

Summary Report Template

Each of the numbered sections below must be completed

Interim report		Final report	X	(Tick as appropriate)
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1. Title of proposal

Overnight Responder Service

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

The Partnership aims to increase the use of remote technology / overnight responder service where this is assessed to be a safe and effective alternative to providing care within the persons home. This model of service delivery is person-centred and can replace the provision of sleepovers which are a more restrictive model of support. There are additional benefits in assisting the individual to be less digitally excluded including connectivity with family and friends and person-centred applications of benefit to the individual.

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

An initial pilot of an overnight responder service involved working closely with service users and their families to change from sleepover provision to the responder service where it was appropriate to do so.

The overnight responder service has been discussed at several Edinburgh Learning Disability Advisory Group Meetings as noted in agenda/ minutes.

Comments from adults who have a learning disability include;

- We should always have a choice if we want (technology) or not;
- People may prefer face to face support;
- Some people would like to have less staff in their house
- Not everyone is technology savvy.

It is also important to highlight where an overnight responder service is considered appropriate this would always require social work assessment, consultation with the individual and family, and provider risk assessments. If it was assessed as not suitable for an individual then other support options would be put in place.

4. Is the proposal considered strategic under the [Fairer Scotland Duty](#)?

Yes

5. Date of IIA

19/08/2021

6. Who was present at the IIA? Identify facilitator, Lead Officer, report writer and any partnership representative present and main stakeholder (e.g. NHS, Council)

Name	Job Title	Date of IIA training
Jayne Kemp	Strategic Planning and Commissioning Officer / Report writer	
Sarah Bryson	Strategic Planning and Commissioning Officer/ Facilitator	
Linda Gibson	Senior Occupational Therapist	
Grant Macrae	Citizen Representative, EIJB	
Elaine Wishart	H.R. Consultant	
Margaret McLauchlan	Assistant Care and Support Manager	

7. Evidence available at the time of the IIA.

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected?
Data on populations in need	Data collection within services	Monthly demand from adults who have a range of support needs in their own home or moving to supported accommodation – part of the support can be to access a suitable responder service.
Data on service uptake/access	Data collection within service area	Currently there are 80 people with a range of support needs using a responder service. This has grown from an initial pilot of 30 people, expanded to 50 and now at 80. Additionally, the current responder service has a waiting list of over 30 people.
Data on socio-economic disadvantage e.g. low income, low wealth, material deprivation, area deprivation.	Scottish Learning Disability Observatory	The individuals who will be accessed for a responder service in the main are in receipt of universal credit with little paid employment, therefore have typically low incomes and little opportunity for wealth. Individuals who have disabilities can have lower levels of employment. Total population in full time work is 41.5%, for example in people who have a learning disability it is 5.5% and for autistic adults it is 9.6%

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected?
	<p data-bbox="464 1335 959 1368">EHSCP Strategic Plan 2019-2022:</p> <p data-bbox="464 1406 1038 1514">https://www.edinburghhsc.scot/wp-content/uploads/2020/01/Strategic-Plan-2019-2022-1.pdf</p>	<ul data-bbox="1078 383 1350 450" style="list-style-type: none"> • community and society <p data-bbox="1078 495 1430 819">The proposed change aims to enhance each of these national strategic outcomes, particularly relating to independence and these are further enhanced within the implementation Framework; 2019-2021.</p> <p data-bbox="1078 931 1430 1189">Services shall be designed to minimise the effect of mental disorder and give the person the opportunity to lead lives which are as normal as possible.</p> <p data-bbox="1078 1301 1430 1480">Implementation of an overnight responder service would contribute to the following Strategic priorities:</p> <ul data-bbox="1126 1491 1406 1861" style="list-style-type: none"> • Making best use of capacity across the system • Right care, right place, right time • Managing our resources effectively

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected?
	<p>https://www.gov.scot/publications/carers-scotland-act-2016-statutory-guidance-updated-july-2021/pages/5/</p> <p>https://www.carersuk.org/news-and-campaigns/features/10-facts-about-women-and-caring-in-the-uk-on-international-women-s-day</p> <p>https://www.gov.scot/publications/mental-health-care-treatment-scotland-act-2003-code-practice-volume-1/pages/2/</p>	<p>Considers the potential of digital connectivity in communicating with, and supporting carers.</p> <p>Overall woman are more likely to take on caring roles than men. Of the 6.5 unpaid carers in the UK 58% are women</p> <p>Services shall be designed to minimise the effect of mental disorder and give the person the opportunity to lead lives which are as normal as possible.</p>
Research/literature evidence	<p>Evaluation and increase from previous uptake</p> <p>EHSCP Strategic Plan 2019-2022:</p> <p>https://www.edinburghhsc.scot/wp-content/uploads/2020/01/Strategic-Plan-2019-2022-1.pdf</p>	<p>Previously remote technology was proposed for 30 individuals. After this was successful, it quickly increased to in excess of 80 individuals.</p> <p>References in the Strategic Plan; P33 – overnight strategy, conversation 3 P58 – Overnight support offering P135 – Independent Living, to create a responder service that reduces the need for sleepover staff</p>

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected?
Public/patient/client experience information	<p>Previous reviews of individuals overnight support</p> <p>Feedback from current provider</p>	<p>A previous review and implementation of increased remote technology for approx. 80 individuals has proven successful with positive feedback and outcomes. There was a small number who after initial attempts didn't transition to remote digital support and maintained the support previously in place.</p> <p>Comments from service users and carers are included in monthly reports and indicate a high level of satisfaction in this model of service provision.</p>
Evidence of inclusive engagement of people who use the service and involvement findings	<p>Edinburgh Learning Disability Advisory Group (ELDAG)</p> <p>Social work assessments</p>	<p>Agenda item at several ELDAG meetings 2020-21. This group includes adults who have a learning disability and support organisations.</p> <p>All new service users will have social work assessments to determine if an overnight responder service the most appropriate model of support, service users and families will be involved in this person-centred assessment.</p>

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected?
Evidence of unmet need	Yes – from current provider	Current responder service submits monthly reports – demand has grown steadily since the pilot that supported 30 service users, expanded to 50 the 80 , and now a waiting list of over 30 people in place.
Good practice guidelines	<p data-bbox="464 931 1046 969">Scottish Social Services Council (SSSC)</p> <p data-bbox="464 1850 1015 1921">Health and Social Care Standards, My Life, My Support.</p>	<p data-bbox="1078 931 1430 1776">The SSSC is the regulator for the social service work force in Scotland. Their work means the people of Scotland can count on social services being provided by a trusted, skilled and confident workforce. They protect the public by registering social service workers, setting standards for their practice, conduct, training and education and by supporting their professional development. Where people fall below the standards of practice and conduct they can investigate and take necessary actions.</p> <p data-bbox="1078 1850 1430 2029">All health and Social Care providers are governed by these standards and inspected by the Care</p>

Evidence	Available – detail source	Comments: what does the evidence tell you with regard to different groups who may be affected?
		<p>Inspectorate. The standards provide clarity on what should be expected when using health, social care or social work services in Scotland. They seek to provide better outcomes for everyone; to ensure that individuals are treated with respect and dignity, and that the basic human rights we are all entitled to are upheld.</p> <p>The service specification will require that the provider meets the above standards.</p>
Carbon emissions generated/reduced data	Model of service provision	There will be reduced travel of staffing travel to and from peoples homes to provide physical care. A reduction in utility usage and costs may also be evident from less overnight staff activity as a result of technology or shared resources.
Environmental data	N/A	
Risk from cumulative impacts	N/A	
Other (please specify)	N/A	
Additional evidence required	No	

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

<p>Equality, Health and Wellbeing and Human Rights</p> <p>Positive</p> <p>Previous and similar change has resulted in more positive outcomes for individuals with less restrictive supports in place and encouraging personal independence.</p> <p>Regardless of any additional protective characteristics everyone who will be reviewed will have equal access to support which is identified as appropriate to them. It is not foreseen that any individual will be affected due to any other protected characteristic.</p> <p>Devices used in the overnight responder service can also assist in increasing a service users access to technology and reduce digital exclusion. The technology could be used to have face to face interactions with family who are not local, interact with friends, shop online, automatic heating and lighting and other benefits. Carer stress will be reduced as the supported person will have the appropriate level of support.</p> <p>Negative</p> <p>For some individuals there may be the perception that physical overnight support continues to be required and believe a change to remote technology will have an adverse effect on them or leave them at risk.</p>	<p>Affected populations</p> <p>Primarily adults with a range of support needs. Some people may also have additional protective characteristics such as age, gender and race.</p>
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<p>Environment and Sustainability including climate change emissions and impacts</p> <p>Positive</p> <p>The use of technology in organisations and teams will result in less duplication and costs, such as for staffing and energy/utility.</p> <p>There will be increased learning opportunities for staff in providing and supporting people to access remote technology.</p> <p>Enhancing the use of technology will provide a modernised approach to service delivery and encourage</p>	<p>Affected populations</p> <p>Primarily adults who have a range of support requirements. Some people may also have additional protective characteristics such as age, gender and race.</p> <p>Employees and staff groups from a variety of</p>
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<p>sustainability, from increased opportunities and options available for people seeking more independent living now and in future.</p> <p>Negative</p> <p>In some organisations there are increased payments for those working out with normal operating hours. There will likely be reduced staffing from a reduction in traditional models of overnight support. The impact will be evident within staff groups and may for some impact on either their employment contract or pay. A reduction in pay or change in contract may then impact on any dependents of employees or staff groups.</p>	<p>age groups who may have additional protective characteristics.</p>
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<p>Economic including socio-economic disadvantage</p> <p>Positive</p> <p>An overnight responder service, where appropriate, will decrease service dependency and increase personal independence for individuals. This will also shape how reviews are conducted in future and how new support options are commissioned, ensuring a fair and equal process for everyone with disabilities and removing the assumption that high support presence is the primary option for overnight support.</p> <p>There is increased opportunity for third sector providers to engage in, provide and support people to access remote technology.</p> <p>Some staff may view the change as providing a better work/ life balance with a reduction in non-social hours.</p> <p>Negative</p> <p>For some individuals with disabilities and their family, representative or care provider, there may be a perception that this is viewed only as a means to reduce costs. The care provider may view this as a loss of income.</p> <p>For many staff groups and employees working within care, pay is nationally recognised to be low. For some, particularly living in circumstances where there is only one wage within the household, any further reduction</p>	<p>Affected populations</p> <p>Primarily people with mental health issues, learning disabilities and/ or physical disabilities. Some may have additional protective characteristics such as age, gender and race.</p>
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may impact further on staff and other dependents within the family home. This impact should be minimal as there is a recognised shortage of care staff across most organisations and on various shift patterns.	
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9. Is any part of this policy/ service to be carried out wholly or partly by contractors and if so how will equality, human rights including children’s rights, environmental and sustainability issues be addressed?

Overnight support is mainly provided by voluntary and/or private sector organisations, All equality, human rights, environmental and sustainability issues are registration with relevant statutory bodies, good practice guidance or the contracted terms and conditions. Any impacts identified throughout implementation will be considered and any mitigations put in action.

10. Consider 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? Please provide a summary of the communications plan.

It will not be necessary to communicate with children and young people within this change, however a large proportion of people with support needs will require additional communication tools in order to understand the change. Some parents and carers may also need additional tools to support their understanding.

Communication will be carried out on an individual basis and as is appropriate. Examples may include use of picture symbols, talking mats, large type, discussion with someone known by the service user, language interpretation, sign language and social stories. An easy read document has already been produced.

11. 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

12. Additional Information and Evidence Required

If further evidence is required, please note how it will be gathered. If appropriate, mark this report as interim and submit updated final report once further evidence has been gathered.

No

13. Specific to this IIA only, what recommended actions have been, or will be, undertaken and by when? (these should be drawn from 7 – 11 above) Please complete:

Specific actions (as a result of the IIA which may include financial implications, mitigating actions and risks of cumulative impacts)	Who will take them forward (name and job title)	Deadline for progressing	Review date
1. Develop appropriate implementation plan. The implementation plan will include details on objectives, planning, risks and mitigations. Discussions with key contacts during implementation will determine any impacts on staff groups and financial sustainability of the provider and any supportive measures which can be implemented.	Service provider and Jayne Kemp, Strategic Planning and Commissioning Officer.	1 st October 2022	1 st April 2023
2. Develop appropriate communication plan and where required ensure accessible formats for people who have additional communication needs. The communication plan will detail key contacts and highlight the benefits of an overnight responder service.	Service provider and Jayne Kemp, Strategic Planning and Commissioning Officer	1 st October 2022	1 st April 2023
3. Ensure the development of a range of information sources to promote understanding of an overnight responder service including leaflets and a website on what the service providers, all must be available in a variety of accessible communication formats when required.	Service provider and Jayne Kemp, Strategic Planning and Commissioning Officer	1 st October 2022	1 st April 2023

14. Are there any negative impacts in section 8 for which there are no identified mitigating actions?

No

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

This change will continue to be reviewed when implemented and discussed with all stake holders to ensure further understanding of any impacts, its ongoing success and ensure any changes where required are acted upon.

16. Sign off by Head of Service/ Project Lead

Name Tony Duncan, Service Director, Strategic Planning



Name Mark Grierson, Disability Support and Strategy Manager.

Date 28/02/2022

17. Publication

Completed and signed IIAs should be sent to strategyandbusinessplanning@edinburgh.gov.uk to be published on the IIA directory on the Council website www.edinburgh.gov.uk/impactassessments