

Equality, Diversity, Cohesion and Integration (EDCI) 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

Directorate: Communities, Housing & Environment	Service area: Customer Services, Welfare Rights
Lead person: Jayne Grant	Contact number: 3367805
Date of the equality, diversity, cohesion and integration impact assessment: 17/04/24	

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

2. Members of the assessment team:

Name	Organisation	Role on assessment team For example, service user, manager of service, specialist
Jayne Grant	Leeds City Council	Contract Manager

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

4. Scope of the equality, diversity, cohesion and integration impact assessment (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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4a. Strategy, policy or plan (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"/>
Please provide detail: Charging structure	

4b. Service, function, event 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"/>
Please provide detail: The contract for the Leeds Advice Service is in its last year and will be re-procured in 2025.	

5. Fact finding – what do we already know

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.

(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 last 3 years of the contract 76,342 individuals and their families have been helped to answer 168,057 separate enquiries. In the 3 years:-

- 57% of their clients were female and 43% male
- 52% disabled or long term health problem
- 55% White, 20% Black, 11% Asian, 5% Mixed race, 9% Other

**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 service 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 Adults Services, CCG 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

- | | | |
|--|--|--|
| <input checked="" type="checkbox"/> Age | <input checked="" type="checkbox"/> Carers | <input checked="" type="checkbox"/> Disability |
| <input checked="" type="checkbox"/> Gender reassignment | <input checked="" type="checkbox"/> Race | <input checked="" type="checkbox"/> Religion or Belief |
| <input checked="" type="checkbox"/> Sex (male or female) | <input checked="" type="checkbox"/> Sexual orientation | |
| <input checked="" type="checkbox"/> 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

- | | | |
|--|------------------------------------|---------------------------------------|
| <input checked="" type="checkbox"/> Services users | <input type="checkbox"/> Employees | <input type="checkbox"/> Trade Unions |
| <input checked="" type="checkbox"/> Partners | <input type="checkbox"/> Members | <input type="checkbox"/> Suppliers |
| <input type="checkbox"/> Other please specify | | |

Potential barriers

- | | |
|---|---|
| <input checked="" type="checkbox"/> Built environment services | <input type="checkbox"/> Location of premises and |
| <input checked="" type="checkbox"/> Information and communication | <input type="checkbox"/> Customer care |
| <input checked="" type="checkbox"/> Timing | <input type="checkbox"/> Stereotypes and assumptions |
| <input type="checkbox"/> Cost | <input type="checkbox"/> Consultation and involvement |

Financial exclusion

Employment and training

specific barriers to the strategy, policy, services or function

Please specify

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 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:

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.

Action required:

To monitor

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

<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Please provide detail:	
Action required:	
None	

10. Does this activity bring groups/communities into increased contact with each other? (for example, in schools, neighbourhood, workplace)

<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Please provide detail:	
Action required:	
None	

11. Could this activity be perceived as benefiting one group at the expense of another? (for example where your activity or decision is aimed at adults could it have an impact on children and young people)

<input type="checkbox"/> Yes	<input checked="" type="checkbox"/> No
Please provide detail:	
Action required:	
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)

Action	Timescale	Measure	Lead person
To maintain choice of access channels	July - ongoing	To monitor usage of each access channel and to change as appropriate	Jayne Grant
To maintain choice of access channels	July - ongoing	To monitor usage of each access channel and to change as appropriate	Jayne Grant
To maintain outreach venues	July – ongoing	To monitor usage at outreach venues and change as appropriate	Jayne Grant

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
Jayne Grant	Advice & Access Manager	17/04/24
Date impact assessment completed		17/04/24

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 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 Governance Services	Date sent:
For Delegated Decisions or Significant Operational Decisions – sent to appropriate Directorate	Date sent:
All other decisions – sent to equalityteam@leeds.gov.uk	Date sent: