

# Equality, Diversity, Cohesion and Integration Screening



As a public authority we need to ensure that all our strategies, policies, service and functions, both current and proposed have given proper consideration to equality, diversity, cohesion and integration.

A **screening** process can help judge relevance and provides a record of both the **process** and **decision**. Screening should be a short, sharp exercise that determines relevance for all new and revised strategies, policies, services and functions. Completed at the earliest opportunity it will help to determine:

- the relevance of proposals and decisions to equality, diversity, cohesion and integration.
- whether or not equality, diversity, cohesion and integration is being/has already been considered, and
- whether or not it is necessary to carry out an impact assessment.

<b>Directorate:</b> Citizens and Communities	<b>Service area:</b> Customer Access
<b>Lead person:</b> Philippa J Elliott	<b>Contact number:</b> 0113 3785882

## 1. Title: Interpretating and Translation Services (Procurement)

Is this a delegated decision notice for Citizens and Communities

**Strategy / Policy**
 **Service / Function**
 **Other**

## 2. Please provide a brief description of what you are screening

The procurement of Interpreting and Translation Services for Leeds City Council has materialised through a Community Right to Challenge Expression of Interest. The services are currently managed in-house by a team of five officers, including the Head of Customer Contact. The interpreting and translation services are sourced through an 'approved list' approach from a number of freelance interpreters. British Sign Language Video Interpretation services, however, are provided externally. The procurement is anticipated to be in place by the end of 2016 calendar year.

The Community Right to Challenge legislation allows applicants to submit an Expression of Interest ('EOI') to provide, or assist in providing, a Council service. In January 2015, a formal EOI was received by Enable 2 CIC. This organisation is a social enterprise, community interest company limited by guarantee.

The EOI was jointly evaluated by representatives from the Citizens & Communities directorate (Customer Access) and PPPU. In July 2015, The Citizens & Communities Leadership Team took the decision to accept the Community Right to Challenge EOI, which triggered the procurement procedure.

The Community Right to Challenge legislation (the Localism Act 2011) requires the Council to set and publish timescales within which the procurement exercise for the service will commence.

### 3. Relevance to equality, diversity, cohesion and integration

All the council's strategies/policies, services/functions affect service users, employees or the wider community – city wide or more local. These will also have a greater/lesser relevance to equality, diversity, cohesion and integration.

The following questions will help you to identify how relevant your proposals are.

When considering these questions think about age, carers, disability, gender reassignment, race, religion or belief, sex, sexual orientation. Also those areas that impact on or relate to equality: tackling poverty and improving health and well-being.

Questions	Yes	No
Is there an existing or likely differential impact for the different equality characteristics?	√	
Have there been or likely to be any public concerns about the policy or proposal?		x
Could the proposal affect how our services, commissioning or procurement activities are organised, provided, located and by whom?	√	
Could the proposal affect our workforce or employment practices?	√	
Does the proposal involve or will it have an impact on <ul style="list-style-type: none"><li>• Eliminating unlawful discrimination, victimisation and harassment</li><li>• Advancing equality of opportunity</li><li>• Fostering good relations</li></ul>	√	

If you have answered **no** to the questions above please complete **sections 6 and 7**

If you have answered **yes** to any of the above and;

- Believe you have already considered the impact on equality, diversity, cohesion and integration within your proposal please go to **section 4**.
- Are not already considering the impact on equality, diversity, cohesion and integration within your proposal please go to **section 5**.

#### 4. Considering the impact on equality, diversity, cohesion and integration

If you can demonstrate you have considered how your proposals impact on equality, diversity, cohesion and integration you have carried out an impact assessment.

Please provide specific details for all three areas below (use the prompts for guidance).

- **How have you considered equality, diversity, cohesion and integration?**  
(think about the scope of the proposal, who is likely to be affected, equality related information, gaps in information and plans to address, consultation and engagement activities (taken place or planned) with those likely to be affected)

This procurement exercise is seeking to appoint a service provider of interpreting and translation services to the Council.

We have looked at how we currently provide these services "in-house" and made the decision to undertake a procurement exercise. Embedded within the procurement process is the ability of the successful service provider to provide a service that is easy to access by both internal and external customers.

The service itself is a means to overcome access to service issues with regard to English not being the primary language of all customers who wish to access Leeds City Council services, or remove other barriers such as signing, although this type of translating and interpretation is already covered as part of the current arrangements.

Use this procurement to re-evaluate how we engage with possible service users in terms of marketing and accessibility to services provided by Leeds City Council.

- **Key findings**  
(think about any potential positive and negative impact on different equality characteristics, potential to promote strong and positive relationships between groups, potential to bring groups/communities into increased contact with each other, perception that the proposal could benefit one group at the expense of another)

The current practice of booking face to face appointment does not necessarily identify whether customer requires interpreting or translation services at the point of booking. As part of this procurement exercise the Council can identify a service provider who publicise their services.

There are hidden costs if this service is not identified at the first point of contact i.e. we may potentially receive a complaint from customers stating appointments take too long to arrange, or the customer was not aware of the service in the first instance and making an additional appointment. Dealing with customer complaints and repeat appointments costs time and money.

- **Actions**  
(think about how you will promote positive impact and remove/ reduce negative impact)

To ensure we are giving due regard to equality within this procurement we need to ensure our equality and diversity requirements are clearly stated within the pre-qualification questionnaire (PQQ) and tender documents.

The following equality and diversity requirements will be written within the specification:

- The service provider will comply with legislation, guidance and good industry practice in line with LCC's equality and diversity policy and practice, both in regard to its own employment and contracting processes and also with respect to the services provided

under this contract.

- The service provider will consider and ensure good practice in meeting the needs of all users, but in particular disabled users and those for whom English is not their first language to ensure their needs are considered and built into the proposed solution.
- The service provider will consider and ensure good practice in meeting the needs of all users, but in particular disabled users. This includes accessibility standards relevant to users with hearing and visual impairment.

We don't yet know the impact of a new provider with regards to business change elements of the procurement and implementation, so we will incorporate further equality and diversity considerations further along in the procurement process, as the capabilities of any new service provider become more well-known.

Provisions to tackle any inequality need to be incorporated into the specification and contract terms and conditions and will include:

- Building in known the requirements of deaf/blind service users or of those for whom English is not their first language within the specification.
- Consultation with key stakeholders, including Members, throughout the procurement process to keep them informed of progress and any potential changes in future policies and procedures.
- Engagement with staff and service users during the evaluation process, to obtain their feedback and consideration of any equality and diversity issues that may arise. This feedback will be used to inform the evaluation of the tender submissions and involvement of key users, including staff, customers and disabled users during implementation.
- Marketing and how we can communicate the new services to the deaf/blind community.
- Appropriate training for staff in changes to accessing the services
- Establishing how a customer informs staff member they need an interpreter or translator.
- Introduction of monitoring to test whether the new service is cost effective and is improving customer access including getting feedback direct from customers.

**5. If you are **not** already considering the impact on equality, diversity, cohesion and integration you **will need to carry out an impact assessment**.**

Date to scope and plan your impact assessment:	
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Date to complete your impact assessment	
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Lead person for your impact assessment (Include name and job title)	
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**6. Governance, ownership and approval**

Please state here who has approved the actions and outcomes of the screening

Name	Job title	Date
Steve Blighton	Project Manager	17/03/2106
Date screening completed		17/03/2016
Further review by Philippa J Elliott (Procurement Category Manager and Project Manager for this project)		23/06/2016

**7. Publishing**

Though **all** key decisions are required to give due regard to equality the council **only** publishes those related to **Executive Board, Full Council, Key Delegated Decisions or a Significant Operational Decision**.

A copy of this equality screening should be attached as an appendix to the decision making report:

- Governance Services will publish those relating to Executive Board and Full Council.
- The appropriate directorate will publish those relating to Delegated Decisions and Significant Operational Decisions.
- A copy of all other equality screenings that are not to be published should be sent to [equalityteam@leeds.gov.uk](mailto:equalityteam@leeds.gov.uk) for record.

Complete the appropriate section below with the date the report and attached screening was sent:

For Executive Board or Full Council – sent to <b>Governance Services</b>	Date sent:
For Delegated Decisions or Significant Operational Decisions – sent to appropriate <b>Directorate</b>	Date sent:
All other decisions – sent to <a href="mailto:equalityteam@leeds.gov.uk">equalityteam@leeds.gov.uk</a>	Date sent: