

# **Surrey County Council Full Equality Impact Assessment**

## **1. Context of the Service or Policy**

**Service or Policy being assessed: Emergency Duty Team**

**Assessor: Caroline Jones, EDT team members, Surrey Coalition**

**Date 2<sup>nd</sup> April 2008**

**What are the aims of the service or policy?**

**(NB this should set out the aims and objectives of the policy or service)**

**To provide an emergency social care service to residents of Surrey and anyone actually in Surrey – all service user groups and ages (from birth to death). The full range of statutory services are available for all social care needs. The team is available 17:00 – 09:00 weekdays and 24 hours at weekends and bank holidays.**

**Who are the beneficiaries /users of this service or policy?**

**(NB this should address needs of client groups and a review of barriers to policy or services)**

**Anyone with eligible social care needs including preventative and support to carers. In addition, Child Protection and Mental Health Act assessment is also provided.**

**What is the existing situation in relation to minority and excluded groups in which this service/policy operates?**

**(NB this will require declaring what information is currently captured with respect to E&D Monitoring (all seven strands) of this service or policy. It is also important to show the relevance of capturing this data.)**

**Staff will either work with service users/carers already known to the department (on client database SWIFT) or will take basic information. Ethnicity would only be recorded if it was appropriate or seemed relevant / pertinent. A log of work is kept but this only captures gender, service user group and area of referral.**

Please continue and attach a separate sheet if necessary

**2. Is there potential for this service/policy to have a negative or differential impact on minority and excluded groups or on race relations and community cohesion?**

**Please complete the summary of negative impact identified by equality and diversity strand:**

<b>Age</b>	Not always relevant with emergency service.
<b>Belief / Faith</b>	Not always completed – may not be asked.
<b>Disability</b>	Information usually obtained as part of request / referral. Limited access to team from Deaf service users.
<b>Gender</b>	No issue.
<b>Sexual Orientation</b>	Not known unless volunteered.
<b>Race</b>	May be an issue – for example refugees / homeless / vulnerable people.
<b>Trans Gender/ Sexual</b>	Not known.
<b>HR issues only:</b>	Staffing is limited so gender of staff may be an issue, e.g. medical examination attendance with children. Callers occasionally ask for male / female worker. Team has a higher proportion of male workers than day services.

Please continue and attach a separate sheet if necessary

**3. Is there potential for this service/policy to have a positive impact, such as tackling discrimination, promoting equality of opportunity and / or promoting good community relations, for minority and excluded groups?**

**Please complete the summary of positive impact identified by equality and diversity strand, NB this would include positive initiatives delivery by the service or through the policy for the equality strands listed below:**

<b>Age</b>	Advocacy role reinforced for all service user groups.
<b>Belief / Faith</b>	
<b>Disability</b>	Deaf Services – mini-com, text phone, type talk
<b>Gender</b>	
<b>Sexual Orientation</b>	
<b>Race</b>	
<b>Trans Gender/ Sexual</b>	
<b>HR issues only:</b>	Much of the work undertaken by the team is on the telephone. Direct access to social worker available – contact centre not used out of hours.

Please continue and attach a separate sheet if necessary

Role of complaints discussed with callers.  
 Signposting to other services.  
 Cardex system has information about callers over past 3 years  
 This team receive very few complaints  
 Home based care – out of hours based with EDT

**4. Give details of involvement, consultation and or research undertaken for each relevant equality and diversity strand, upon which this policy/service has had an impact either internally or externally:**

<b>Age</b>	Annual Statistics Report – collects data regarding age, gender, service user group, location.
<b>Belief / Faith</b>	Not collected.
<b>Disability</b>	Need to have knowledge of specialist services for whole county
<b>Gender</b>	
<b>Sexual Orientation</b>	Not collected.
<b>Race</b>	Not collected.
<b>HR issues only:</b>	<ul style="list-style-type: none"> <li>• County-wide knowledge of resources.</li> <li>• Stable team with low staff turnover.</li> <li>• Generic role – uncommon in day services.</li> <li>• Need to promote service.</li> </ul>

Please continue and attach a separate sheet if necessary

- 5. Given your answers to the previous questions, how will your service or policy be revised to mitigate, reduce or eliminate negative impacts and enhance positive impacts?  
(NB this is in effect the Recommendations to improve this policy)**

Make service more widely known – parish magazines, newspapers, leaflet
Explore NHS out of hours services countywide
Ensure all staff receive E&D training update annually

Please continue and attach a separate sheet if necessary

## 6. Actions required to implement the EIA recommendations:

<b>Action Plan:</b>	<b>Target</b>	<b>Responsibility</b>	<b>Date to be completed:</b>
Consider how the EDT Service could be more widely publicised.	To develop an ongoing communication programme to provide up to date information about the EDT Service	Carol Farrow	October 2008
To establish what out of hours services are available from other agencies including the NHS	To complete an analysis of out of hours services and ensure this information is easily accessible to the team	Carol Farrow	December 2008
Explore out of hours access to language and BSL interpreters	To secure access to interpreter services outside office hours	Carol Farrow	December 2008
Update EDT staff on services available outside office hours to people subject to hate crimes in Surrey (eg BME, GLBT)	To ensure that victims of hate crimes are quickly signposted to all available help outside office hours	Carol Farrow	December 2008

NB these actions should have SMART Targets

Please continue and attach a separate sheet if necessary

NB these actions should be reported to the DIG and where relevant incorporated into the Equality and Diversity Action Plan, Service Plans and or personal objectives of key staff.

**7. If no actions are to be taken with respect to the recommendations please give reasons below:**

**Action plan review date:** December 2008 **Name of person responsible for review:** Carol Farrow

**EIA Assessor(s):** See front sheet

**Name Head of Service:** Jon Muller **Signed:** \_\_\_\_\_

**Date Completed:** 22/7/08

- 1. Signed hard copy and electronic version to be kept in your team for audit purposes**
- 2. Send an electronic copy to the SCC 'Web Operations Team' for publication on the SCC website**
- 3. Send Action Plan to DIG for review at its next meeting.**

**Date sent to Web Operations Team:**

02/09/08