessing a Centre appointment or on the detail of their assessment.</p>
<b>Poverty</b>		✓		<p>Establishing Living Well Falkirk Centres in the East and West localities will help those affected by poverty by reducing potential travel costs in comparison to them travelling to the central locality.</p> <p>Staff who are delivering the centre appointments would have travel costs associated with travel to a different office base covered by the employer, so neutral impact on staff.</p>
<b>Other, health, community justice, public protection etc.</b>		✓		<p>The purpose of the Living Well Falkirk centres is to support the Health and Social Care Partnership's agenda on citizens in the area improving their health and wellbeing.</p>
<b>Risk (Identify other risks associated with this change)</b>	<p>The venue identified as a base for the Living Well Falkirk Centres, may present other risks not considered above. This will be reviewed once potential venues are identified.</p>			

**Public Sector Equality Duty: Scottish Public Authorities must have 'due regard' to the need to eliminate unlawful discrimination, advance quality of opportunity and foster good relations. Scottish specific duties include:**

	<b>Evidence of Due Regard</b>
<b>Eliminate Unlawful Discrimination (harassment, victimisation and other prohibited conduct):</b>	
<b>Advance Equality of Opportunity:</b>	
<b>Foster Good Relations (promoting understanding and reducing prejudice):</b>	

**SECTION SIX: PARTNERS / OTHER STAKEHOLDERS**

Which sectors are likely to have an interest in or be affected by the proposal / policy / project?		Describe the interest / affect.
<b>Business</b>	No	
<b>Councils</b>	Yes	Positive impact expected on the reputation of Falkirk Council, as Social Work Adult Services waiting lists and citizens' waiting time for assessments are reduced. Possible increase in orders for minor adaptations such as grabrails, which are funded (for Falkirk Council tenants) by Falkirk Council Housing Services.
<b>Education Sector</b>	No	
<b>Fire</b>	Yes	One of the signposts within the Living Well Falkirk website signposts users to request a home fire safety check, so Centre appointments may increase requests of this type to Scottish Fire and Rescue. The purpose of the fire safety checks is fire prevention, so the overall impact should be positive. Consideration will be given to any change to building evacuation plans once buildings are identified for possible siting of the Living Well Falkirk Centres
<b>NHS</b>	Yes	Signposts within the Living Well Falkirk platforms encourage people to consult their doctor in relation to new symptoms or changes in their health. The overall impact of early presentation of health conditions is generally a saving to the NHS, so a positive impact.
<b>Integration Joint Board</b>	Yes	Positive impact expected on the reputation of the IJB, as Social Work Adult Services waiting lists are reduced. Possible increase in orders for equipment and minor adaptations such as grabrails, which are funded from IJB budgets.
<b>Police</b>	No	
<b>Third Sector</b>	Yes	Possible impact on third sector community based activities resulting from increased signposting to groups, as a contributor to people meeting their healthy ageing outcomes.
<b>Other(s): please list and describe the nature of the relationship / impact.</b>		Registered Social Landlords - Possible increase in orders for minor adaptations such as grabrails, which are funded (for RSL tenants) by the RSL's.



**SECTION SEVEN: ACTION PLANNING**

**Mitigating Actions:** If you have identified impacts on protected characteristic groups in Section 5 please summarise these in the table below detailing the actions you are taking to mitigate or support this impact. If you are not taking any action to support or mitigate the impact you should complete the No Mitigating Actions section below instead.

Identified Impact	To Who	Action(s)	Lead Officer	Evaluation and Review Date	Strategic Reference to Corporate Plan / Service Plan / Quality Outcomes
Potential for some negative impact during building works and from changes to the physical environment of buildings where new Living Well Centres are to be sited.	Those with disabilities which are impacted by noise, dust, other building upheaval, or changes to their environment.	Further detailed assessment of impact will be needed once buildings are identified to house the Living Well Centres, when it can be clarified which groups use the building. Actions needed will be determined by this assessment.	Lynette Denovan	31/07/2021	Project relates to National Health & Wellbeing Outcomes 1-5, 6, 8, and 9; and to all four HSCP Priorities

**No Mitigating Actions**

**Please explain why you do not need to take any action to mitigate or support the impact of your proposals.**

<b>Are actions being reported to Members?</b>	No
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**If yes when and how ?**

**SECTION EIGHT: ASSESSMENT OUTCOME**

Only one of following statements best matches your assessment of this proposal / policy / project. Please select one and provide your reasons.

No major change required	Yes	Impacts are fully detailed in Section 6, and are largely positive impacts. There is potential for some negative impact due to internal building works, but these will be reviewed at the time and risks mitigated.
The proposal has to be adjusted to reduce impact on protected characteristic groups	No	
Continue with the proposal but it is not possible to remove all the risk to protected characteristic groups	No	
Stop the proposal as it is potentially in breach of equality legislation	No	

**SECTION NINE: LEAD OFFICER SIGN OFF**

Lead Officer:

Signature:	<i>Lynette Denovan</i>	Date:	05/02/2021
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**SECTION TEN: EPIA TASK GROUP ONLY**

<b>OVERALL ASSESSMENT OF EPIA:</b>	<b>Has the EPIA demonstrated the use of data, appropriate engagement, identified mitigating actions as well as ownership and appropriate review of actions to confidently demonstrate compliance with the general and public sector equality duties?</b>	Yes
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<b>ASSESSMENT FINDINGS</b>	Although the engagement exercise did not ask for information on protected characteristics there was sufficient information on the protected characteristics of those on the waiting lists to inform the EPIA. The questionnaire issued to current service users at Living Well Centre based in the Central Locality is strong evidence of how positive the LW centre has been for those service users. As detailed in section 5 once appropriate locations are identified for the west and east centres further engagement will be carried out with the stakeholders, however until suitable premises where future services can be delivered from is identified, no meaningful engagement exercises will be taking place.	
<b>If YES, use this box to highlight evidence in support of the assessment of the EPIA</b>		
<b>If NO, use this box to highlight actions needed to improve the EPIA</b>		

<b>Where adverse impact on diverse communities has been identified and it is intended to continue with the proposal / policy / project, has justification for continuing <u>without making changes</u> been made?</b>	Yes	If YES, please describe: The changes proposed themselves reduce the disadvantage and discrimination that people on the waiting lists for long periods of time may experience.
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**LEVEL OF IMPACT: The EPIA Task Group has agreed the following level of impact on the protected characteristic groups highlighted within the EPIA**

LEVEL		COMMENTS
HIGH	No	
MEDIUM	No	
LOW	Yes	

**SECTION ELEVEN: CHIEF OFFICER SIGN OFF**

<b>Director / Head of Service:</b>			
<b>Signature:</b>	<i>Martin David Thom</i>	<b>Date:</b>	23/02/2021