

## INTEGRATED IMPACT ASSESSMENT SUMMARY REPORT TEMPLATE FOR EMERGENCY DECISIONS

### 1. Title of proposal

Service Adaptation Proposal - Throughcare and aftercare, looked after children

Restart of the provision of services at the Customer Hub, 249 High Street for service users of Throughcare Aftercare services and the Young People's Service.

### 2. What will change as a result of this proposal?

The reopening of the Customer Hub will allow the restart of services previously suspended due to lockdown provisions. Whilst some of the services that were offered pre-lockdown have continued using alternative methods such as Facetime, Google Dup etc, there have been occasions where young people have required to be seen in person to assist in assessing mental health, substance misuse concerns, and to assess their general wellbeing.

The planned reopening of the Customer Hub will allow a controlled resumption of services prior to COVID-19 lockdown restrictions with the exceptions currently of groupwork (we cannot socially distance in the space available)

The reopening of the Customer Hub has been risk assessed with colleagues from H&S and Estates and all relevant documents and actions relating to risk assessments are being completed to ensure that public health guidance is adhered to for the safety and wellbeing of service users and staff.

Key activities will include:

- Resumption of a Duty service to respond to service users in crisis
- Provision of a safe office environment for staff to assess and intervene with service users who have with complex needs and may at times be unpredictable.

### 3. Briefly describe public involvement in this proposal to date and planned

NA – this change is part of a return to business as usual.

### 4. Date of IIA: 09/10/2020

### 5. Who was involved in carrying out the IIA? (please list lead officer and other staff)

Name	Job Title
Steve Harte	Team Manager, TCAC and YPS
Scott Dunbar	Service manager, Looked After Children
Bernadette Oxley	Head of Service

### 6. Evidence available at the time of the IIA

<b>Evidence</b>	<b>Available – detail source</b>	<b>Comments: what does the evidence tell you about different groups who may be affected?</b>
Data on populations in need		Available via SWIFT information system, identifying 1600 young people with entitlement to a service who may require immediate assistance via a Duty system
Data on service uptake/access		Available via SWIFT system, with 130 young people allocated with lead professional from TCAC and 220 allocated with lead professionals in YPS; and a further 350 accessing Duty Service regularly in TCAC.
Data on socio-economic disadvantage e.g. low income, material/area-based deprivation.		Data on socio economic – financial assessments are recorded on SWIFT
Data on equality outcomes		Data on the protected characteristics of the people using the service are recorded on SWIFT
Research/literature evidence		Research /literature evidence – national legislation; national guidance provided by the Scottish Government and CELCIS, University of Strathclyde
Public/patient/client experience information		
Insight from public / service user engagement		
Evidence of unmet need		
Good practice guidelines		National guidance provided by the Scottish Government and CELCIS, University of Strathclyde
Carbon emissions generated/reduced		NA
Environmental data		NA
Risk from cumulative impacts		Risk from cumulative impacts – mental health and wellbeing; social isolation;

Evidence	Available – detail source	Comments: what does the evidence tell you about different groups who may be affected?
		financial disadvantage; risk of exploitation of vulnerable client groups via sexual or criminal exploitation; risk of substance misuse increase; risk of homelessness
Other (please specify)		NA
Additional evidence required?		NA

**7. In summary, what impacts were identified and which groups will they affect?**

<b>Equality, Health and Wellbeing and Human Rights</b>	<b>Affected populations</b>
<p><b>Positive</b></p> <p>As above, service users will have access to a safe office space in central Edinburgh well serviced by buses. Better assessments can take place of their physical and mental well-being and access to support to other services such as substance misuse services; housing; and financial hardship can all occur.</p> <p><b>Negative</b></p> <p>None – the changes are a partial resumption of business as usual.</p>	<p>Young people including those with mental health problems and/or substance misuse and those who have been Looked After. These individuals are vulnerable to poverty.</p>

<b>Environment and Sustainability including climate change emissions and impacts</b>	<b>Affected populations</b>
<p><b>Positive</b></p> <p>None</p> <p><b>Negative</b></p> <p>None</p>	

<b>Economic including socio-economic disadvantage</b>	<b>Affected populations</b>
<p><b>Positive</b></p>	

Resumption of additional support for young people vulnerable to financial hardship.  <b>Negative</b> None	Young people including those with mental health problems and/or substance misuse and those who have been Looked After. These individuals are vulnerable to poverty.
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**8. Is any part of this policy/ service to be carried out wholly or partly by contractors and if so how will equality, human right, including socio-economic disadvantage, environmental and sustainability issues be addressed?**

No

**9. Describe how you will communicate information about this policy/ service change to children and young people and those affected by sensory impairment, speech impairment, low level literacy or numeracy, learning difficulties or English as a second language?**

Staff are in contact with service users at least fortnightly, using a range of approaches including social media, phone, text, email, Facebook and Twitter (we have ex-service users employed as part of the team who advocate and communicate with service users using Facebook and Twitter also).

**10. Is the policy likely to result in significant environmental effects, either positive or negative? If yes, it is likely that a Strategic Environmental Assessment (SEA) will be required and the impacts identified in the IIA should be included in this.**

No

**11. What, if any, actions are recommended in response to the impacts identified above?**

This can include keeping the proposal under review, gathering more data, or specific actions to mitigate identified impacts.

<b>Specific actions</b> (as a result of the IIA which may include responding to financial implications, mitigating negative impacts, action to manage the risk of cumulative impacts)	<b>Who will take them forward (name and job title)</b>	<b>Deadline for progressing</b>	<b>Review date</b>
None required			

<b>Specific actions</b> (as a result of the IIA which may include responding to financial implications, mitigating negative impacts, action to manage the risk of cumulative impacts)	<b>Who will take them forward</b> (name and job title)	<b>Deadline for progressing</b>	<b>Review date</b>

**12. Are there any negative impacts in section 7 for which there are no identified mitigating actions?**

No

**13. How will you monitor how this proposal affects different groups, including people with protected characteristics?**

Not relevant as this proposal is a partial return to business as usual.

**14. Sign off by Head of Service**

**Name: Bernadette Oxley**

**Date: 03/11/2020**

**15. Publication**

Completed and signed IIAs should be sent to [strategyandbusinessplanning@edinburgh.gov.uk](mailto:strategyandbusinessplanning@edinburgh.gov.uk) to be published on the IIA directory on the Council website [www.edinburgh.gov.uk/impactassessments](http://www.edinburgh.gov.uk/impactassessments)