

NHS Greater Glasgow and Clyde
Equality Impact Assessment Tool for Frontline Patient Services

It is essential to follow the EQIA Guidance in completing this form

Name of Current Service/Service Development/Service Redesign:

Single Point of Contact – Housing and Homelessness Prevention Services SE CHCP

Please tick box to indicate if this is a: Current Service Service Development Service Redesign

Brief description of the above: (Please include if this is part of a Board-wide service or is locally determined).

- The SE CHCP Single Point of Contact is a newly-introduced Request for Support Referral System for Housing Officers within the SE CHCP area. Within the SE CHCP, Local Housing Officers regularly raised concerns that their Requests to the CHCP for support for their tenants was rarely acknowledged; and feedback on their Requests rarely provided. These concerns provided the CHCP with the opportunity to strengthen its joint-working with its Local Housing Providers; and to increase early intervention practice; reducing crisis response.
- The new Process is innovative as it has forged an ethos of joint-working between local Housing Providers and the CHCP; ensuring that Good Practice became embedded in each of the agencies daily work. Consistently, tenants needs were assessed, and assistance provided to sustain tenancies and maintain health.

This is a local service to the SE CHCP, but which is capable of replication across Glasgow City and beyond.

Who is the lead reviewer and where based?

Ann Drennan, SE CHCP HQ, Forsyth House, 151 Coplaw Street, Govanhill G42 7DE

Please list the staff groupings of all those involved in carrying out this EQIA
 (When non-NHS staff are involved please record their organisation or reason for inclusion):

Housing Liaison & Performance Coordinator SE CHCP: Employed by the SE CHCP via Greater Glasgow & Clyde NHS.

Head of Addiction – SE CHCP: Employed by the SE CHCP via Glasgow City Council Social Work Services. The Head of Addiction also has the Lead within the SE CHCP for Housing Liaison and Homelessness Prevention and, as part of an integrated Community Health and Social Care Partnership (CHCP), our Team is integrated.

Housing Services Manager (Govanhill Housing Association): Employed by Govanhill Housing Association and is a key participant in the EQIA of this Project as both he, and his Housing Officers, make Referrals via the Project. Employed from outwith both the Local Authority and the Health Board, his participation provides an independent quality to the EQIA.

Service User Involvement process is currently designed to connect up within the South East to inform Service Development via the commissioned work from the Glasgow Homelessness Network (GHN) for an Integrated Model of Service User Involvement. The first of 6 monthly 'Shared Solutions' Workshops has been held (14th July 2009) and the feedback from Service Users is currently being written up and should be provided to the SE CHCP by the end of August 2009 (with the full Report being available by the end of September 2009). The write-up is to be used to assist in service development across the SE CHCP.

Impact Assessment – Equality Categories

Equality Category	Existing Good Practice	Remaining Negative Impact
Gender	<ul style="list-style-type: none"> • Gender information is collected and is recorded by 'Care First'. • We have a gender sensitive approach. • The client's gender is taken into consideration during social care/work intervention • The system flags up to the Police and officials if a 	<ul style="list-style-type: none"> • More analysis needed on Gender breakdown of referrals and regular reporting to analyse and understand gaps in service. • Need to explore gender in more detail as often gender issues are underlying issues for client and presented as housing issues.

	<p>female practitioner is required when visiting the home. Single Point of Contact would also flag up any issues, i.e. if female worker was needed.</p> <ul style="list-style-type: none"> • Single Point of Contact ensures equality of opportunity for all clients to receive assessment and support. Common referral process in South East. • The Housing Officer receives information from the client in relation to gender based issues e.g. GBV during the assessment process. • There is a Nominated Lead in each Care Group within the CHCP and there is a good level of awareness around gender issues within these Care Groups. • Gender Based Violence Training has commenced in SE CHCP. Training Programme is multi-disciplinary to support interagency working around gender and other diversity issues. • Gender Based Violence is being flagged up on assessment as there is no prompt on the assessment form. There is no 'tick box' around GBV. • Service User Involvement has been commissioned via Glasgow Homelessness Network who are developing an integrated model for inequalities sensitive user involvement. 	<ul style="list-style-type: none"> • Need to analyse the referrals, i.e. how many cases had an issue around gender based violence • Services need to communicate better as they may have valuable information that can be used • Choice of worker is not routinely asked by all staff. • There are no formal alerts on the system (Formal Alerts should be picked up via Care First).
Ethnicity	<ul style="list-style-type: none"> • Single point of contact ensures equality of opportunity for all clients to receive assessment 	<ul style="list-style-type: none"> • Not everyone has the knowledge to deal with issues regarding ethnicity.

	<p>and support. Common referral process in South East.</p> <ul style="list-style-type: none"> • Language is included around the assessment and this is communicated to care groups. • Service where possible uses the same interpreter for the period of the four consultations and also to let relations build up. • Service user involvement has been commissioned via Glasgow Homelessness Network who are developing an integrated model for inequalities sensitive user involvement. • Interpreting support is picked up on the referral form. • Joint visits where possible to clients • There is a degree of expertise in Govanhill area in relation to housing and issues relating to minority ethnic groups. 'Gossip'- (Govanhill Social Inclusion Project) are key in intermediation and found to be useful. • Some care groups have BME specific services which clients attend. 	<ul style="list-style-type: none"> • Suggestions to ask about wider communication needs during assessment. • Issues around using too many interpreters who are visiting same client. • No systematic recording of ethnicity
<p>Disability</p>	<ul style="list-style-type: none"> • Single Point of Contact ensures equality of opportunity for all clients to receive assessment and support. Common referral process in South East. • Most referrals requested re Disability are for occupational therapy Aids and Adaptations and support. • Service user involvement has been 	<ul style="list-style-type: none"> • Often medical/social work issue prevents passing on information across agencies.

	<p>commissioned via Glasgow Homelessness Network who are developing an integrated model for inequalities sensitive user involvement.</p> <ul style="list-style-type: none"> • Aim is to make sure people are in (or are queuing for) appropriate accommodation. • DDA compliant office. • Staff are trained in Braille and British Sign Language. • Disability is recorded, if known, by the Housing Officer when making the Referral. There is no tick box for this Category, although there is an area within the Referral Form where any Disability can be recorded (ie: Perceived Issue Section). 	
<p>Sexual Orientation</p>	<ul style="list-style-type: none"> • Single Point of Contact ensures equality of opportunity for all clients to receive assessment and support. Common referral process in South East. • Staff work sensitivity around client's sexual orientation. • Service user involvement has been commissioned via Glasgow Homelessness Network who are developing an integrated model for inequalities sensitive user involvement. • Service Users are aware at the first instance of the expected behaviours that they must display when receiving support from various agencies, viz: a zero tolerance approach. 	<ul style="list-style-type: none"> • Sexual orientation is not recorded on the narrative. No questions regarding sexual orientation in the assessment form. • Challenge homophobic attitudes to care workers.

<p>Religion and belief</p>	<ul style="list-style-type: none"> • Single Point of Contact ensures equality of opportunity for all clients to receive assessment and support. Common referral process in South East. • Service user involvement has been commissioned via Glasgow Homelessness Network who are developing an integrated model for inequalities sensitive user involvement. • Religion/belief is picked up in the narrative but not formally recorded. Religion/belief issues are taken into account when addressing needs. 	<ul style="list-style-type: none"> • Religion/ Belief not routinely recorded. • Religion/Belief Not asked at performance review group.
<p>Age (Children/Young People/Older People)</p>	<ul style="list-style-type: none"> • Single Point of Contact ensures equality of opportunity for all clients to receive assessment and support. Common referral process in South East. • Date of birth recorded on Referral Form. • Referral can be sent to Older Persons' Team. • Full care centred approach to deal with the person and their needs. • The service utilises other additional services including Child Protection and Adult Support and Protection Services • Service user involvement has been commissioned via Glasgow Homelessness Network who are developing an integrated model for inequalities sensitive user involvement. 	<ul style="list-style-type: none"> • No negative impact noted, although there is currently no Age Analysis undertaken – only recording of Date of Birth.

<p>Social Class/ Socio-Economic Status</p>	<ul style="list-style-type: none"> • Single Point of Contact ensures equality of opportunity for all clients to receive assessment and support. Common referral process in South East. • Referrals are made where clients are in severe rent arrears as they may have been threatened with eviction. Assessment looks at trying to sustain the tenant in the tenancy and simultaneously maintain their health. • Service has access to Welfare Rights Officers via its internal communication system, a Service which can assist in preventing homelessness via assisting tenants/clients with re-payment plans in relation to Rent Arrears. • Staff have a responsibility that the client's income is maximised, e.g., filling out relevant forms to maximise their entitlements. • It is the care manager's responsibility that all the correct forms, etc. are being completed. • The SE CHCP Essential Connections' Forum should ask the questions around equality and how is it managed and how are the needs being met. • 'Gossip' is dealing with inequality and is becoming more main-streamed around issues. • Service user involvement has been commissioned via Glasgow Homelessness Network who are developing an integrated model for inequalities sensitive user involvement. 	<ul style="list-style-type: none"> • Guidance needed to give idea of what we need to do to improve awareness around social class issues and where to get additional support • Despite intervention, sometimes people fail their tenancy though alcohol misuse.
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Additional marginalisation	<ul style="list-style-type: none">• Single Point of Contact ensures equality of opportunity for all clients to receive assessment and support. Common referral process in South East.• The Single Point of Contact is aimed at supporting 'Vulnerable Households' through planned interventions and a Vulnerable Households' Service Providers' Forum has been set up to look at these issues.• Long term responses to look at marginalised areas.• Currently working with YMCA for using rooms for single asylum seekers• Service links in with a nominated lead in Gossip so asylum seekers can be supported properly• Service user involvement has been commissioned via Glasgow Homelessness Network who are developing model for inequalities sensitive user involvement• When the CHCP is notified by a Housing Officer of a tenant who is mis-using alcohol, all possible supports are offered to the tenant to support them to remain in their tenancy and to improve their health.	<ul style="list-style-type: none">• More understanding and ownership of wider marginalisation issues required in CHCP.• Not every organisation has the same social thinking.
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Actions	Date for completion	Who is responsible?(initials)
<p>Cross Cutting Actions</p> <ul style="list-style-type: none"> • Referrals to be broken down by diversity strands to help understand uptake of service • Assessments need to examine under social factors impacting on housing, e.g. gender based issues (GBV) other forms of discrimination • Need to ensure that performance measures and outcomes of single point of contact take cognisance of the referrals from a diversity perspective • Wider discussion with Heads of Service and care groups around tackling wider socio – economic and additional marginalisation faced by groups and opportunities to overcome these • The issue around “social thinking” to be picked up at SE CHCP Essential Connections’ Forum and the Vulnerable Households Service Providers’ Forum. 	<p>October 2009 November 2009 October 2009 November 2009 November 2009</p>	<p>Ann Drennan Alan McDonald Ann Drennan John Goldie John Goldie and Ann Drennan</p>
<p>Specific Actions</p> <ul style="list-style-type: none"> • Need to review formal alerts on system to ensure important issues are flagged for attention e.g. communication support for vulnerable client groups • Additional prompts to be included within the Referral Form and also through the modification of the Monitoring Tool (including the recording of age). • Need to look at better ways of information sharing across agencies. 	<p>November 2009</p>	<p>Ann Drennan and Alan McDonald</p>

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

Lead Reviewer: Name: Ann Drennan

Sign Off: Job Title Housing Liaison and Performance Coordinator, SE CHCP
 Signature
 Date:

Please email copy of the completed EQIA form to irene.mackenzie@ggc.scot.nhs.uk

Irene Mackenzie, Corporate Information and Development Manager, Corporate Inequalities Team, NHS Greater Glasgow and Clyde, Dalian House, 350 St Vincent Street, Glasgow, G3 8YZ. Tel: 0141-201-4970.