
<table>
<thead>
<tr>
<th>Department:</th>
<th>Health, Housing and Adult Social Care</th>
<th>Service:</th>
<th>Safeguarding Adults &amp; Quality</th>
</tr>
</thead>
<tbody>
<tr>
<td>Author:</td>
<td>Georgina Diba, Development Manager</td>
<td>Date completed:</td>
<td>17.05.2016</td>
</tr>
<tr>
<td>Contact name:</td>
<td>Sharon Burgess, Head of Service</td>
<td>Contact phone number:</td>
<td>020 8379 4432</td>
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About the service

1. Brief description of the service covered by this assessment.

There are three distinct teams which make up the service: Safeguarding Adults, the Deprivation of Liberty Safeguards and Quality Assurance. Safeguarding adults is a strategic team which supports to development and multi-agency response to concerns of abuse. The Deprivation of Liberty Safeguards Team hold the statutory responsibility to responding to requests under the legislation for adults whom may be deprived of their liberty and require authorisation to ensure this is done in the least restrictive manner. Thirdly, the quality assurance team have responsibility for a range of activities which provide assurance that services are delivered with quality and safety, including the quality checker program.

2. Please list the main partners, council departments, organisations and service user or target groups for this service.

‘Adults at risk’ – adult whom is 18 years over and may be in need of care and support (whether or not those care needs are being met by the LA) and are experiencing or at risk of abuse and unable to protect themselves as a result of those care and support needs.

Primary partners for safeguarding are adults at risk, but the service works with a number of stakeholders to improve the response to abuse (CCG, Police, Healthwatch, partner Boards, voluntary sector, LFB and LAS and Health Services)

The DoLS apply to adults whom lack capacity to consent to their care and treatment in a confined care environment.

Quality Assurance team provide scrutiny to a range of services, which are aimed at improving the service and access for those whom live and use services in Enfield.

3. If the service is provided by another organisation or agency please give their names and how you ensure they comply with the Council’s Equal Opportunities and Valuing Diversity policy

Not applicable.
4. Please list any performance objectives / targets relating to equality that your service has / uses.
If as a result of this assessment you are going to introduce new targets, please detail these in your action plan at the end of this form

The Service has a number of objectives which are reviewed on an annual basis to ensure equalities are considered. These include:

- Equality information on the Quality Checker volunteers
- That all groups in Enfield have access to the safeguarding adults process and the support / recovery that this can provide
- That those whom are subject to a Deprivation of Liberty Safeguard authorisation is representative of the population of Enfield.

Equalities data collection and monitoring

5. Does your service collect data from service users / applicants for equalities monitoring purposes?
   YES
   If YES please detail below how and when this data is collected and where it is stored e.g. equalities data is collected at application stage and entered into the SAP database.

All reports of abuse are loaded onto Care First involving equalities information relation to the adult at risk of abuse. This includes information on gender, ethnicity and age. Data is collated quarterly and reported to the Safeguarding Adults Board. Trends and themes are identified to locate areas where communities or groups are not having access to the safeguarding adults process; example of this is under reporting in Black and Minority Ethnic communities have resulted in targeted conferences, such as March 2016 joint initiative with Naree Shakti.

The DoLS Team do collect equalities data but further work needs to be undertaken in how this is analysed and opened up to scrutiny.

The Quality Assurance Team support over 50 quality checkers (service users and carers) whom provide scrutiny and recommendations on how services are delivered. It is important that these quality checkers are representatives of the population of Enfield and work has been targeted in this area around recruitment.

6. Does your service carry out equalities monitoring to review the take up / accessibility of your service?
   YES
   If YES please detail which aspects of your service are monitored and how frequently, then proceed to Q8. If NO please complete Q7.

Equalities monitoring for safeguarding is undertaken with respect to the following protected characteristics: disability, age, gender, race. Information is considered internally within LBE but also shared with the Safeguarding Adults Board for scrutiny and challenge.

LBE also support the Service User, Carer and Patient sub-group of the Safeguarding Adults Board. This group recently identified a concern with how LGBT individuals are supported within care homes and this led to a project, in conjunction with the Quality Assurance Team and the quality checkers, to look at this area.
7. If your service does **NOT** monitor equalities, please detail how you comply with the Council’s Equal Opportunities and Valuing Diversity policy and how you achieve the council’s aim of ‘Fairness for all’ - serving the whole borough fairly and tackle inequality

Not applicable

8. **Monitoring information:**

Indicate **YES, NO or NA (Not Applicable)** for each characteristic

<table>
<thead>
<tr>
<th>Does monitoring enable you to <strong>profile</strong> service users / applicants by the following characteristics?*</th>
<th>Disability</th>
<th>Gender</th>
<th>Age</th>
<th>Race</th>
<th>Religion &amp; Belief</th>
<th>Sexual Orientation</th>
<th>Gender reassignment</th>
<th>Pregnancy &amp; Maternity</th>
<th>Marital Status</th>
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<tr>
<td>Yes</td>
<td>Yes</td>
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<tr>
<th>Does monitoring enable you to <strong>profile the satisfaction</strong> of service users by the following characteristics?*</th>
<th>Disability</th>
<th>Gender</th>
<th>Age</th>
<th>Race</th>
<th>Religion &amp; Belief</th>
<th>Sexual Orientation</th>
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<tr>
<th>Does a comparison against baseline demographic data show that service users are representative of the local population in relation to the following characteristics?</th>
<th>Disability</th>
<th>Gender</th>
<th>Age</th>
<th>Race</th>
<th>Religion &amp; Belief</th>
<th>Sexual Orientation</th>
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<th>Pregnancy &amp; Maternity</th>
<th>Marital Status</th>
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<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>NA</td>
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<tr>
<th>Does monitoring show that there are any under-represented groups within the following characteristics?</th>
<th>Disability</th>
<th>Gender</th>
<th>Age</th>
<th>Race</th>
<th>Religion &amp; Belief</th>
<th>Sexual Orientation</th>
<th>Gender reassignment</th>
<th>Pregnancy &amp; Maternity</th>
<th>Marital Status</th>
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<tr>
<td>No</td>
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<td>No</td>
<td>Yes</td>
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<td>NA</td>
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<td>NA</td>
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**IF YES PLEASE LIST THE ACTIONS YOU ARE TAKING/WILL TAKE TO ADDRESS UNDER-REPRESENTATION OF PROTECTED GROUPS IN THE ACTION PLAN AT THE END OF THIS ASSESSMENT.**

*If you do not include all protected characteristics in your equalities monitoring please explain why below:

A number of characteristics are not routinely recorded on Care First recording system – this includes pregnancy, gender reassignment and sexual orientation. These characteristics are recorded at the consent of adults at risk and where they may be required to be known as a result of a safeguarding concern or in relation to safeguarding planning (safety planning).

All other characteristics in relation to safeguarding are recorded and monitored and their satisfaction in relation to the outcomes of the safeguarding process (as set by the London Multi Agency Safeguarding Adults Policy and Procedures from April 2016).

Characteristics for the DoLS needs to be more routinely used to consider whether partner organisations are appropriately referring individuals.

**Equalities impact**
9. **Protected characteristics equalities impact:**

   Please indicate **YES, NO or NA (Not Applicable)** for each characteristic

<table>
<thead>
<tr>
<th></th>
<th>Disability</th>
<th>Gender</th>
<th>Age</th>
<th>Race</th>
<th>Religion &amp; Belief</th>
<th>Sexual Orientation</th>
<th>Gender reassignment</th>
<th>Pregnancy &amp; Maternity</th>
<th>Marriage &amp; Civil Partnerships</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do satisfaction levels identify any concerns arising from vulnerable groups within the following characteristics?</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>Does your evidence show an adverse impact on any group/s within the following characteristics?</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
</tr>
<tr>
<td>Are there known or potential barriers to participation for any group/s within the following characteristics?</td>
<td>Yes</td>
<td>No</td>
<td>Yes</td>
<td>Yes</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
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</table>

**IF YES PLEASE LIST THE ACTIONS YOU ARE TAKING/WILL TAKE TO MITIGATE ADVERSE IMPACTS / BARRIERS / CONCERNS IN THE ACTION PLAN AT THE END OF THIS ASSESSMENT.**

10. **Could the service or policy discriminate, directly or indirectly, according to the accompanying definitions?**  
    **NO**

    If **YES**, please set out how it is justifiable under legislation in the box below.

    An equalities impact assessment in relation to safeguarding policy was completed in 2010 – since this time there have been two London wide policies in place in which equalities impact assessments have been undertaken by the commissioning body / author.

11. **Could the service or policy have an adverse impact on relations between different groups / community cohesion?**

    If **YES**, describe below and add any actions to mitigate this impact in your action plan.

    Not identified.

12. **Have you received any complaints about your service in respect of equality issues?**  
    **NO**

    If **YES**, please give a brief description and what action has been taken as a result.
13. How does the service contribute to eliminating discrimination, advancing equality of opportunity and fostering good relations between different groups in the community?

Strategically, the Council supports the development of the Safeguarding Adults Board Safeguarding Adults Strategy and any subsequent consultations. This was last done for the current strategy in 2015 and updated in 2016. The consultations are aimed at including those whom use services and to promote equality of access. Discrimination is considered under safeguarding as a hate crime, and those whom experience discrimination would be supported under safeguarding adults process.

Equality of opportunity may be used in cases where a particular group has been disadvantaged. For example, we know that those from BME communities are not represented in safeguarding, and thus the work undertaken may be focused on awareness raising specifically with under represented communities. Equality of opportunity is also a key part of the work undertaken in quality assurance team and as an outcome from the care home visits; these directly look to improve the standards and quality of life experienced by residents.

14. Please give specific examples of success / best practice your service can evidence in terms of ‘narrowing’ the gap through improved outcomes / reduced inequality for service users

Accessibility is a key issue for reducing inequalities; the strategic safeguarding adults service have a focus on awareness raising and ensuring those whom may need support or their carers are aware of the services and support which is available. For example, in March 2016 a Hate Crime campaign was undertaken with a focus on disability hate crime.

The quality checker program undertake bespoke projects, such as accessibility of environment for access into equipment stores, to improve how these services can be accessed.

15. Does your service or policy provide financial support for the protected groups? NO

If YES, please list below and the value of the financial support.

16. Socio-economic equalities impact:

Indicate YES, NO or NA (Not Applicable) for each characteristic

<table>
<thead>
<tr>
<th>Communities living in deprived areas</th>
<th>Unemployed</th>
<th>People with no academic qualifications</th>
<th>People living in receipt of housing benefit</th>
<th>Lone parents</th>
<th>People on low incomes</th>
<th>People in poor health</th>
<th>Any other socio-economic factor (please state)</th>
</tr>
</thead>
<tbody>
<tr>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>No</td>
<td>Yes</td>
<td></td>
</tr>
</tbody>
</table>
17. If YES answered above – please describe the impact (including any positive impact on social economic inequality) and any mitigation if applicable

Safeguarding of adults at risk is recognised as a significant public health issue; preventing abuse and promoting of choice will increase wellbeing within these populations. The service has an approach that that concentrates on improving the life for the adults concerned; being safe is only one of the things people want for themselves and there is a wider emphasis on wellbeing. Our work includes prevention of abuse and working with services and organisations to assure that they provide safe care that has quality at its centre.

Consultation and engagement

18. Please list any recent consultation activity on your service, any specific equalities groups that were targeted, how the results have been publicised and what action has been taken in response to the results. (Please state the source of data)
   (If more information is needed to understand the views of disadvantaged groups please add this to your action plan)

There has been no recent consultation activity on the service. The Service supported a consultation on the three year action plan for the Enfield Safeguarding Adults Board. This was done though meeting the following partnership boards: Carers Partnership Board, Learning Disabilities Partnership Board, Mental Health Partnership Board and Physical Disabilities Partnership Board.

The results are being publicised in the Boards Annual Report 2015-2016 and suggestions will inform the Boards action plan.

Staff training and development

19. Please set out below the staff training undertaken on equalities.
   If there is a need for additional staff training please detail this in your action plan.

Evidence of staff training:

Team members have not undertaken Corporate equalities training. Equalities are raised as part of the service six monthly planning and include a refresher of the protected characteristics and service responsibilities.

Outcomes from such training:

The above supports the service to identify key targets and projects for the coming year which will improve service.
Review and publicity

20. Please set out in your action plan when you will review this assessment and how it will be publicised
(Note: all EQIAs sent to the Performance Management Team are published on the Council’s website)

Equalities are reviewed at bi-weekly team meetings and the service has an equalities lead. This assessment will be reviewed six monthly at service planning days to ensure that actions are being taken and any new themes emerging are addressed.
Enfield Council – Retrospective Equality Impact Assessment / Analysis

Action plan template for existing services
Name of service/policy: Safeguarding Adults and Quality Assurance
Team: Safeguarding Adults, Deprivation of Liberty Safeguards and Quality Assurance Teams
Department: Health, Housing and Adult Social Care
Head of Service: Sharon Burgess

<table>
<thead>
<tr>
<th>Identified Issue</th>
<th>Action Required</th>
<th>Lead Officer</th>
<th>Timescale/By When</th>
<th>Costs</th>
<th>Review Date/Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Publicity of this assessment and when it will be reviewed</td>
<td>Service Review during service planning day</td>
<td>Georgina Diba</td>
<td>June 2016 and six monthly thereafter</td>
<td>Nil</td>
<td></td>
</tr>
<tr>
<td>Analysis of the Deprivation of Liberty Safeguards equalities data</td>
<td>Data to be collated six monthly and reported to Safeguarding Adults Board</td>
<td>Liana Kotze</td>
<td>September 2016</td>
<td>Nil</td>
<td>March 2017</td>
</tr>
<tr>
<td>Increase access of safeguarding process in BME communities</td>
<td>Awareness campaign and targeted sessions through voluntary sector</td>
<td>Georgina Diba</td>
<td>December 2016</td>
<td>Nil – staff time</td>
<td>January 2017</td>
</tr>
</tbody>
</table>

Please insert additional rows if needed

Date to be reviewed: June 2017

APPROVAL BY THE RELEVANT ASSISTANT DIRECTOR - NAME: Bindi Nagra

This form should be returned by 27 May 2016 to Debbie Warren, Senior Performance Analyst

Email: debbie.warren@enfield.gov.uk   Tel: 020 8379 1612   Address: Performance Management Team, B Block South, Civic Centre