

# Equality, Diversity, Cohesion and Integration Impact Assessment



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. In all appropriate instances we will need to carry out an equality, diversity, cohesion and integration impact assessment.

This form:

- can be used to prompt discussion when carrying out your impact assessment
- should be completed either during the assessment process or following completion of the assessment
- should include a brief explanation where a section is not applicable

<b>Directorate: Communities and Environments</b>	<b>Service area: Welfare and Benefits</b>
<b>Lead person: Joy Wetherill</b>	<b>Contact number: 3760181</b>
<b>Date of the equality, diversity, cohesion and integration impact assessment: 14.8.17</b>	

<b>1. Title: Leeds Advice Service</b>
Is this a:
<input type="checkbox"/> <b>Strategy /Policy</b> <input checked="" type="checkbox"/> <b>Service / Function</b> <input type="checkbox"/> <b>Other</b>
<b>If other, please specify</b>

## 2. Members of the assessment team:

<b>Name</b>	<b>Organisation</b>	<b>Role on assessment team e.g. service user, manager of service, specialist</b>
Joy Wetherill	LCC	Contract Manager
Diane Gill	LCC	Contract Support

<b>3. Summary of strategy, policy, service or function that was assessed:</b>
Leeds Advice Service

<b>4. Scope of the equality, diversity, cohesion and integration impact assessment</b> (complete - 4a. if you are assessing a strategy, policy or plan and 4b. if you are assessing a service, function or event)
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<b>4a. Strategy, policy or plan</b> (please tick the appropriate box below)	
The vision and themes, objectives or outcomes	<input type="checkbox"/>
The vision and themes, objectives or outcomes and the supporting guidance	<input type="checkbox"/>
A specific section within the strategy, policy or plan	<input type="checkbox"/>
<b>Please provide detail:</b>	

<b>4b. Service, function, event</b> please tick the appropriate box below	
The whole service (including service provision and employment)	<input type="checkbox"/>
A specific part of the service (including service provision or employment or a specific section of the service)	<input type="checkbox"/>
Procuring of a service (by contract or grant)	<input checked="" type="checkbox"/>
<b>Please provide detail:</b> The contract for the Leeds Advice Service is in its last year and a re-tender exercise has begun with the intention of a new contract starting on 1.4.18	

<b>5. Fact finding – what do we already know</b> Make a note here of all information you will be using to carry out this assessment. This could include: previous consultation, involvement, research, results from perception surveys, equality monitoring and customer/ staff feedback.
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(priority should be given to equality, diversity, cohesion and integration related information)

The service is currently provided by a consortium made up of Citizens Advice Leeds, Citizens Advice Chapeltown and Better Leeds Communities. Leeds Advice Consortium provide a citywide information and advice service that is free, independent and confidential. Citizens can access advice via the telephone, by email and in person at surgeries across Leeds.

In the first 3 years of the contract 100,876 individuals and their families have been helped to answer 138,977 separate enquiries. In 2016/17:-

- 47% of their clients were Male and 53% female
- 36% were disabled
- 46% were White British, 9% White Other, 2% Asian or Asian British Pakistani, 4% Asian or Asian British Indian, 4% Asian or Asian British Other, 13% Black or Black British African, 3% Black or Black British Caribbean, 2% Black or Black British Other, 3% Mixed ethnic origin, 4% Other and 10% unknown.

**Are there any gaps in equality and diversity information**

**Please provide detail:**

No

**Action required:**

None

**6. Wider involvement – have you involved groups of people who are most likely to be affected or interested**

Yes

No

**Please provide detail:**

All those who provide funding for this services have been invited to comment on the service and how it can be designed to best meet the needs of their particular clients groups. This included officers from Childrens and Adults Services, Public Health, NHS and Communities and Environment.

**Action required:**

None

**7. Who may be affected by this activity?**

please tick all relevant and significant equality characteristics, stakeholders and barriers that apply to your strategy, policy, service or function

**Equality characteristics**

Age

Carers

Disability

Gender reassignment

Race

Religion or Belief

Sex (male or female)

Sexual orientation

Other

(Other can include – marriage and civil partnership, pregnancy and maternity, and those areas that impact on or relate to equality: tackling poverty and improving health and well-being)

Please specify: Pregnancy and maternity, low paid workers, unemployed

### Stakeholders

Services users

Employees

Trade Unions

Partners

Members

Suppliers

Other please specify

### Potential barriers.

Built environment

Location of premises and services

Information and communication

Customer care

Timing

Stereotypes and assumptions

Cost

Consultation and involvement

Financial exclusion

Employment and training

specific barriers to the strategy, policy, services or function

Please specify

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**8. Positive and negative impact**

Think about what you are assessing (scope), the fact finding information, the potential positive and negative impact on equality characteristics, stakeholders and the effect of the barriers

**8a. Positive impact:**

As the service has a variety of access channels it should be possible for all those requiring assistance to access the service in a way that suits them.

The data provided from the current provider would support that they are providing a service to a variety of vulnerable clients, across several access channels.

**Action required:**

To continue to monitor the equality data of those accessing the service to ensure it's is accessible.

**8b. Negative impact:**

It is important that the outreach provision is well thought through to ensure the buildings are in the right places, are accessible and are open at appropriate times making someone who has mental health issues attend a surgery in a mental health day centre may not always be the best place for them to access the service.

**Action required:**

To ensure, when deciding upon outreach venues, that consideration is given to accessibility, that the environment is clean, safe and welcoming, that appropriate staffing is in place and that the opening times are appropriate.

**9. Will this activity promote strong and positive relationships between the groups/communities identified?**

Yes

No

**Please provide detail:**

**Action required:**

None

<b>10. Does this activity bring groups/communities into increased contact with each other?</b> (e.g. in schools, neighbourhood, workplace)
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Please provide detail:</b>
<b>Action required:</b> None

<b>11. Could this activity be perceived as benefiting one group at the expense of another?</b> (e.g. where your activity/decision is aimed at adults could it have an impact on children and young people)
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>Please provide detail:</b>
<b>Action required:</b> None

**12. Equality, diversity, cohesion and integration action plan**

(insert all your actions from your assessment here, set timescales, measures and identify a lead person for each action)

<b>Action</b>	<b>Timescale</b>	<b>Measure</b>	<b>Lead person</b>
To choose the right venues to hold outreach sessions.	November 2017 – March 2018	To monitor take up of appointments and DNA's on a quarterly basis	Joy Wetherill
To maintain choice of access channels	April - ongoing	To monitor usage of each access channel on a quarterly basis and to change as appropriate	Joy Wetherill

**13. Governance, ownership and approval**

State here who has approved the actions and outcomes from the equality, diversity, cohesion and integration impact assessment

Name	Job Title	Date
Joy Wetherill	Executive Officer – Advice Services	14.8.17
<b>Date impact assessment completed</b>		<b>14.8.17</b>

**14. Monitoring progress for equality, diversity, cohesion and integration actions** (please tick)

- As part of Service Planning performance monitoring
- As part of Project monitoring
- Update report will be agreed and provided to the appropriate board  
Please specify which board
- Other (please specify)

**15. 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 impact assessment 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 impact assessments 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 assessment 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: