

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: NHSGGC Neglect Policy							
	Policy x 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).						
What does the service or policy do/aim to achieve? Please give as much information as you can, remember public domain and should promote transparency.	mbering that this document will be published in the						
The Neglect Policy sets out the measures to be taken by NHSGGC to uphold responsibilities for keeping the u from harm and abuse caused by neglect and to comply with relevant procedures and law.	nborn child, children, young people and adults at risk, safe						
Why was this service or policy selected for EQIA? Where does it link to organisational priorities? (If no link, please provide evidence of proportionality, relevance, potential legal risk etc.). Consider any locally identified Specific Outcomes noted in your Equality Outcomes Report.							
While this is an internal document, NHSGGC must ensure that it meets the needs of different protected characteristic groups to ensure equity of access to support and care services. In addition some people with protected characteristics will have enhanced needs in respect of public protection.							
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 dentified as a result of the EQIA)							
Name: Elaine Love Date of Lead Reviewer Train	ning:						

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):

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		Example	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.	A sexual health service collects service user data covering all 9 protected characteristics to enable them to monitor patterns of use.	Staff applying the policy will have access to all mainstream patient data sources – primarily TrakCare and any additional information captured within electronic notes. Typically this information will relate to the person's age, sex, race and any additional support needs they may have.	
		Example	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
2.	Please provide details of how data captured has been/will be used to inform policy content or service design. Your evidence should show which of the 3 parts of the	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	Available patient information will help provide a person-centred approach to any interventions where the policy is required. For instance additional communication support may be required across the protection pathway to ensure an individual is not reliant upon family members or carers to provide this.	

	General Duty have been considered (tick relevant boxes). 1) Remove discrimination, harassment and victimisation 2) Promote equality of opportunity 3) Foster good relations between protected characteristics.	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)		
	4) Not applicable			
		Example	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
3.	How have you applied learning from research evidence about the experience of equality groups to the service or Policy? Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes). 1) Remove discrimination, harassment and victimisation	Looked after and accommodated care services reviewed a range of research evidence to help promote a more inclusive care environment. Research 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	The Policy and Strategy have been closely informed and aligned to National Guidance for Child Protection in Scotland (2021), Adult Support and Protection (Scotland) Act 2007 and the NHS Scotland Accountability Framework for Public Protection 2022. Beyond this, the policy and strategy aligned to The UN Convention on the Rights of the Child (1989). The Human Rights Act (1998) The Data Protection Act (2018) The General Data Protection Regulations (2016) Professional Codes of Conduct (GMC/NMC/HCPC) Children and Young Persons Act 2014 GIRFEC Datix Data (incident reporting system used in NHSGGC)	

	2) Promote equality opportunity 3) Foster good relations between protected characteristics 4) Not applicable	related questions to young people. (Due regard to removing discrimination, harassment and victimisation and fostering good relations).	Staff engagement	
		Example	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
4.	Can you give details of how you have engaged with equality groups with regard to the service review or policy development? What did this engagement tell you about user experience and how was this information used? The Patient Experience and Public Involvement team (PEPI) support NHSGGC to listen and understand what matters to people and can offer support. Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).	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 service which significantly increased uptake. (Due regard to promoting equality of opportunity) * The Child Poverty (Scotland) Act 2017 requires organisations to take actions to reduce	The Strategy and Policy documents are led by the national legislative position (including national guidance in the form of Child Protection in Scotland Guidance (2021)) which considered a comprehensive inclusion of participation by children and young people in determining content. Development of the policy involved engagement staff from a range of services and Feedback on the policy were received from key stakeholders within the organisation.	

	1) Remove discrimination, harassment and victimisation 2) Promote equality of opportunity 3) Foster good relations between protected characteristics 4) Not applicable	poverty for children in households at risk of low incomes.		
	,	Example	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
5.	Is your service physically accessible to everyone? If this is a policy that impacts on movement of service users through areas are there potential barriers that need to be addressed? Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).	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 a fire. (Due regard to remove discrimination, harassment and victimisation).	When applying the policy, staff will do so in a way that is underpinned by a person-centred ethos and take into consideration any and all factors that may impede an individual from benefiting equitably from the protections afforded by the Policy. The policy will be applied in all patient settings.	•

	1) Remove discrimination, harassment and victimisation 2) Promote equality of opportunity 3) Foster good relations between protected characteristics. 4) Not applicable			
		Example	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
6.	How will the service change or policy development ensure it does not discriminate in the way it communicates with service users and staff? Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes). 1) Remove discrimination, harassment and victimisation 2) Promote equality of opportunity	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. Written materials were offered in other languages and formats. (Due regard to remove discrimination, harassment and victimisation and promote equality of	NHSGGC has invested in a robust interpreting and translation service framework. Anyone requiring communication support will have information provided in another language and be offered either a face to face interpreter or telephone/video interpreting support. Our commitments in this regard are set out in NHSGGC's Interpreting and Clear to All Policies. Where an individual has been assessed as being at risk of harm and requires communication support, the appropriate policy provisions will be applied, meaning a trained and independent (not associated to the vulnerable individual) interpreter will be provided.	•

	3) Foster good relations between protected characteristics 4) Not applicable	opportunity).		
	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.			
7	Protected Characteristic	I	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
(a)	Age Could the service design or positive disproportionate impact on positive age? (Consider any age cut-conservice design or policy contemple objectively justify in the evidence segregation on the grounds of policy or included in the service.)	eople due to differences in offs that exist in the ent. You will need to ence section any f age promoted by the	There is no risk associated with age in the understanding or application of the policy. The policy covers the entire life course, underpinned by the understanding that protections are afforded for unborn babies, children, young people and vulnerable adults.	

Your evidence should show we General Duty have been constboxes). 1) Remove discrimination, has victimisation 2) Promote equality of opport 3) Foster good relations betwe characteristics. 4) Not applicable	rassment and unity		
 (b) Disability Could the service design or prodisproportionate impact on procharacteristic of disability? Your evidence should show with General Duty have been constituted boxes. 1) Remove discrimination, has victimisation 2) Promote equality of opport 3) Foster good relations betwich aracteristics. 4) Not applicable 	which of the 3 parts of the idered (tick relevant rassment and	While disability may be linked with greater likelihood of being made vulnerable through the actions of others and broader of experience of discrimination within services, the Policy do not compound this experience. A well-considered Policy approach will enhance the protections required for some disabled people and ensure a robust response to need is delivered. NHSGGC will work to support the equitable inclusion of disabled people and will show due regard to our anticipatory duty to make all reasonable adjustments required. In relation to the Policy this will include the requirement to provide additional communication support and liaison with carers etc where necessary.	

	Protected Characteristic	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
(c)	Could the service change or policy have a disproportionate impact on people with the protected characteristic of Gender Reassignment? Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes). 1) Remove discrimination, harassment and victimisation 2) Promote equality of opportunity 3) Foster good relations between protected characteristics	While trans people may be at greater risk of being made vulnerable due to societal attitudes and experience of discrimination within some services, the policy will not compound this experience. A well-considered Policy position and approach will enhance the protections required for some trans people and ensure a robust response to need is delivered. The Neglect Policy will be considered alongside the NHSGGC Trans Policy, ensuring that people with the protected characteristic of gender reassignment receive person-centred care that is trans inclusive.	
	Protected Characteristic	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
(d)	Marriage and Civil Partnership Could the service change or policy have a disproportionate impact on the people with the protected characteristics of Marriage and Civil Partnership?	Not relevant	
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	Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes). 1) Remove discrimination, harassment and victimisation 2) Promote equality of opportunity 3) Foster good relations between protected characteristics 4) Not applicable		
(e)	Pregnancy and Maternity Could the service change or policy have a disproportionate impact on the people with the protected characteristics of Pregnancy and Maternity? Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes). 1) Remove discrimination, harassment and victimisation 2) Promote equality of opportunity 3) Foster good relations between protected characteristics.	The policy promotes the protection of rights across the life course, including safeguarding unborn babies. In terms of vulnerable adults, pregnancy is understood to be a period during which women are at increased risk of gender based violence and the Neglect Policy will be considered alongside NHSGGC's Gender Based Violence Policy and mainstream enquiry practice to ensure women have equitable rights to the protections available.	
	Protected Characteristic	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required

(f)	Race	There is no anticipated negative impact on the grounds of race. The Policy will work alongside	
	Could the service change or policy have a disproportionate impact on people with the protected characteristics of Race?	existing mainstream resources and policies (e.g. Interpreting Policy & Clear to All Policy) to ensure people with the protected characteristic of Race are afforded equality of opportunity to benefit from the	
	Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).	As is the case with anyone requiring communication support, this will be delivered through a qualified	
	1) Remove discrimination, harassment and victimisation	language interpreter and will remove the reliance on communication support provided by someone known to the vulnerable person. Where a vulnerable	
	2) Promote equality of opportunity3) Foster good relations between protected	person prefers not to be supported by someone on a face to face basis, there would be an option to	
	characteristics	provide telephone interpreting (spoken) or video link (BSL).	
	4) Not applicable		
(g)	Religion and Belief	Any person at risk of harm and requiring recourse to provision set out in the policy will have added	
	Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Religion and Belief?	support via the Board's Spiritual Care Team. There may be occasions where actions considered to be part of a community's faith and belief practice require immediate intervention by NHSGGC Teams. For	
	Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).	instance, female genital mutilation may be disclosed and will require application of protection measures if the woman in questions is perceived to be at	
	1) Remove discrimination, harassment and victimisation	continued risk.	
	2) Promote equality of opportunity		
	3) Foster good relations between protected characteristics.		

	4) Not applicable		
	Protected Characteristic	Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
(h)	Could the service change or policy have a disproportionate impact on the people with the protected characteristic of Sex? Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes). 1) Remove discrimination, harassment and victimisation	A clear policy which sets out the role and process for NSHGGC in providing a robust framework to recognise and identify neglect will benefit women and men at risk who access our services. Societally, women are at greater risk of violence in all most than men. The policy will work alongside NHSGGC's Gender Based Violence (GBV) Policy and enhanced frontline routine enquiry to ensure women have equitable access to the protections available.	
	 2) Promote equality of opportunity 3) Foster good relations between protected characteristics. 4) Not applicable 	A clear strategic position and policy which sets out the role and process for NSHGGC in providing a robust framework for intervention will benefit women and men at risk who access our services. In Scotland, men are more likely to be a victim of violence than women, however there is a distinct patterning by gender and type of crime, principally between sexual crimes and non-sexual crimes of violence.	
		Where gender information was recorded, around four-in-five (81%) incidents of domestic abuse in 2021-22 involved a female victim and a male suspected perpetrator. 15% of domestic abuse incidents involved a male victim and a female suspected perpetrator. The 31 to 35 years old age group had the highest incident rate for both victims and suspected perpetrators. 89% of all domestic	

abuse incidents occurred in a home or dwelling. (Domestic abuse: statistics recorded by the police in Scotland - 2021/22 - gov.scot (www.gov.scot)) In national case reviews analysed by NSPCC (2020), practitioners did not always view physical abuse by a woman against a man as a crime. Some men also held this view and therefore did not see themselves as victims of domestic abuse. Being alert to domestic abuse is critical to ensure that risk is not overlooked or underestimated. The Hospital Navigator Service interrupts violence by supporting people experiencing violence who present within an Emergency Department (ED) or hospital ward. Assurance of GBV programmes of work is reported to NHSGGC's Public Protection Forum, including policy/quidance development, identification of risk through sensitive routine enquiry into experience of GBV, and CPD opportunities for staff. Sexual Orientation There is no perceived negative impact on people on the grounds of their sexual orientation. Could the service change or policy have a disproportionate impact on the people with the NHSGGC aims to provide services that are protected characteristic of Sexual Orientation? perceived as safe and inclusive by LGB people. Almost 25% of NHSGGC's workforce have signed Your evidence should show which of the 3 parts of the NHS Scotland's Pride Pledge and wear the rainbow General Duty have been considered (tick relevant badge identifying them as an ally for LGBTQ+ boxes). people. 1) Remove discrimination, harassment and victimisation

2) Promote equality of opportunity 3) Foster good relations between protected characteristics. 4) Not applicable Protected Characteristic Service Evidence Provided Possible negative impact and Additional Mitigating Action Required Could the proposed service change or policy have a disproportionate impact on people because of their social class or experience of poverly and what miligating action have you taken/planned? 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 strategic decisions. If relevant, you should evidence here what steps have been taken to assess and mitigate risk of exacerbating inequality on the ground of socioeconomic status. Additional information available here: Eairer Scotland Duty: guidance for public bodies - gov.scot (www.gov.scot) Seven useful questions to consider when seeking to demonstrate 'due regard' in relation to the Duty: 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 socioeconomic disadvantarea?)				
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		economic disadvantage)?		

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	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 decisions?		
	6. How has the evidence been weighed up in reaching		
	our final decision?		
	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.		
(k)	Other marginalised groups	The Policy will ensure a person-centred approach to	
		assessment and instigation of public protection	
	How have you considered the specific impact on other	measures. To this end all people coming into	
	groups including homeless people, prisoners and ex-	NHSGGC will benefit from the resource invested in	
	offenders, ex-service personnel, people with	this work.	
	addictions, people involved in prostitution, asylum		
	seekers & refugees and travellers?		
8.	Does the service change or policy development include	Not applicable	
	an element of cost savings? How have you managed		

	this in a way that will not disproportionately impact on protected characteristic groups?		
	Your evidence should show which of the 3 parts of the General Duty have been considered (tick relevant boxes).		
	1) Remove discrimination, harassment and victimisation		
	2) Promote equality of opportunity		
	3) Foster good relations between protected characteristics.		
	4) Not applicable		
		Service Evidence Provided	Possible negative impact and Additional Mitigating Action Required
9.	What investment in learning has been made to prevent discrimination, promote equality of opportunity and foster good relations between protected characteristic groups? As a minimum include recorded completion rates of statutory and mandatory learning programmes (or local equivalent) covering equality, diversity and human rights.	Completion of the Board's Statutory and Mandatory e-learning module sits at 86%. In addition to the module staff will undertake additional role-specific learning that will enhance the person-centred response to any public protection issues.	•

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

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

Please explain 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.

A human rights ethos sits at the heart of the policy position. Everyone should be able to enjoy the right to be free from avoidable harm, a principle that underpins this work.

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*.

The policy follows a national direction in terms of design/focus and benefits from the valuable insights made by the Scottish Government when engaging with a broad range of stakeholders.

- 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.

U	completed the EQIA template, please tick which option you (Lead Reviewer) perceive best reflects the findings of the assessment. This can be cross-checked 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)

on sexual orientation, fai	th etc please use	ething that 'stands out' as an example of good the box below to describe the activity and the lopments in their own services.		
Actions – from the additional r summarise the actions this se		equirements boxes completed above, please forward.	Date for completion	Who is responsible?(initials)
Ongoing 6 Monthly Review pl	ease write your 6 r	monthly EQIA review date:		
Lead Reviewer: EQIA Sign Off:	Name Job Title	Deirdre McCormick Chief Nurse – Head of Service – Public Prot	ection	
	Signature Date	Devide M' Commile 05/09/23		
Quality Assurance Sign Off:	Name Job Title Signature Date	Alastair Low Planning and Development Manager Alastair Low 06/09/2023		



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

Name of Policy/Current S		
Please detail activity und	e original EQIA for this Service/Policy	
		Completed
	Date	Initials
Action:		
Status:		
Action:		
Status:		
Action:		
Status:		
Action:		
Status:		
Please detail any outstan reason for non-completio	hlighted in the original EQIA process for this Se	rvice/Policy and
	Date	· · · · · · · · · · · · · · · · · · ·
Action:	Date	Illitials
Reason:		
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Reason:		

	To	To be completed by	
	Dat		
Action:			
Reason:			
Action:			
Reason:			
Please detail any discontinued actions that were originally planned. Action:	d and reasons:		
Reason:			
Action:			
Reason:			
Please write your next 6-month review date			
lame of completing officer:			
Pate submitted:			
you would like to have your 6 month report reviewed by a Quali			