

EQUALITY IMPACT ASSESSMENT

Business Division/Directorate:

Nursing and Quality

Name of Service/Title of Policy or Strategy, Name of Event:

The Provision of, Access to and use of Interpreters for Patients/Service Users and Carers Policy

Service:

Policy:

Event:

Strategy:

Equality Impact Assessment Undertaken by:

Rachel Hall Assistant Director of Nursing
Kelly Millward Deputy Head of Procurement

Date undertaken:

17 12 2021

Questions

1. What are the main aims and purposes of the Service?

The purpose of this policy is to:

- Detail the arrangements in place to allow the Trust to fulfil its legal and moral obligations in relation to the provision of and access to trained interpreters in a timely and sensitive manner for patients/ service users whose preferred language is not English. These arrangements are in accordance with the Consent to Treatment Policy, National Service Frameworks, the Mental Capacity Act Code of Practice, the Mental Health Act Code of Practice, Mental Health and Deafness -Towards Equity and Access, the Equality Act, and other national policy and best practice guidance.
- Promote effective communication in relation to assessment, care and treatment and to the patient's/service user's right of involvement in their own care.
- Detail the training available to staff who in the course of their work may need to engage the services of an interpreter.

2. Who is involved in delivering the service? (i.e., partnerships, stakeholders or agencies)

Administration and Clinical staff working within the Trust and the DA Languages Limited who are the current contract providers.

3. What information / data or experience can you draw on to provide an indication of the potential inclusive / exclusive results of delivering this service or event / implementing the policy or strategy to different groups of people and the different needs of people with protected characteristics in relation to this service?

This is a new contract and we are able to draw on data in relation to frequency of use of interpreters, which languages are requested and how the language type has change over time.

Any issues in relation to accessing an interpreter are logged and investigated.

Please use the following table to indicate the impact for the policy for the protected characteristics

Protected Characteristics	Positive Impact	Negative Impact	Reasons for Impact
Age	<input checked="" type="checkbox"/>	<input type="checkbox"/>	People will not be denied access to an interpreter on the basis of their age.

Disability	X <input type="checkbox"/>	<input type="checkbox"/>	People with a disability who also require the services of an interpreter will have access to one in the same way as everyone else.
Gender reassignment	x <input type="checkbox"/>	<input type="checkbox"/>	Access to an interpreter is available to anyone who identifies that they require this service.
Marriage and civil partnership	x <input type="checkbox"/>	<input type="checkbox"/>	Access to an interpreter is available to anyone who identifies that they require this service.
Pregnancy and maternity	x <input type="checkbox"/>	<input type="checkbox"/>	Access to an interpreter is available to anyone who identifies that they require this service.
Race	x <input type="checkbox"/>	<input type="checkbox"/>	Access to an interpreter is available to anyone who identifies that they require this service.
Religion or belief	x <input type="checkbox"/>	<input type="checkbox"/>	Access to an interpreter is available to anyone who identifies that they require this service.
Sex	x <input type="checkbox"/>	<input type="checkbox"/>	Access to an interpreter is available to anyone who identifies that they require this service. In addition when an interpreter is being pre-booked it is possible to ask for the interpreter to be of a specific gender should that be the patient's choice.
Sexual Orientation	x <input type="checkbox"/>	<input type="checkbox"/>	Access to an interpreter is available to anyone who identifies that they require this service. In addition when an interpreter is being pre-booked it is possible to ask for the interpreter to be of a specific gender should that be the patient's choice.
Disadvantaged groups	X <input type="checkbox"/>	<input type="checkbox"/>	Access to an interpreter is available to anyone who identifies that they require this service. In addition to having access to an interpreter for their health care needs patients will also be able to have an interpreter present when discussing any needs they may have in relation to housing , benefits ,employment etc.

4. What positive impacts are there for this service to better meet the needs of people with protected characteristics?

For people whose first language is not English having timely access to an interpreter will ensure that they both receive a service and are able to effectively articulate their own individual needs .

Access to an interpreter by phone, video and face to face means that there is always timely access and can reflect the users requirements.

5. What action would be needed to ensure the service overcomes:

- Discriminatory negative impacts
- Exclusion
- Failure to meet the needs of people from across the protected characteristics and opportunities for promoting equality and inclusion are maximised.

1- This will be achieved through contract monitoring, and dealing with / addressing any issue which arise with the current contract provider.

2- The monitoring of response times will enable the Trust to liaise with the contract provider in a timely manner when gaps in service provision are identified.

6. Recommended steps to avoid discrimination and ensure opportunities for promoting equality and inclusion are maximised. Include:

Options for action	Explanation if no further action is required	Lead responsible for overseeing actions	Timescales	Costs (where applicable)

7. Monitoring and reporting arrangements of EIA, for policies and strategies refer to section 7 of the Policy for the Development and Management of Procedural Documents.

For services / events please include the following:

- How the equality impact of the service will be monitored
As stated this will be via the contract monitoring process.
- Frequency of monitoring
On- going for duration of current contract.
- How the monitoring results will be used and where they will be published;
Shared at contracting meetings with provider
- Who will be responsible for reviewing monitoring results and initiating further action where required
Deputy Head of Procurement
- Any changes that have been made to remove or reduce any negative impacts as a result of conducting the equality impact assessment?

No changes

- Any action points should be included in Business Division / Corporate action plans, with monitoring and review processes.

Yes these have been considered

Is further work / consultation required? If yes, please explain how this is to be carried out and the time frame for completion.

Yes No X

The Equality Impact Assessment will be reviewed in line with changes to services, client or staff groups, legislation or policy review.

Name:

Rachel Hall

Designation:

Assistant Director of Nursing

Signature:



Date:

17/12/2021