

# **Integrated Impact Assessment – Summary Report**

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Each of the numbered sections below must be completed  
Please state if the IIA is interim or final **FINAL**

## **1. Title of proposal**

Review of specialist social work service for deaf people, with BSL interpretation/translation duty service

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

The current “front door” operating model, for all adult British Sign Language (BSL) users, and a limited number of adults with severe hearing loss, outsources the provision of a Social Worker and Community Care Assistants. A BSL/English interpretation duty service is also commissioned.

This IIA is to review and consider any changes to this operating model, in whole or part. There are four potential outcomes from this review:

- Continue with current operating model i.e., no significant changes
- Continue some elements of the current operating model e.g., retain the support elements provided by CCA’s and bring professional Social Work in-house, cease commissioning BSL/English interpreting duty sessions and utilise saving to fund BSL/English interpreters for locality Social Workers’ interactions with BSL users (preferred option)
- Cease current operating model altogether and apply “reasonable adjustment” to existing services to promote access e.g., Social Care Direct access changes incorporating BSL access.
- An option that may be forthcoming from the review not already listed.

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

The former Strategic Planning and Commissioning Officer for sensory loss held an Edinburgh “See Hear” Day is on Friday 01 September 2023 at Meadowbank Sports Centre, Edinburgh. This event provided an informal opportunity for the community to engage with council officers to share their lived experience.

Review of the contracted utilisation of the Social Work duty and BSL interpretation duty has been undertaken.

Review of the contract delivery, including periods of time where a specialist BSL using social worker has not been available.

**4. Is the proposal considered strategic under the Fairer Scotland Duty?**

No

**5. Date of IIA**

6 June 2024

**6. Who was present at the IIA? Identify facilitator, lead officer, report writer and any employee representative present and main stakeholder (e.g. Council, NHS)**

<b>Name</b>	<b>Job Title</b>	<b>Date of IIA training</b>
Robert Smith	Disability Services Manager (interim cover for Disability Strategy Manager) EHSCP Lead Officer & facilitator	15/12/2021
Mike Crossland	Contracts Officer EHSCP	
Susan Shippey	Strategic Planning and Commissioning Officer: Sensory Loss EHSCP	2018
Diane Elliot	Senior Social Worker, South West locality, EHSCP	
Anne Walker <a href="mailto:e.walker20@rgu.ac.uk">e.walker20@rgu.ac.uk</a>	Independent social work supervisor	
Liz Jones <a href="mailto:liz.jones@deafaction.org">liz.jones@deafaction.org</a>	Deputy CEO, Deaf Action	
Christine Johnston <a href="mailto:cjohnston5@eastlothian.gov.uk">cjohnston5@eastlothian.gov.uk</a>	Service Manager, Strategic Planning and Commissioning, East Lothian Council	
Shelagh Swithenbank <a href="mailto:Shelagh.Swithenbank@midlothian.gov.uk">Shelagh.Swithenbank@midlothian.gov.uk</a>	Planning Officer, Midlothian Council	

## 7. Evidence available at the time of the IIA

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
Data on populations in need	<p><a href="https://www.scotlandscensus.gov.uk/2022-results/scotland-s-census-2022-ethnic-group-national-identity-language-and-religion/">https://www.scotlandscensus.gov.uk/2022-results/scotland-s-census-2022-ethnic-group-national-identity-language-and-religion/</a></p> <p><a href="https://rnid.org.uk/get-involved/research-and-policy/facts-and-figures/prevalence-of-deafness-and-hearing-loss/">https://rnid.org.uk/get-involved/research-and-policy/facts-and-figures/prevalence-of-deafness-and-hearing-loss/</a></p> <p><a href="https://www.edinburghhsc.scot.nhs.uk/population-demographics/">Population and demographics - Edinburgh Health &amp; Social Care Partnership (edinburghhsc.scot)</a></p>	<p><b>BSL main language users</b> 2,900 people in Scotland use “sign language” as their main language (may not be BSL) – Edinburgh figure requested 4/6/2024</p> <p><b>Hearing loss</b> 1 million people in Scotland have hearing loss or tinnitus, estimated 100,000 in Scotland have severe enough hearing loss to not be able to hear most conversational speech. (est.10,000 in Edinburgh) RNID</p> <p>The population of Edinburgh in mid-2021 was estimated to be 526,470</p> <p>In common with other Scottish cities, the mid-year population estimate for 2021 showed a slight drop for Edinburgh, from 527,620 to 526,470</p> <p>The most common moves within Scotland were from the largest cities, Edinburgh especially, to their neighbouring council areas</p> <p>For the first time, the NRS projects Scotland’s population to fall in the next decade, starting around 2029, and if past trends continue, by 2045 Scotland will have a smaller and older population</p> <p>15.4% of the population of Edinburgh are 65+</p>
Data on service uptake/ access		<p><b>Specialist Social Worker role</b> Demand for the service is lower than anticipated at the outset of the contract.</p>

Evidence	Available – detail source	<b>Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal</b>
		<ul style="list-style-type: none"> <li>• The contract target for assessments and reviews (11 per quarter) has not been achieved in 4 of the last 6 quarters.</li> <li>• on average 6-7 requests for assessment per quarter (Oct 22- April 24 Deaf action monitoring return).</li> <li>• There have been significant periods of time where no Social Worker has been in post at all.</li> <li>• When there has been an incumbent: only one post holder has held BSL language skills; all other post holders have not had the specialist skill.</li> </ul> <p><b>CCA role</b>  The number of duty tasks recorded far exceed initial targets which indicates that whilst a social work assessment and care management service is rarely required, deaf people and people who use BSL regularly require access to support. In the last 12 months duty tasks provided support over matters such as benefits, housing and care through translation (597 tasks), information advice and guidance (514), and signposting (100). The CCAs role has also included supporting a non-BSL user Social Worker with completion of assessment and review activity.</p> <p><b>BSL interpretation duty service</b>  Delivery and utilisation of the BSL/English Interpretation Duty Service is below levels of demand initially expected at the outset of the contract. This service has, in the last six months only been delivered for around 2 hours per week on average (contract specification states 4 hours) and has seen little uptake at 9-18 clients seen per</p>

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal
		quarter in the last 18 months (40% of target).
Data on socio-economic disadvantage e.g. low income, low wealth, material deprivation, area deprivation.	<p><a href="https://inclusionScotland.org/get-informed/our-policy-focus/poverty-and-social-security">https://inclusionScotland.org/get-informed/our-policy-focus/poverty-and-social-security</a></p> <p><a href="https://www.gov.scot/publications/scotlands-labour-market-people-places-regions-protected-characteristics-statistics-annual-population-survey-2021/pages/8/">https://www.gov.scot/publications/scotlands-labour-market-people-places-regions-protected-characteristics-statistics-annual-population-survey-2021/pages/8/</a></p> <p><a href="https://www.edinburghpovertycommission.org.uk">A Just Capital: Actions to End Poverty in Edinburgh - Poverty Commission Edinburgh (edinburghpovertycommission.org.uk)</a></p>	<p>Research shows that people with disabilities experience greater levels of poverty than the non-disabled population.</p> <p>The Scottish disability employment gap stood at 32 percentage points in 2021.</p> <p>An estimated 77,600 people were in poverty in Edinburgh in the year prior to the coronavirus outbreak, including almost one in five of all children • People live in poverty in every area of this city. almost two thirds of people on very low incomes live in areas out with those parts of Edinburgh commonly described as ‘deprived’ or ‘disadvantaged’. Life expectancy gap for males is 21 years between the most affluent areas and poorest area.</p>
Data on equality outcomes	<p><a href="http://www.equalityevidence.scot/">http://www.equalityevidence.scot/</a></p> <p><a href="#">Mental Health, Sensory Loss and Human Rights – A Transition Report calling for Sensory Literate Services</a></p>	<p>As above, disabled people are more likely to experience poverty, with the disability employment gap a contributing factor.</p> <p>Much of this work centres on the barriers that people with sensory impairment face when trying to access everyday services, statutory and non-statutory, and the resulting sense of exclusion, which can impact badly on mental health. They are keen to raise awareness of sensory impairment issues amongst practitioners</p>

Evidence	Available – detail source	<b>Comments: what does the evidence tell you with regard to different groups who may be affected and to the environmental impacts of your proposal</b>
		and to promote inclusive communication and other good practice that supports people with sensory impairments to access services equitably and maintains their human rights.
Research/literature evidence	<a href="#">British Sign Language Plan for Edinburgh 2018-2024 – The City of Edinburgh Council</a>  <a href="#">Draft City of Edinburgh Council BSL Plan 2024-30</a>  <a href="#">See Hear - gov.scot (www.gov.scot)</a>	
Public/patient/client experience information		<p>No specific data available.</p> <p>It is known there is underutilisation of the Social Work duty and BSL duty. There have been significant gaps in cover for social work. Both of these factors are likely to lead to poor personal experiences and perhaps confusion about the operating model for social work access with intermittent disruptions.</p>
Evidence of inclusive engagement of people who use the service and involvement findings	Engagement report for CEC’s BSL Local Plan (as yet unpublished)	Few issues raised re social care within overall engagement for BSL local plan – mention of need to identify and employ more male support workers at supported living service at Slateford Green to preserve dignity of male residents.
Evidence of unmet need	<a href="https://www.scotlandscensus.gov.uk/2022-results/scotland-s-census-2022-ethnic-group-national-identity-language-and-religion/">https://www.scotlandscensus.gov.uk/2022-results/scotland-s-census-2022-ethnic-group-national-identity-language-and-religion/</a>	<p>At the end of March 2024, there were 9 individuals waiting for an assessment or a 12-month review. However, Deaf Action had a vacancy in the social work post for the majority of the quarter.</p> <p>The numbers of main-language sign language users were estimated to be</p>



Equality, Health and Wellbeing and Human Rights	Affected populations
<p>Retaining CCA service would ensure technical knowledge of DWP procedures would be retained, therefore poverty diminished.</p>	
<p><b>Negative</b></p> <p>The existing service specification/model of a single specialist social worker for deaf people, primarily BSL users, has led to significant gaps in provision. It has also meant that there have not been any appropriate adjustments made to access arrangements through social care direct. There have been periods where a non-BSL Social Worker have been deployed through the contract, and they have relied on the CCA's for interpretation. The consequent impacts of this model not operating as designed for BSL users are not fully understood/evidenced.</p> <p>We lack clear evidence of whether EHSCP Locality teams are currently sufficiently deaf aware to effectively support this community. If teams lack sufficient knowledge and skills this could lead to additional discrimination</p> <p>Speed of response of the Deaf Action social work service could not be replicated through Social Care Direct response or Hubs</p> <p>Support from locality teams may prove difficult to access for the CCAs</p> <p>CCAs currently escalate issues to the Social Worker, and would need to know how to escalate to locality teams</p> <p>The specialist Social Worker negotiates statutory hurdles, e.g. when someone goes into psychiatric care</p> <p>The option to cease commissioning the Social Worker would lead to an individual losing their employment (on probationary period)</p> <p>Some Deaf people in Edinburgh feel safe at Deaf Action compared to trying to access mainstream services, although it was acknowledged that not all Deaf people in Edinburgh want to use Deaf Action services</p>	<p>Deaf people with any/all other protected characteristics</p>

<b>Equality, Health and Wellbeing and Human Rights</b>	<b>Affected populations</b>
Locality Social Workers will require to support delayed discharges from hospital, which the Deaf Action Social Worker does currently.	

<b>Environment and Sustainability including climate change emissions and impacts</b>	<b>Affected populations</b>
<b>Positive</b> None identified	
<b>Negative</b> None identified	

<b>Economic</b>	<b>Affected populations</b>
<b>Positive</b> None identified	
<b>Negative</b> None identified	

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

Edinburgh HSCP commissions services in line with its Strategic Plan, the City of Edinburgh Council’s Procurement Strategy and national good practice. Together, these set out a commitment to equality, human rights (including children’s rights), environmental and sustainability issues.

**10. 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.**

As part of the implementation of any change to the Deaf Action Social Work service, Deaf Action would be required to develop a communications plan to ensure that service users and potential service users would be made aware in BSL via video, and in Plain English, of the changes.

**11. Is the plan, programme, strategy or policy likely to result in significant environmental effects, either positive or negative? If yes, it is likely that a Strategic Environmental Assessment (SEA) will be required and the impacts identified in the IIA should be included in this. See section 2.10 in the Guidance for further information.**

No

**12. 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.

**13. Specific to this IIA only, what recommended actions have been, or will be, undertaken and by when? (these should be drawn from 7 – 11 above) 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 job title)</b>	<b>Deadline for progress-ing</b>	<b>Review date</b>
Training for locality teams in deaf awareness and the requirement to arrange BSL/English interpretation, how to book an interpreter and how to work with interpreters.	Susan Shippey, Strategic Planning and Commissioning Officer	December 2024	December 2024
Improvements to the Colleague Hub and the Orb will be required to ensure that staff are aware of the new way of delivering social work assessment and care management to deaf BSL users, the role of the CCAs at Deaf Action, and the importance of ensuring that full communication is established through use of BSL/English interpreters for meetings and Contact Scotland BSL to relay short telephone calls.	Susan Shippey, Strategic Planning and Commissioning Officer	December 2024	December 2024
CCAs at Deaf Action should be prioritised for training on the 3 Conversations approach is possible to cement their existing approach to advice and guidance and preventive work.	Susan Shippey, Strategic Planning and Commissioning Officer	December 2024	December 2024
The CCA team to meet with CEC members of staff from relevant teams,	Susan Shippey, Strategic	December 2024	December 2024

<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 job title)</b>	<b>Deadline for progress-ing</b>	<b>Review date</b>
e.g. Social Care Direct Response to discuss effective working together and strengthen practice links and AIS use.	Planning and Commissioning Officer		
The variation will require that CCAs will have supervision provided by Deaf Action via an external suitably qualified provider	Susan Shippey, Strategic Planning and Commissioning Officer	December 2024	December 2024
Ensure that CCAs are up to date with ASP level 2 training.	Susan Shippey, Strategic Planning and Commissioning Officer	December 2024	December 2024
Further discussions with Mid and East Lothian HSCPs regarding dependencies	Susan Shippey, Strategic Planning and Commissioning Officer	December 2024	December 2024

**14. Are there any negative impacts in section 8 for which there are no identified mitigating actions?**

No

**15. How will you monitor how this proposal affects different groups, including people with protected characteristics?**

Routine contract monitoring.

**16. Sign off by Head of Service**

Name

Date

**17. Publication**

Completed and signed IIAs should be sent to:

[integratedimpactassessments@edinburgh.gov.uk](mailto:integratedimpactassessments@edinburgh.gov.uk) to be published on the Council website [www.edinburgh.gov.uk/impactassessments](http://www.edinburgh.gov.uk/impactassessments)

**Edinburgh Integration Joint Board/Health and Social Care**

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