

# **Equality & Human Rights Impact Assessment (EHRIA)**

This Equality and Human Rights Impact Assessment (EHRIA) will enable you to assess the **new, proposed or significantly changed** policy/ practice/ procedure/ function/ service\*\* for equality and human rights implications.

Undertaking this assessment will help you to identify whether or not this policy/ practice/ procedure/ function/ service\*\* may have an adverse impact on a particular community or group of people. It will ultimately ensure that as an Authority we do not discriminate and we are able to promote equality, diversity and human rights.

Before completing this form please refer to the EHRIA [guidance](#), for further information about undertaking and completing the assessment. For further advice and guidance, please contact your Departmental Equalities Group or [equality@leics.gov.uk](mailto:equality@leics.gov.uk)

*\*\*Please note: The term 'policy' will be used throughout this assessment as shorthand for policy, practice, procedure, function or service.*

<b>Key Details</b>	
<b>Name of policy being assessed:</b>	Crisis Response Service- Pilot
<b>Department and section:</b>	Adults and Communities
<b>Name of lead officer/ job title and others completing this assessment:</b>	David Stanton- Project Manager Anne Walsh- Head of Service
<b>Contact telephone numbers:</b>	0116 3058349
<b>Name of officer/s responsible for implementing this policy:</b>	Anne Walsh- Head of Service
<b>Date EHRIA assessment started:</b>	8 <sup>th</sup> January 2014
<b>Date EHRIA assessment completed:</b>	28 <sup>th</sup> April 2014

# Section 1: Defining the policy

## Section 1: Defining the policy

You should begin this assessment by defining and outlining the scope of this policy. You should consider the impact or likely impact of the policy in relation to all areas of equality, diversity and human rights, as outlined in Leicestershire County Council's Equality Strategy.

1	<p>What is new or changed in this policy? <i>What has changed and why?</i></p> <p>It was recognised that Leicestershire County Council would benefit from an additional urgent provision which would provide a crisis response service to individuals living in the community who are at risk of deterioration in their well-being as a result of a fall or deterioration in their general abilities placing them at urgent risk of admission to hospital or residential care or require support to facilitate a discharge from Accident &amp; Emergency or the Emergency Department. This service would include an additional single point of referral for crisis situations and it would access both existing urgent provision as well as a new urgent social care response for domiciliary care requirements.</p> <p>The Crisis Response Service (CRS) is a new approach, to be piloted over 12 months, which involves adult social care services working to support the citizens of <b>Leicestershire</b> who are experiencing a health or social care crisis within their own home and without which they may be admitted to hospital or a care home.</p> <p>CRS is able to offer 'urgent hands-on support' – it comprises of dedicated Adult Social Care staff that are co-located with Leicestershire's Reablement service (HART). The CRS team access as appropriate support from the Adaptations Team, Handyman service, Assistive Technology Team, Reablement services, overnight domiciliary support services, etc.</p> <p>The pilot commenced service delivery from 2<sup>nd</sup> September 2013 and is initially funded to operate over a twelve month period.</p> <p>The service is available from 7am to 10pm, 7 days a week and responds within 4 hours helping people to remain independent and living at home. Where waking night support is required, this is commissioned through Independent domiciliary care provision as part of the CRS offering. The service is short-term and is only available for a maximum of 3 days.</p> <p>The Crisis Response Service works alongside:</p> <ul style="list-style-type: none"><li>• Health Intermediate Care Teams</li><li>• Adult Social Care</li></ul>
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	<ul style="list-style-type: none"> <li>• Occupational therapists</li> <li>• Care support staff</li> </ul>
<b>2</b>	<p>Does this relate to any other policy within your department, the Council or with other partner organisations? <i>If yes, please reference the relevant policy or EHRIA. If unknown, further investigation may be required.</i></p> <p>The Adults and Communities' Departmental Business Plan for 2013-14 sets out key priorities for the year ahead, including development of a rapid response service to prevent people from being admitted to hospital.</p> <p>The pilot, which is funded through transferring health monies under the governance of the Integrated commissioning board, is being undertaken as a key part of the Recovery and Reablement work stream in relation to step-up services. It was recognised that establishment of a twelve month pilot will provide key data on demand and outcomes which would in turn inform the design and scope of any future service delivery.</p>
<b>3</b>	<p>Who are the people/ groups (target groups) affected and what is the intended change or outcome for them?</p> <p>The CRS is accessible to people in Leicestershire aged 18+ undergoing a 'crisis' that requires urgent social care intervention. It is open not only to current and previously known individuals, but also to people who are not known to Adult Social Care.</p> <p>The service is available to people:</p> <ul style="list-style-type: none"> <li>• Who require urgent personal care</li> <li>• Who have fallen but do not require hospital assessment or treatment, or who are at risk of further falls</li> <li>• Who require support with prescribed medication (in line with the Medication Policy and Guidelines)</li> <li>• Who have become confused or distressed, requiring reassurance, personal care and support</li> <li>• Who require assistance with urgent nutritional needs</li> <li>• Who would benefit from access to urgent assistive technology / Telecare, minor equipment and adaptations alongside a Handypersons Service</li> </ul> <p>The service provides a crisis response service to individuals living in the community who are at risk of deterioration in their well-being as a result of a fall or deterioration in their general abilities placing them at urgent risk of admission to hospital or residential care or require support to facilitate a discharge from Accident &amp; Emergency or the Emergency Department.</p> <p>The scope of the pilot is as follows:</p>

	<ul style="list-style-type: none"><li>• The pilot will develop, agree and implement a service specification and pathway for a crisis response service to be piloted within Leicestershire (Countywide) over a 12 month period.</li><li>• The service will provide specialist domiciliary support to an individual within their own home, coordinated with other home based support as appropriate, such as Assistive technology, I-care and Health Intermediate Care.</li><li>• The service will operate over 7 days, from 7.00am to 10.00pm.</li><li>• The service will provide a short-term intervention for a maximum of 72 hours following referral.</li><li>• The service will include an assessment function, including commissioning of alternative services where it is deemed unsafe to support someone in their own home.</li><li>• Where a person has an unmet health need which impacts upon the ability to maintain that person in their own home, the service will seek to identify and arrange an appropriate health intervention.</li><li>• The service will include a duty access point covering the hours of operation.</li><li>• The pilot will be subject to an evaluation.</li><li>• The Service will focus on step up requirements &amp; interventions which will often be one off but will not last for more than 72 hours to ensure that capacity is maintained for responsive step up requirements the service will not meet non urgent routine delays in service provision.</li></ul>			
4	Will this policy meet the Equality Act 2010 requirements to have due regard to the need to meet any of the following aspects? <b>(Please tick and explain how)</b>			
		Yes	No	How?
	Eliminate unlawful discrimination, harassment and victimisation			
	Advance equality of opportunity between different groups			

	Foster good relations between different groups			
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## Section 2: Equality and Human Rights Impact Assessment (EHRIA) Screening






### Section 2: Equality and Human Rights Assessment Screening

The purpose of this section of the assessment is to help you decide if a full EHRIA is required.

If you have already identified that a full EHRIA is needed for this policy/ practice/ procedure/ function/ service, either via service planning processes or other means, then please go straight to [Section 3](#) on Page 7 of this document.

### Section 2



#### A: Research and Consultation

5.	Have the target groups been consulted about the following?	Yes	No*
	a) their current needs and aspirations and what is important to them;		
	b) any potential impact of this change on them (positive and negative, intended and unintended);		
	c) potential barriers they may face		
6.	If the target groups have not been consulted directly, have representatives been consulted or research explored (e.g. Equality Mapping)?		
7.	Have other stakeholder groups/ secondary groups (e.g. carers of service users) been explored in terms of potential unintended impacts?		
8.	*If you answered 'no' to the question above, please use the space below to outline what consultation you are planning to undertake, or why you do not consider it to be necessary.		
	The twelve month pilot for a social care crisis response service supports the		

	<p>Integrated Commissioning Boards Crisis Response, Recovery and Reablement work stream in relation to step-up services. The pilot will be subject to an interim evaluation in February 2014 and full evaluation in September 2014 to assess effectiveness of the model and inform future decision making in respect of on-going service design and integration. Qualitative information will be obtained from service users and informal carers as part of this evaluation. The evaluation will include an analysis of equalities monitoring data where collected by LCC.</p> <p><b>Update 28/04/2014, Between 02/09/2013 and 22/02/2014, 377 service users were engaged by the Crisis Response Service. See Appendix 1 for Equality Monitoring analysis of this first 6 months of the pilot, and Appendix 2 for a brief report on the overall data analysis. This highlights potential Equalities issues for 4 groups, i.e. Age, disability, sex and rural isolation. See relevant sections below (Section 2C 9) for details.</b></p>
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## Section 2


### B: Monitoring Impact







8.	Are there systems set up to:	Yes	No
	a) monitor impact (positive and negative, intended and unintended) for different groups;		
	b) enable open feedback and suggestions from different communities		




**Note: If no to Question 8, you will need to ensure that monitoring systems are established to check for impact on the protected characteristics.**

## Section 2









### C: Potential Impact

9.	Use the table below to specify if any individuals or community groups who identify with any of the ' <a href="#">protected characteristics</a> ' may <u>potentially</u> be affected by this policy and describe any positive and negative impacts, including any barriers.			
		Yes	No	Comments
	Age			<p>CRS provides a service for people aged 18+. However, in the first four months of the pilot 87% of service users were Older people aged 65 or above.</p> <p><b>Update 28/04/2014. The analysis for the first 6 months reflects a slightly higher figure at 93.9%.</b></p> <p>This service provides positive outcomes for service users in maintaining people at home</p>

				during a period of crisis and preventing avoidable admission to Residential or Hospital settings.
	<b>Disability</b>			This service is open to people with disability who need support to live at home and who have social care needs arising from a point of crisis. The service will have a positive impact upon this group. <b>Update 28/04/2014.</b> <i>The analysis for the first 6 months shows (in the primary category of need), 89.4% of users suffered from a physical disability. Only 4.2% suffered from mental health problems.</i>
	<b>Gender Reassignment</b>			Not monitored.
	<b>Marriage and Civil Partnership</b>			Not monitored.
	<b>Pregnancy and Maternity</b>			Not monitored.
	<b>Race</b>			Service provision is person centered, meeting the needs of the individual in respect of emotional and physical needs, environment, culture and informal carer support. Where service users have non-English language or dialect requirements, the service will seek to match these through a diverse staff group, arrange coordinated working with informal carers or will commission interpreter services to ensure that these needs are appropriately met. <b>Update 28/04/2014.</b> <i>The figures recorded under Race monitoring are a reasonable reflection of the % spread for Ethnicity in Leicestershire.</i>
	<b>Religion or Belief</b>			Service provision is person centered, meeting the needs of the individual in respect of emotional and physical needs,

				environment, culture and informal carer support.
	<b>Sex</b>			CRS service provision is reflective of the gender profile for social care provision in Leicestershire. Service provision will have a positive impact across gender. <b>Update 28/04/2014. In the first 6 months, 233 (61.8%) of service users were female.</b>
	<b>Sexual Orientation</b>			Limited information available for monitoring purposes (self declaration).
	<b>Other groups e.g. rural isolation, deprivation, health inequality, carers, asylum seeker and refugee communities, looked after children, deprived or disadvantaged communities</b>			The CRS pilot will be subject to an interim evaluation in February 2014. Results will be analysed to establish if there are geographical variations in provision which may need to be addressed. If this is consistent, then the service can be viewed as making a positive contribution to reducing rural isolation and aiding deprived communities. <b>Update 28/04/2014. The report shows some geographical variations. Charnwood had the highest level of referrals at 32% and Melton the lowest at 9%.</b>
	<b>Community Cohesion</b>			The CRS aims to support people in their own home, preventing avoidable admission to residential care or hospital. This will have a positive impact upon community cohesion.
<b>10.</b>	<p>Are the human rights of individuals <u>potentially</u> affected by this proposal? Could there be an impact on human rights for any of the protected characteristics? <b>(Please tick)</b></p> <p>Explain why you consider that any particular <a href="#">article in the Human Rights Act</a> may apply to your policy/ practice/ function or procedure and how the human rights of individuals are likely to be affected below: [NB. Include positive and negative impacts as well as barriers in benefiting from the above proposal]</p>			
		<b>Yes</b>	<b>No</b>	<b>Comments</b>



<b>Part 1: The Convention- Rights and Freedoms</b>			
<b>Article 2: Right to life</b>			
<b>Article 3: Right not to be tortured or treated in an inhuman or degrading way</b>			The CRS pilot is aligned to the Homecare Assessment and Reablement service. All service provision must adhere to regulatory standards in respect of providing care in a way which supports dignity and quality of life.
<b>Article 4: Right not to be subjected to slavery/ forced labour</b>			
<b>Article 5: Right to liberty and security</b>			A crisis response intervention may be provided for people who lack capacity to make informed choice. In such cases, the County Council must follow existing protocols and procedures around mental capacity assessment and best interest decision making. In all cases, the least intrusive solution must be provided.
<b>Article 6: Right to a fair trial</b>			
<b>Article 7: No punishment without law</b>			
<b>Article 8: Right to respect for private and family life</b>			<p>An assessment of need in relation to the Crisis Response Service will include accessing and handling of a range of personal information relating to individual service users. All such information must be appropriately managed under Leicestershire County Council policy and procedure concerning data protection and information governance.</p> <p>The service is actively supporting most peoples' preferred choice of pursuing their private and family lives in their own homes. This will be particularly true for younger disabled people with children.</p>
<b>Article 9: Right to freedom of thought, conscience and religion</b>			

	<b>Article 10: Right to freedom of expression</b>			
	<b>Article 11: Right to freedom of assembly and association</b>			
	<b>Article 12: Right to marry</b>			
	<b>Article 14: Right not to be discriminated against</b>			The Crisis Response Service provides support for people aged 18 and above with an early intervention and prevention need. The service is provided to people in Leicestershire across all of the recognised equality strands. The service must ensure that promotion; assessment and support solutions take appropriate account of individual needs and are provided in a non-discriminatory manner in line with Leicestershire County Council policy and procedure.
<b>Part 2: The First Protocol</b>				
	<b>Article 1: Protection of property/ peaceful enjoyment</b>			
	<b>Article 2: Right to education</b>			
	<b>Article 3: Right to free elections</b>			
<b>Section 2</b>				
<b>D: Decision</b>				
<b>11.</b>	Is there evidence or any other reason to suggest that:	<b>Yes</b>	<b>No</b>	<b>Unknown</b>
	a) this policy could have a different affect or adverse impact on any section of the community;			
	b) any section of the community may face barriers in benefiting from the proposal			
<b>12.</b>	Based on the answers to the questions above, what is the likely impact of this policy? The anticipated positive outcomes will need to be tested against the results of February's evaluation exercise.			

	No Impact <input type="checkbox"/>	Positive Impact <input type="checkbox"/>	Neutral Impact <input type="checkbox"/>	Negative Impact or Impact Unknown <input type="checkbox"/>
<b>Note: If the decision is 'Negative Impact' or 'Impact Not Known' an EHRIA Report is required.</b>				
<b>13.</b>	Is an EHRIA report required?	Yes <input type="checkbox"/>	No <input checked="" type="checkbox"/>	

## Section 2: Completion of EHRIA Screening

Upon completion of the screening section of this assessment, you should have identified whether an EHRIA Report is required for further investigation of the impacts of this policy.

**Option 1:** If you identified that an EHRIA Report is required, continue to [Section 3](#) on Page 7 of this document to complete.

**Option 2:** If there are no equality, diversity or human rights impacts identified and an EHRIA report is not required, continue to [Section 4](#) on Page 14 of this document to complete.

## Section 4

### A: Sign Off and Scrutiny

Confirm, as appropriate, which elements of the EHRIA have been completed and are required for sign off and scrutiny.


**Equality and Human Rights Assessment Screening** ☒

**Equality and Human Rights Assessment Report** ☐

1<sup>st</sup> Authorised Signature (EHRIA Lead Officer): .....

Date: .....

2<sup>nd</sup> Authorised Signature (DEG Chair):

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Date: .....18/06/2014.....

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