

Equality Impact Assessment Form (Page 1 of 2)

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screeintip-sectionA

Title of EIA/ DDM: Sign Language Interpretation Service for Deaf citizens

Name of Author: Lisa Lopez

Department: Strategy and Resources

Director: Christine Oliver & Steve Oakley, Acting Directors - Commissioning & Procurement

Service Area: Strategic Commissioning

Strategic Budget EIA Y/N (please underline)

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Brief description of proposal / policy / service being assessed:

Nottingham City Council commissions a Sign Language Interpretation Service (SLIS), jointly with other public sector partners to maximise efficiency. This contract is due to end 30th November 2018. This EIA pertains to the recommendation for Nottingham City Council to jointly re-commission the SLIS, including an additional public sector partner. This would provide a single consistent signing interpretation service for Deaf citizens for access to Health and Social Care services across Nottingham City and Nottinghamshire County. Consistency in interpreters reduces the need for the citizen to repeat history for each appointment, reducing time required in appointments and allowing citizens a greater degree of privacy by limiting the number of people they disclose personal information to. A single service supports ease of booking and direct access for both citizens and service providers, and avoids confusion regarding which service to engage. The new SLIS will take the form of a block contract, which increases the reliability of the service, and reduces the likelihood of appointments being unfulfilled/cancelled, and reduces time wasted for Social Care and Health services. (This is evidenced by feedback from other authorities who spot purchase services). The contract will include drop-in access, which is important to Deaf citizens, especially older Deaf adults who may be less familiar with technology, and which is unlikely to be viable as a standalone service. The new contract will also require the provider to utilise modern technology where appropriate, to maximise efficiency in their own operations and ensure that Deaf citizens are empowered to make the most of technological advances where they wish to do so – this was a training need identified by the Deaf community in recent consultations.

This service supports the fulfilment of Nottingham City Council's statutory duties towards Deaf citizens.

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Information used to analyse the effects on equality:

Consultations with stakeholders took place in April and May 2018, and included Nottinghamshire Deaf Society, Anne Darby, Social Work Learning Advisor and Student Supporter of Deaf students at Nottingham Trent University, and Nottingham City Council's Sensory Team. Feedback regarding the service has been positive, and identified that Deaf citizens value having a provider who is able to understand local dialect and is familiar with local terms, place names etc.

Consultations with Deaf citizens took place face-to-face in May 2018, and online via Survey Monkey during May and June 2018. Online surveys are currently live, and include video clips of the signed questions and answers.

Key themes from consultations to date are –

- Whilst some Deaf citizens are confident in using technology such as Skype and video relay to assist them in communicating, many lack the confidence and skills to make the most of this technology. However, many of those consulted would value the opportunity to learn and familiarise themselves with communication technology.
- Deaf citizens value being able to book a specific individual interpreter through a local service. This allows them to choose the same interpreter for repeat appointments if they prefer, rather than repeat their personal history to a number of individuals. It also increases the interpreter's understanding of the Deaf citizen's needs, reducing the likelihood of misunderstandings and reducing the time spent on clarifications and explanations during appointments.

- Many Deaf citizens book appointments by physically attending Nottinghamshire Deaf Society for support. This has become common practice, and is regarded as more reliable, especially by older Deaf citizens. There's concern that frail elderly Deaf citizens will become increasingly isolated as they become less physically able to do so. Deaf citizens want to be able to choose how they book Health and Social Care appointments, e.g. by text messaging, video relay and Skype, as well as attending in person. There is an identified training need to address use of technology, which will be incorporated into the SLIS contract.

screentip-sectionD	Could particularly benefit X	May adversely impact X
People from different ethnic groups.	<input type="checkbox"/>	<input type="checkbox"/>
Men	<input type="checkbox"/>	<input type="checkbox"/>
Women	<input type="checkbox"/>	<input type="checkbox"/>
Trans	<input type="checkbox"/>	<input type="checkbox"/>
<u>Disabled people (Deaf citizens)</u> or carers.	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pregnancy/ Maternity	<input type="checkbox"/>	<input type="checkbox"/>
People of different faiths/ beliefs and those with none.	<input type="checkbox"/>	<input type="checkbox"/>
Lesbian, gay or bisexual people.	<input type="checkbox"/>	<input type="checkbox"/>
<u>Older (Older Deaf citizens)</u>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Younger	<input type="checkbox"/>	<input type="checkbox"/>
Other (e.g. marriage/ civil partnership, looked after children, cohesion/ good relations, vulnerable children/ adults).	<input type="checkbox"/>	<input type="checkbox"/>
<i>Please underline the group(s) /issue more adversely affected or which benefits.</i>		

screentip-sectionE	screentip-sectionF
How different groups could be affected (Summary of impacts)	Details of actions to reduce negative or increase positive impact (or why action isn't possible)
<u>Deaf citizens</u> It's recognised that many Deaf citizens have BSL as their first language,	1 Actions will need to be uploaded on Pentana.

rather than English or another written/spoken language. This can have a significant impact on their experience of using Health and Social Care services. The SLIS benefits Deaf citizens by providing a single reliable, high quality sign language interpretation service for access to Health and Social Care services, which is consistent across Nottingham City and Nottinghamshire County local authorities, schools, GPs, dentists, opticians, pharmacies, Nottingham Emergency Medical Service (NEMS) and Nottingham University Hospitals. Having a single service supports ease of booking for both citizens and service providers, and avoids confusion regarding which service to engage, thereby increasing citizen satisfaction. Being able to book a specific individual interpreter through a local service allows them to choose the same interpreter for repeat appointments if they prefer to do so, rather than repeat their personal history to a number of individuals. This increases the interpreter's understanding of the Deaf citizen's needs, reducing the likelihood of misunderstandings and reducing the time spent on clarifications and explanations during appointments.

The new contract will include out of hours support, which will be particularly important for Health partners, and will also be valuable to the local authorities with regard to Social Care duty teams.

The new contract will require the provider to utilise modern technology where appropriate, to allow a greater degree of choice in accessing and booking interpretation services, increasing equality of access to Health and Social Care services.

Older Deaf citizens

It's recognised that older Deaf citizens are likely to have BSL as their first language, and limited written communication skills. Whilst some Deaf citizens are confident in using technology such as Skype and video relay to assist them in communicating, many lack the confidence and skills to make the most of this technology – this is often common to older Deaf citizens. However, many of the citizens consulted identified that they would value the opportunity to learn and familiarise themselves with communication technology.

The SLIS contract will include the requirement to support development of skills in the Deaf community by offering regular face-to-face opportunities for simple training and updating of skills. This will support Deaf citizens to be empowered to make the most of technological advances where they wish to do so.

- Work in partnership with Public Sector partners to commission a single consistent service (Jan 2018 and ongoing through the commissioning, procurement and contract management process).
- Incorporate feedback from consultations with Deaf citizens into service development (June 2018).
- Include Deaf citizens in developing the service, including taking part in developing the service specification and scoring the bids in the tender process (June – Oct. 2018).
- Work with the successful provider to ensure maximisation of opportunities to use technology to improve Deaf citizen's access to, and choices for, communication (December 2018 and ongoing throughout the contract).
- Contract management to ensure expected positive outcomes for Deaf citizens are met (December 2018 and ongoing throughout the contract).
- Promote the SLIS to Nottingham City Council colleagues to ensure awareness of contact details and booking arrangements for the new service (December 2018 – Jan. 2019).

Has consultation been done or planned for this proposal? •Completed •Planned

[screentip-sectionG](#)

Consultations with Deaf citizens took place face-to-face in May 2018, and online via Survey Monkey during May and June 2018. Online surveys are currently live, and include video clips of the signed questions and answers.

Key themes from consultations to date are included in Section C of this document.

Has human rights legislation been considered in this proposal? •Yes •No

[screentip-sectionH](#)

The service supports Deaf citizens' rights under the Human Rights Act 1998, including the right to freedom of speech/expression, equality of access to services, social, cultural and economic rights.

Outcome(s) of equality impact assessment:

- No major change needed •Adjust the policy/proposal •Adverse impact but continue
- Stop and remove the policy/proposal

Arrangements for future monitoring of equality impact of this proposal / policy / service:

The contract for the proposed new service will include the requirement to report equalities information as part of the quarterly monitoring returns. This information will be submitted to the Contracts team. The information will be reviewed as part of the 'Review' phase of the commissioning process after the service has been in place for one year, and then on an annual basis by the Contracts team as part of standard contract monitoring processes. This EIA will be refreshed in the event of any further changes to services.

Approved by (manager signature):

The assessment must be approved by the manager responsible for the service/proposal. Include a contact tel & email to allow citizen/stakeholder feedback on proposals.

Date sent to equality team for publishing:

11/05/2018

Send document or link to:

equalityanddiversityteam@nottinghamcity.gov.uk

Before you send your EIA to the Equality and Community Relations Team for scrutiny, have you:

1. Read the guidance and good practice EIA's
<http://gossweb.nottinghamcity.gov.uk/nccextranet/index.aspx?articleid=9770>
2. Clearly summarised your proposal/ policy/ service to be assessed.
3. Hyperlinked to the appropriate documents.
4. Written in clear user friendly language, free from all jargon (spelling out acronyms).
5. Included appropriate data.
6. Consulted the relevant groups or citizens or stated clearly when this is going to happen.
7. Clearly cross referenced your impacts with SMART actions.