

Helping to make an impact

Equality Assessment (EA) Form and Guidance Information

Contact Service – Proposed reduction in Budget - Full Equality Assessment

FULL EQUALITY ASSESSMENT– STAGE 2

Step 1– Scoping the Equality Assessment

Building on the material included at the Initial Screening stage, you should begin the Equality Assessment by determining its scope. The Equality Assessment should consider the impact or likely impact of the policy, strategy, function or service in relation to all areas of our remit. The Equality Assessment should be proportionate to the significance and coverage of the policy, strategy, function or service.

1. What data, research and other evidence or information is available which will be relevant to this Equality Assessment? Please tick all that apply

Service Targets	<input type="checkbox"/>	Performance Targets	<input type="checkbox"/>	Service Take-up	<input checked="" type="checkbox"/>
User Satisfaction	<input type="checkbox"/>	Press Coverage	<input type="checkbox"/>	Census Data	<input type="checkbox"/>
Workforce Monitoring	<input checked="" type="checkbox"/>	Community Intelligence	<input type="checkbox"/>	Previous Equality Impact Assessment	<input type="checkbox"/>
Complaints & Comments	<input type="checkbox"/>	Information from Trade Unions	<input type="checkbox"/>	Staff Survey	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>				

Please provide details on how you have used the available evidence/information you have selected as part of your Assessment?

Service Users

Week beginning 25/03/13
CONTACTS

	Internal Team	Agency	Total	Families	Children
AREA					
W/C	35	70	105	44	77
South	33	93	126	50	104
North	19	32	51	28	38
East	19	126	145	61	116
	106	321	427	183	335

The data above is a snapshot of contact facilitated by the contact team for the week beginning 25th March 2013. This information along with information of volume of contacts undertaken in previous months was used to determine the capacity of the service. Consideration was then given to reduction of staff within the team. This was not considered to be a viable option in itself, as without addressing the demand for contact reducing staff, whilst achieving some savings would also impact on the teams ability to deliver the volume of contacts currently provided and therefore more children would be negatively affected than is the case with the current proposal, which is to

revise the criteria for services in light of the modernisation of the Public Family Law.

Referrals to the contact service consist of children who's case are open to area social work teams and therefore this proposal will not affect the promotion of equality of service delivery. Children and families, who may have additional needs such as language or disability, have their need met by the use of interpreting services and specialised transport. All venues have been assessed as having disabled access and are therefore assessable for all.

Staff

Data in relation to the age, gender, ethnicity and disabilities of the service users is not currently gathered by the contact service. Whilst undertaking this assessment it was identified that such information would contribute to improving quality assurance monitoring and trend analysis.

The allocation of workload and cases is proportionate to; staffing, the size of the Looked After Children population and the area team with case responsibility for the referral. Details of the contact staff team are as follows:

There are 36 workers within the internal contact team:

28 female (78%), 8 male (22%)

Age: 18-28 (0) 29-48 (21) 49-68 (14) Not Disclosed (1)

Ethnicity: Black/Brit-Caribbean (4) White-British (18) Black/Brit-Other (1)
Asian/Brit-Pakistani (1) Asian/Brit-Other (3) Not Disclosed (9)

Disability: (1)

The team is varied in relation to ethnicity, gender and age.

2. Have you identified any gaps in relation to the above question? Yes No
If 'Yes' please detail including what additional research or data is required to fill these gaps? Have you considered commissioning new data or research?

If 'No' proceed to Step 2.

- ❖ Although performance data is gathered, this assessment has highlighted that it is not easily accessible in a usable form, therefore changes will be made to the monthly performance report for each of the area contact teams to improve the monitoring of trends.
- ❖ Lack of accessible data regarding equality in respect of the children receiving a service. Whilst much of this data is contained within the area social work team's electronic case files, the service does not currently have access to this or collate this data. The service is now in scope with Professional Support Service (PSS) and as a result of this the contact service will eventually gain access to the same electronic database and this will enable the referral forms to be populated with this information which is collated by the child's social worker.
- ❖ Lack of user satisfaction data. There is no system in place at present that seeks feedback from service users or other professionals in regards to their experience of using the contact service. Work is currently underway to produce an information booklet and evaluation

forms for users of the service. This will be in place by the beginning of August.

Step 2 – Involvement and Consultation

Please use the table below to outline any previous involvement or consultation with the **appropriate** target groups of people who are most likely to be affected or interested with this policy, strategy, function or service. (See Appendix 2 - for details on each target group)

Target groups	3. Describe what you did, with a brief summary of the responses gained and links to relevant documents, as well as any actions
Age	The service as not been directed to consult with service users previously, although staff have been consulted about service design and delivery since 2011 as part of S118 and their views have been taken on board; There has been no consultation or involvement specifically with this target group.
Disability	See above
Gender reassignment	See above
Marriage and Civil partnership	See above
Pregnancy and maternity	See above
Race	See above
Religion and belief	See above

Sex	See above
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Sexual orientation	N/A
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4. Who are the main stakeholders and what are their requirements?

The main stakeholders for these savings proposals are:

1. Employees & Commissioned Agency Staff – need to have an understanding of the impact of the proposal and given an opportunity to provide their views
2. Managers and Social Workers – need to understand the affect on how they will manage their staff and how in turn the workers manage their workload.
3. Foster carers – need to understand their role and responsibilities in regards to facilitating contact for children placed in their care.
4. Venue provider - . There are a number of venues that are currently used to hire rooms for the purpose of contact; it is necessary to consult with venues currently used to inform them of the future consequence of the savings proposal, as this will result in a loss of income to them in light of using Children Centres were area social work staff will be based.
5. Service users – need to be informed that contact is about what is in the best interest of the child and that this may not replicate their request for a high volume or lengthy supervised contacts.

5. Amongst the identified groups in the previous question, what does your information tell you about the potential take-up of resulting services?

The service provided by the contact team is a statutory responsibility of the Local Authority for children who are in their care. The Local Authority's duty is to promote contact, therefore the impact will be:

1. Area Social Work Teams- It will be important to ensure effective communication about and promotion of service provision so that the remodelled services are known about and accessible for area social work teams.
2. Employees & commissioned agency staff- It is not envisaged that at this time there will be any loss of jobs for employees, agency staff are currently commissioned on a needs bases and this will also continue. Staff who have additional needs such as a disability, will have their needs considered and where required reasonable adjustments so far as equipment is concerned will be made.
3. Venues - Will continue to be commissioned to provide accommodation when appropriate, which to date have met the needs of service users who receive a service from the contact team.

Step 3 – Assessing Impact and Strengthening the Policy

6. What will be done to improve access to, and take-up of, or understanding of the policy, strategy, function or service?

NB: These are the measures you will take to mitigate against adverse impact.

Refer to Action Plan Point 1,2 & 5

Work as already been commenced on the compiling of a Service Brochure for service users and professionals that will provided information about the service and what can be expected by recipients. The brochure will be made available to everyone at the point of referral.

Feed back questionnaires are also being devised for parents, children and professionals and will contribute to data gathering regarding; User Satisfaction and Complaints & Compliments. The monthly Performance Reports will inform Service Targets and all data will contribute to the overall improvement of quality assurance of the service.

Step 4 – Procurement and Partnerships

7. Is this project due to be carried out wholly or partly by contractors?

Yes

No

If 'yes', have you done any work to include equality considerations into the contract already? Specifically you should set out how you will make sure that any partner you work with complies with equality legislation (employment practice/service provision)

Not Applicable

Step 5 – Making a Decision

8. Summarise your findings and give an overview of whether the policy, strategy, function or service will meet the authority's responsibilities in relation to equality and support the council's strategic outcomes?

From the available information we conclude there will be no disproportionate negative impact of the proposals on service users or employees who are women, disabled or Black Minority Ethnic individuals.

Whilst there may be a reduction in the current use of venues, there will be an increase in the use of Children Centres and therefore it is not envisaged that this will impact on the provision of equality.

Step 6 – Monitoring, Evaluating and Reviewing

Before finalising your action plan you must identify how you will go about monitoring the policy/function or the proposals, following the assessment, and include any changes or proposals you are making.

9. What structures are in place to monitor and review the impact and effectiveness of the new policy, strategy, function or service?

The current service structure will be utilised to monitor and review the impact and effectiveness of the service proposal. Line Managers will have responsibility for ensuring that feedback questionnaires are completed, the service manager will have responsibility for monitoring systems and analysing the data and both the Service Manager and the Assistant Director of the service will review the impact. The proposed improvements in the collation of data will assist in overall quality assurance.

Step 7 – Action Plan

Any actions identified as an outcome of going through the Steps 1 – 6, should be mapped against the headings within the Action Plan.

NB: summarise/evidence actions taken to mitigate against adverse impact.

10. Taking into consideration the responses outlined in the Initial Screening Stage and Steps 1-6 of the Full Assessment, complete the action plan below.

	Ref (if appropriate)	Actions	Target date	Responsible post holder and directorates	Monitoring post holder and directorates (if appropriate)
Involvement and Consultation	1	Service user/Profession als, Feedback Questionnaires	Quarterly	Samantha Perkins, Kay Mitchell, Shelagh Foley, Jacqueline Facey, CYP&F Directorate,	Maxine Ellis, CYP&F Directorate,
Data Collection	2	As Above and completion of Performance Reports	Quarterly/ Monthly	Samantha Perkins ,Kay Mitchell, Shelagh Foley, Jacqueline Facey, CYP&F, Directorate	Maxine Ellis, CYP&F, Directorate
Assessing Impact	3	Chairing Management Performance Meetings/ Review of Equality Assessment	Monthly/ Quarterly	Maxine Ellis, CYP&F Directorate	Tessa Bailey, CYP&F Directorate,
Procurement and Partnership	4	Chairing Provider Performance Meetings	Quarterly	Maxine Ellis, CYP&F, Directorate Ann-Marie Rochford, Corporate Procurement Services, Directorate John	Tessa Bailey, CYP&F Directorate,

Monitoring, Evaluation and Reviewing				Freeman, Commissioning CYP&F Directorate,	
	5	Supervisions/ Performance Development Reviews, Review Feedback Questionnaires & performance Reports	Monthly/ Quarterly/ Bi- yearly	Maxine Ellis, CYP&F, Directorate	Tessa Bailey, CYP&F Directorate,

Step 8 – Sign-Off

The final stage of the Equality Assessment process is to formally sign off the document as being a complete, rigorous and robust assessment

The policy, strategy or function has been fully assessed in relation to its potential effects on equality and all relevant concerns have been addressed.

Chairperson of Equality Assessment Task Group

Name: Maxine Ellis	Job Title: Service Manager	Directorate CYP&F	Sign-off Date: 06.06.13
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Concluding statement:

The savings proposal will create many challenges for the contact service, however, the proposed action plan identifies a range of tasks and processes which will minimise any impact on the service.

Quality Check and Review by the Directorate Contact Officer:

Name: Veronika Quintyne	Directorate Team: CYPF Directorate	Review Date: 2.6.2013
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Summary of strengths and area(s) for improvement:

- An action plan is in place.
- Consultation is to be implemented on a quarterly basis to gauge the opinions of staff and service users using an evaluative questionnaire.
- An information booklet is to be produced for users of the service.
- Changes are to be made to the monthly performance report for each area of contact team to assist improvement in monitoring service trends.

Area(s) for improvement.

- It needs to be identified by when accessible equality data, which has not previously been made easily accessible or collated, in respect the children receiving a service and is now in the scope of PSS (Professional Support Service) will be collated by the child`s social worker and made easily accessible.

Service Director or Senior Officer (sign-off)

 Name: Tessa Bailey	Job Title: Interim Assistant Director	Date: 11/06/13
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