

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, Interpreting and Translation Team
Lead person: Jayne Grant	Contact number: 3367805
Date of the equality, diversity, cohesion and integration impact assessment:	

1. Title: Review of Interpreting and Translation service charges
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	Manager of service

3. Summary of strategy, policy, service or function that was assessed:
<p>It has been assessed how a price increase of 15% for Leeds City Council and 20% for external organisation would be impacted financially based on completed jobs charged for from 1 April 2023 – 31 March 2024.</p> <p>We have considered offering a discounted pricing structure for third sector organisations.</p> <p>Interpreting & Translation services assist in access of vulnerable adults/children to ensure they can access the public service they need.</p>

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 checked="" 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 checked="" type="checkbox"/>
Procuring of a service	<input type="checkbox"/>

(by contract or grant)	
Please provide detail: Charging structure	

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 suppliers (Freelance Interpreters) have not had a payment increase since 1 September 2018. They form part of a valuable service for Leeds City Council which can be also accessed by external organisations.

The payment increase for suppliers was implemented on 1 December 2023 and will have a positive impact on retaining interpreting and translation services that will improve access to services and therefore discharge a public sector duty of having due regard to the needs of protected characteristics.

Interpreting & Translation services assist in access of vulnerable adults/children to ensure they can access the public service they need.

Clients (Leeds City Council and all external organisations) who use the Interpreting and Translation service have not had a price increase since 1 September 2018.

Due to cost of inflation, staffing costs and Leeds City Council’s financial circumstances, there is a need to increase supplier payments as well as client charges in order to retain a valuable service.

There is a need to consider the impact of clients being able to access interpreting services.

Assessed the financial impact on Leeds City Council and all external organisations based on completed jobs in 2023-24 consider it proportionate to increase to 20% and remain reasonable in the market recognising that these organisations also service the same service user. However there is a small price difference which has been the same since the introduction of the service and does not take into account the changes in the market or increase overheads experienced by the Council. .

Are there any gaps in equality and diversity information
Please provide detail:

No

Action required:

Client consultation has taken place.

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

Yes

No

Please provide detail:

A client consultation took place between 15 February and 8 March 2024 to determine what possible impacts a price review may arise to all clients including Leeds City Council, third sector organisations and private organisations.

Action required: Summarise results.

Leeds City Council Summary Survey Results:

According to the document the key themes are:

- Importance of the translation service: Many respondents emphasised the importance and necessity of the translation service for their work and for supporting vulnerable individuals and families.
- Concerns about the cost: Many respondents expressed concerns about the cost of the service and the impact of the proposed increase on their budgets and ability to support families.
- Fairness of the pay increase: Several respondents commented on the fairness of the proposed pay increase for the interpreters, with some suggesting that it was reasonable and others questioning the amount.
- Negotiation and central funding: A few respondents suggested that the suppliers should negotiate with the local authority or that the increase should be funded centrally.
- Comparison with other providers: A few respondents mentioned the cost of the service in comparison to other providers.
- Limited knowledge: A few respondents mentioned that they did not have enough information or knowledge to comment on the proposed increase.

External Clients Summary Survey Results:

According to the document: The key themes that emerge from the responses to the survey about an increase in charges for a translation service are:

- Financial constraints: Many respondents mention the financial constraints they are facing and the impact that an increase in charges would have on their budgets.
- Impact on service delivery: Respondents express concern about the impact that an increase in charges would have on their ability to deliver services, particularly to vulnerable populations.
- Fairness of pay for interpreters. Some respondents mention the need for interpreters to be paid fairly for their work.
- Need for cost allowances for third sector organizations. Several respondents suggest that cost allowances should be made for third sector organizations

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 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:

Stakeholders

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

Potential barriers

- | | |
|---|---|
| <input 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 type="checkbox"/> Timing | <input type="checkbox"/> Stereotypes and assumptions |
| <input checked="" type="checkbox"/> Cost | <input type="checkbox"/> Consultation and involvement |
| <input type="checkbox"/> Financial exclusion | <input type="checkbox"/> 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:

The supplier payment increase will have a positive impact on retaining interpreting and translation services that will improve access to services and therefore discharge a public sector duty of having due regard to the needs of protected characteristics.

Interpreting & Translation services assist in access of vulnerable adults/children to ensure they can access the public service they need.

It would benefit Third Sector Organisations if they were offered a discount for interpreting services due to the nature of work they do working with protected characteristics groups, and this would support our commitment to support in not passing on full financial implications.

By implementing the revised pricing structure of 15% for Leeds City Council and 20% for all external organisations, Leeds City Council's prices remain competitive with other external agencies when benchmarked against other organisations and therefore proportionate. The prices have not been revised since 1 September 2018 and therefore it is appropriate to introduce these charge increase, which are considered modest.

Action required:

None

8b. Negative impact:

If the decision was to keep all external organisations at the same rate, the third sector organisations may be impacted financially or their customers unable to access interpreters.

Action required:

None
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

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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
Community price increase to all clients	ASAP		Jayne Grant
To implement price increase	ASAP		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
Date impact assessment completed		

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: