

## Section 4 Integrated Impact Assessment

### Summary Report Template

Each of the numbered sections below must be completed

Interim report	February 2020	Review report	September 2021
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**1. Title of plan, policy or strategy being assessed**

Adult Sensory Support

**2. What will change as a result of this proposal?**

Adult Sensory Support services delivery arrangements are changing following a decision at the Edinburgh Integration Joint Board on 10 December 2019. The key change is that the Council has re-examined the provision of the specialist social work service for visually impaired people, and re-arranged this to be provided on a generic basis by the Council's locality social work teams. People with sight loss will continue to be able to access social work assessment and care management services.

All other contracted services for adult sensory support are largely unchanged, with some modernised elements (e.g. a greater emphasis on the demonstration of assistive technology equipment) agreed following engagement. All commissioned services are subject to a tender process for new contracts commencing October 2020. Update: the deaf services contracts did commence October 2020, however the two sight loss contracts commenced in April 2021 following a six month extension between October 2020 and March 2021 of the existing provider.

**3. Briefly describe public involvement in this proposal to date and planned**

Engagement was carried out with both service users and professionals working in the sensory field. Five focus groups (held January through to May 2019) for service users and carers were held with a total of 27 citizens (ten hard of hearing people, four Deaf BSL users, one person with a cochlear implant, six with vision impairment, two deafblind people and four carers). An additional five people with a vision

impairment were also involved in a citizen’s forum for the Physical Disability Commissioning Plan. Results from these groups were used to shape a service user questionnaire.

The online adult needs assessment had unique features to ensure that people with sensory impairments could fully participate and record their views.

- The questionnaire was sited on the Council’s Consultation Hub on the [www.edinburgh.gov.uk](http://www.edinburgh.gov.uk) website which is designed to comply with the AA level of the Web Content Accessibility Guidelines 2.1 issued by the World Wide Web Consortium WC3. These guidelines are designed to meet the needs of visually impaired people using websites.
- A BSL video was made and embedded on to the Consultation Hub, which we understand to be a Scottish first, which outlined to BSL users how they could access an interpreter to record their views.
- Deafblind Scotland enabled their members to answer the questions through guide communicators, who recorded answers manually.

The online consultation ran for the standard six weeks from June to mid-July 2019, and yielded 62 responses, with a variety of people with all forms of sensory impairment and their carers. The largest group of respondents was in the 45-54 age group, probably reflecting that fewer older people are online.

#### 4. Date of IIA

An interim IIA was completed in February 2020, and a review of actions completed September 2021

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

Name	Job Title	Date of IIA training	Email
Sarah Bryson (facilitator)	Planning and Commissioning Officer	2016	<a href="mailto:Sarah.bryson@edinburgh.gov.uk">Sarah.bryson@edinburgh.gov.uk</a>
Susan	Planning and		<a href="mailto:Susan.Shippey@edinburgh.gov.uk">Susan.Shippey@edinburgh.gov.uk</a>

<b>Shippey (lead officer)</b>	<b>Commissioning Officer</b>	<b>2016</b>	
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## 6. Evidence available at the time of the IIA

<b>Evidence</b>	<b>Available?</b>	<b>Comments: what does the evidence tell you?</b>
Data on populations in need	y	350 BSL users, 5,500 blind and partially sighted people on register, up to 80,000 hard of hearing. 200 deafblind.
Data on service uptake/access	y	Services well used by groups above
Data on equality outcomes	n	Not collected by previous service providers apart from one service (age, gender, ethnicity), and in CVI registration process (age, gender only)
Research/literature evidence	some	
Public/patient/client experience information	Focus group evidence	People broadly satisfied with services, want equipment to be modernised
Evidence of inclusive engagement of service users and involvement findings	extensive	BSL video, interpreters at events, etc.
Evidence of unmet need	Deafblind	Further work will be considered by See Hear lead to develop knowledge of the deafblind community in Edinburgh and how to meet needs
Good practice guidelines	Y	Referenced in contract specifications
Environmental data	N	

<b>Evidence</b>	<b>Available?</b>	<b>Comments: what does the evidence tell you?</b>
Risk from cumulative impacts	N	

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

<b>Equality, Health and Wellbeing and Human Rights</b>	<b>Affected populations</b>
<p><b>Positive</b></p> <p>People with sight loss will have access to a comprehensive social work service in their own locality which addresses holistic needs.</p> <p><b>Negative</b></p> <p>Loss of specialist knowledge of sight loss of provider.</p>	<p><b>All groups of people with a vision impairment</b></p> <p><b>All groups of people with a vision impairment</b></p>

<b>Environment and Sustainability</b>	<b>Affected populations</b>
<p><b>Positive</b></p> <p>Reduced staff travel due to social work staff moving from city centre base to localities – fitting with 20 minute neighbourhood plans.</p> <p><b>Negative</b></p> <p>none</p>	

<b>Economic</b>	<b>Affected populations</b>
<p><b>Positive</b></p> <p>Social work clients will be more easily referred to additional Council services such as benefits advice and</p>	

income maximisation.

**Negative**

none

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

The largely unchanged services will be delivered by third/independent sector providers, and the issues will be addressed through the usual contacting procedures. Equality and human rights and environmental and sustainability issues are addressed in service specifications and formed components of tender evaluation.

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

This service is for adults only.

Information was developed on both the Health and Social Care Partnership and the Council websites to replace information about current services. These websites are accessible.

Each social work client of the outgoing was written to individually to advise people of the change, and open cases were handed over by RNIB to the relevant locality team.

Information was added to the RNIB website to advise new potential service users of the route to a social work assessment through Social Care Direct.

**10. Does the policy concern agriculture, forestry, fisheries, energy, industry, transport, waste management, water management, telecommunications, tourism, town and country planning or land use? If yes, an SEA should be completed, and the impacts identified in the IIA should be included in this.**

no

## 11. Additional Information and Evidence Required

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

none

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

<b>Specific actions (as a result of the IIA which may include financial implications, mitigating actions and risks of cumulative impacts)</b>	<b>Who will take them forward (name and contact details)</b>	<b>Deadline for progressing</b>	<b>Review</b>
Social work clients to be informed of the change of provider and arrangements made with current provider for handover	RNIB (outgoing provider)	Jan-March 2021	completed by RNIB by March 2021
Linkages to be made between contracted services for people with a vision impairment (rehabilitation/registration and Eye Clinic Support Service) and the locality social work teams through meetings to develop local pathways following award of contract.	Susan Shippey	June 2021	Pathways published in June 2021, and updated in September 2021
Monitor service delivered in locality social work teams to people with a vision impairment through waiting list figures, complaints, monitoring numbers of service users and service user outcomes feedback.	Susan Shippey	October 2021	Monitoring to be reported to EIJB in October 2021

Specific actions (as a result of the IIA which may include financial implications, mitigating actions and risks of cumulative impacts)	Who will take them forward (name and contact details)	Deadline for progressing	Review
Locality social workers to receive training on visual impairment funded by See Hear strategy prior to existing contract end (March 2021)	Susan Shippey	March 2021	150 staff trained by end March 2021

**14. How will you monitor how this policy, plan or strategy affects different groups, including people with protected characteristics?**

Monitoring of the service will take place through assessment of regular AIS/Swift data. Contracts will be monitored through the usual contract management processes.

**15. Sign off by Head of Service/ Project Lead**

**Name: Tony Duncan, Head of Strategic Planning**



**Date: 3<sup>rd</sup> September 2021.**

**16. Publication**

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

## Section 5    Contacts

- **East Lothian Council**

Please send a completed copy of the IIA to [equalities@eastlothian.gov.uk](mailto:equalities@eastlothian.gov.uk) and it will be published on the Council website shortly afterwards. Copies of previous assessments are available via [http://www.eastlothian.gov.uk/info/751/equality\\_diversity\\_and\\_citizenship/835/equality\\_and\\_diversity](http://www.eastlothian.gov.uk/info/751/equality_diversity_and_citizenship/835/equality_and_diversity)

- **Midlothian Council**

Please send a completed copy of the IIA to [zoe.graham@midlothian.gov.uk](mailto:zoe.graham@midlothian.gov.uk) and it will be published on the Council website shortly afterwards. Copies of previous assessments are available via [http://www.midlothian.gov.uk/downloads/751/equality\\_and\\_diversity](http://www.midlothian.gov.uk/downloads/751/equality_and_diversity)

- **NHS Lothian**

Completed IIAs should be forwarded to [impactassessments@nhslothian.scot.nhs.uk](mailto:impactassessments@nhslothian.scot.nhs.uk) to be published on the NHS Lothian website and available for auditing purposes. Copies of previous impact assessments are available on the NHS Lothian website under Equality and Diversity.

- **The City of Edinburgh Council**

Completed impact assessments should be forwarded to [Strategyandbusinessplanning@edinburgh.gov.uk](mailto:Strategyandbusinessplanning@edinburgh.gov.uk) to be published on the Council website.

- **City of Edinburgh Health and Social Care**

Completed and signed IIAs should be sent to Sarah Bryson at [sarah.bryson@edinburgh.gov.uk](mailto:sarah.bryson@edinburgh.gov.uk)

- **Edinburgh Integration Joint Board**

Completed and signed IIAs should be sent to Sarah Bryson at [sarah.bryson@edinburgh.gov.uk](mailto:sarah.bryson@edinburgh.gov.uk)

- **West Lothian Council**

Complete impact assessments should be forwarded to the Equalities Officer.