Protected characteristic Impact Assessment (EqIA)
Incorporating protected characteristics – *Version 10.10.10*

Kettering General Hospital NHS
NHS Foundation Trust

Instructions: You are assessing your policy / function against six benchmarks of good practice. Please answer the questions shown under each of the benchmarks. In respect of the policy, the assessment is against the affects of the policy in practice. Equality Act 2010 outlaws discrimination against groups of people who have certain protected characteristics. The protected characteristics are age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief (including non-religious belief and lack of belief), sex (i.e. gender) and sexual orientation.

Socio-economic Disadvantage is not a protected characteristic but it is included within the assessment. This is because the Equality Act 2010 places a duty on the NHS and other public bodies to have due regard to the desirability of carrying out their functions, in a way that is designed to reduce the inequalities of outcome which result from socio-economic disadvantage.

Policy ✓	Function ☐	New Policy ☐	Existing Policy ✓	New Function ☐	Existing Function ☐
Staff member completing assessment: Scott Savage			Storage location of policy / function information: Pharmacy		
Name of policy / function: Controlled Drugs					
Summary of policy / function: Specifies the requirements for the supply, transport, storage, administration, recording, security and disposal of controlled drugs and refers to national guidance and legislation on how to use controlled drugs safely					
Who are the end beneficiaries of the policy / function?	Staff ✓	Patients ✓	Carers ☐	Visitors ☐	Other (please specify)
Policy / Function review date: December 2012			Date for repeating impact assessment: December 2012		
Date policy / function impact assessment completed: December 2010			Signature of staff member completing assessment:		
Date impact assessment signed off by Equality & Diversity Lead: (On behalf of Equality and Diversity Steering Group) 07.12.10			Signature of Equality and Diversity Lead: *Chaman Verma*		
This policy or function is not intended (or ultimately intended) to engage with or involve beneficiaries (i.e. patients, staff, carers, members of the public or visitors) hence the rest of the template has not been completed ☐ (please tick box if applicable)					

*Definition of policy for the purpose of completing impact assessments includes strategy, protocol, guideline, procedure, etc.

1. Effective communication between staff and service users from separate physical locations (e.g. from home to service within the hospital and vice versa)			
1(a) Is this benchmark relevant to this policy or function?	Yes ☐	No ✓	If your response is 'No', go to the next benchmark
1(b) If the benchmark is relevant, please tick the protected characteristic groups which may require additional support / resources / reasonable adjustments, in order to achieve it			

Age ☐	Sex (Gender) ☐	Disability ☐	Race ☐	Sexuality ☐	Religion / Beliefs ☐	Gender Reassignment ☐

Marriage & Civil Partnership ☐	Pregnancy & Maternity ☐	Socio-economic Disadvantage ☐	Other (please specify)

1(c) *Are you assured that the required support / resources / reasonable adjustments for the relevant protected characteristic groups are being provided?

Yes ☐ No ☐ If your response is 'No' please complete section 1(d)

**Some examples of support / resources / reasonable adjustments that can be provided are shown on page 9*

1(d) Additional information (e.g. recommendations for improvement, changes to policy / function, etc.):

Please ensure you have mentioned name of staff member / group who will carry out the improvements and the completion date

2. Service users can successfully travel to Hospital / Annex and within specific area of building where service is provided (Physical Access)			
2(a) Is this benchmark relevant to this policy or function?	Yes ☐	No ✓	If your response is 'No', go to the next benchmark
2(b) If the benchmark is relevant, please tick the protected characteristic groups which may require additional support / resources / reasonable adjustments, in order to achieve it			

Age ☐	Sex (Gender) ☐	Disability ☐	Race ☐	Sexuality ☐	Religion / Beliefs ☐	Gender Reassignment ☐

Marriage & Civil Partnership ☐	Pregnancy & Maternity ☐	Socio-economic Disadvantage ☐	Other (please specify)

2(c) * Are you assured that the required support / resources / reasonable adjustments for the relevant protected characteristic groups are being provided?

Yes ☐ No ☐ If your response is 'No' please complete section 2(d)

**Some examples of support / resources / reasonable adjustments that can be provided are shown on page 9*

2(d) Additional information (e.g. recommendations for improvement, changes to policy / function, etc.):

Please ensure you have mentioned name of staff member / group who will carry out the improvements and the completion date

3. Effective in-person communication between staff and service users			
3(a) Is this benchmark relevant to this policy or function?	Yes ✓	No ☐	If your response is 'No', go to the next benchmark
3(b) If the benchmark is relevant, please tick the protected characteristic groups which may require additional support / resources / reasonable adjustments, in order to achieve it			

Age ☐	Sex (Gender) ☐	Disability ✓	Race ✓	Sexuality ☐	Religion / Beliefs ☐	Gender Reassignment ☐

Marriage & Civil Partnership ☐	Pregnancy & Maternity ☐	Socio-economic Disadvantage ☐	Other (please specify)

3(c) * Are you assured that the required support / resources / reasonable adjustments for the relevant protected characteristic groups are being provided?

Yes ✓ No ☐ If your response is 'No' please complete section 3(d)

**Some examples of support / resources / reasonable adjustments that can be provided are shown on page 9*

1(d) Additional information (e.g. recommendations for improvement, changes to policy / function, etc.):

Please ensure you have mentioned name of staff member / group who will carry out the improvements and the completion date

4. Service users can understand information provided			
4(a) Is this benchmark relevant to this policy or function?	Yes X	No	If your response is 'No', go to the next benchmark
4(b) If the benchmark is relevant, please tick the protected characteristic groups which may require additional support / resources / reasonable adjustments, in order to achieve it			

Age ☐	Sex (Gender) ☐	Disability X	Race X	Sexuality ☐	Religion / Beliefs ☐	Gender Reassignment ☐

Marriage & Civil Partnership ☐	Pregnancy & Maternity ☐	Socio-economic Disadvantage ☐	Other (please specify)

4(c) * Are you assured that the required support / resources / reasonable adjustments for the relevant protected characteristic groups are being provided?

Yes X No ☐ your response is 'No' please complete section 4(d)

**Some examples of support / resources / reasonable adjustments that can be provided are shown on page 9*

4(d) Additional information (e.g. currently available information, recommendations for improvement, changes to policy / function, etc.):

Labelling of medicine containers is in English and standard font size. However, alternative formats can be made available for patients with disabilities. The Trust has also access to interpreting support so that, if required, information about prescribed medicines can be provided to patients who don't read English.

Please ensure you have mentioned name of staff member / group who will carry out the improvements and the completion date

5. Cultural and social norms, customs, preferences and practices of protected characteristic groups are taken into account (e.g. preference for same sex service staff, dress code, key religious days and practices, food choices, etc.)

5(a) Is this benchmark relevant to this policy or function?	Yes X	No	If your response is 'No', go to the next benchmark

5(b) If the benchmark is relevant, please tick the protected characteristic groups which may require additional support / resources / reasonable adjustments, in order to achieve it

Age ☐	Sex (Gender) ☐	Disability ☐	Race ☐	Sexuality ☐	Religion / Beliefs X	Gender Reassignment ☐

Marriage & Civil Partnership ☐	Pregnancy & Maternity ☐	Socio-economic Disadvantage ☐	Other (please specify)

5(c) * Are you assured that the required support / resources / reasonable adjustments for the relevant protected characteristic groups are being provided?

Yes X No ☐ If your response is 'No' please section complete 5(d)

**Some examples of support / resources / reasonable adjustments that can be provided are shown on page 9*

5(d) Additional information (e.g. recommendations for improvement, changes to policy / function, etc.):

Some medicines are of animal product origin. The Trust takes the opportunity to provide this information to patients. The Trust also explores alternatives to animal product based medicines, subject to NICE Guidelines and other Government directives.

Please ensure you have mentioned name of staff member / group who will carry out the improvements and the completion date

6. Addressing any adverse affects

Protected characteristic groups

Age, Sex (Gender), Disability, Race, Sexuality, Religion / Belief, Gender Reassignment, Marriage & Civil Partnership and Pregnancy & Maternity
Socio-economic Disadvantage (not a protected characteristic group but included for the purpose of assessment (see p.1.)

6.a. In respect of each protected characteristic group, do the Trust's audits (e.g. Serious Untoward Incident, PALS, Complaints, Grievances, Satisfaction Surveys, Workforce Statistics, Patient and Carer Equitable Access to Service and Outcome, Physical Access, Patient Equipment, etc.) show any of them to be adversely affected in comparison with other protected characteristic groups within the Trust, within the region and within the country?

Trust's current audits do not show adverse information about any protected characteristic group X
(Continue with the rest of the sections)

Trust's current audits have shown adverse information about one or more protected characteristic group ☐
(Give further information in section 6.d., including any action(s) taken or required to be taken))

Audit(s) by named protected characteristic group(s)available and show no adverse affects ☐
(No further sections need to be completed)

Audit(s) available by named protected characteristic group(s) and show adverse affects ☐
(Complete sections 6b – 6d)

No audit(s) available by named protected characteristic group(s)and carrying out such audit(s) can be justified to determine adverse affects ☐
(*proportionality principle applies) *(Give details in section 6.d. regarding carrying out audit(s))*

No audit(s) available by named protected characteristic group(s) and carrying out such audit(s) cannot be justified to determine adverse affects ✓
(*proportionality principle applies) *(No further sections need to be completed)*

6.b. What are the higher levels of adverse affect and how are they justified?
6.c. If higher levels of adverse affects are not justified, then, what action has the Trust taken / will be taking regarding reducing / eliminating them?

6(d) Additional information (e.g. recommendations for improvement, changes to policy / function, etc.): *Please ensure you have mentioned name of staff member / group who will carry out the improvements and the completion date*

***Proportionality Principle:** Resources devoted to pursuing equity and fairness should be proportionate to the level of potential adverse affects the policy or function has on protected characteristic groups. Some policies and functions are likely to have higher potential adverse affects (recruitment, consent, etc.) and others low (lost property, fridge temperature monitoring, etc.)

Some examples of support / resources / reasonable adjustments that can be provided to protected characteristic groups, in order to enable them to achieve benchmarks, are shown below:

- Interpreting and Language Line Services can be used to establish telephone communication with people who don't speak English
- British Sign Language, Lip Reading Interpreting Service, Textphones (also called Minicoms) and Type Talk (national telephone relay service) can be used to establish communication with people who have speech and hearing impairments
- Provision of static and portable hearing loops can assist people with partial loss of hearing in communicating with hospital staff
- Printed material in English with a paragraph in the person's own language (detailing how they can obtain information in their own language) can be used to enable people from some ethnic minority communities, who don't read English, to have access to understandable information
- Use of signage in Braille and tactile format around the hospital can assist people with total sight loss to get to service delivery areas
- Nearby parking spaces, ramps, lifts and yellow nosed steps are some of the reasonable adjustments that can be made for people with physical disabilities to get to service delivery areas
- Use of large font printed material, picture based communication and 'Easy Read' language material are some of the ways to provide understandable information to people with learning disability

More examples are shown in the document 'Barriers and Solutions – Barriers protected characteristic groups may experience in using the NHS and some solutions to eliminating them'. This can be found in the Equality and Diversity section of the Trust's intranet. A copy can also be obtained by contacting Michelle Tyler on Ex. 1596