



## Equality Impact Assessment for Service changes / Budget proposals

### WHAT IS AN EIA?

An EIA is a tool which will help you assess whether there are any positive or negative equality impacts on people affected by proposed changes. This EIA form is for use in two circumstances (service changes and budget proposals):-

- (a) Service change involves redesigning or reshaping, (and in some cases the removal of) current service provision – whether directly provided by Council officers or commissioned by the Council for provision by an external provider.
- (b) Budget proposals should arise from service changes that you are considering throughout the year in light of the current financial climate. The EIA for budget proposals should cover the same issues as considered for service changes.

Our public sector equality duty requires us to ensure that we do not discriminate against any protected group or person with protected characteristics (see below) covered by the Equality Act 2010 when taking decisions that affect them. Potential negative impacts that we disregard or ignore could mean discrimination. We also have a duty to actively promote positive impacts that advance equality of opportunity. The protected characteristics covered by the Equality Act 2010 are:

- Age
- Disability
- Gender reassignment
- Pregnancy and maternity
- Race
- Religion or belief
- Sex
- Sexual orientation.

The EIA template has a series of questions that you need to answer in order to identify any positive or negative equality impacts arising from the work you are doing. If there are negative impacts, this does not mean we cannot go ahead. Decision makers must have “due regard” to the findings and consider (if they do decide to go ahead) whether any mitigating actions can be taken to address negative impacts.

### WHY IS AN EIA REQUIRED?

An EIA helps us assess whether we are meeting our public sector equality duty: eliminating discrimination and promoting equality of opportunity.

For example: Providing equality of access to services or other opportunities (such as employment related issues) because of barriers some groups may experience which may not be in place for others (language, information, or location).

The action plan identifies what steps we can reasonably take as a consequence of the EIA findings.

An EIA also enables us to identify where we do not have the data or information necessary to equality impact a decision. The EIA action plan enables us to map out how and when this data gap will be addressed.

## WHEN DO WE NEED AN EIA?

The first thing to do is to assess whether there is any equality impact. This can be done by filling in a **screening questionnaire** as soon as you start your project/report. Answer the screening questions in order to determine whether an EIA is needed.

## HOW IS AN EIA CARRIED OUT?

**Before you start:** If you are not sure whether you need to do an EIA, fill in the screening questionnaire to determine whether you need to complete one. The screening questionnaire is not obligatory, but will help.

**What to do:** When an EIA is required:

### Step 1 The proposal

This part is at the start of the planning process. It sets out the service user profile, the proposed change to the service, and potential equality impacts arising as a result of the proposal.

### Step 2 Consultation

This part highlights the outcome of consultation with service stakeholders about the service change proposal and likely equality impacts.

### Step 3 The recommendation

The final part of the EIA identifies any changes made to the original proposal in Step 2 as a result of consultation and further consideration.

Completing the form requires you to consider the impact on **service users**, with the exception of a single question about staff. In order to assess the equality impact of staffing changes, complete the separate **EIA template for organisational reviews** which presents the 'before' and 'after' staff profiles of services affected.

NB Any Actions you identify through completing this EIA, you must add to the Action Plan at the end.

## Equality Impact Assessment for service changes / budget proposals

<b>Name of service</b>	VCS engagement to support a cohesive Leicester
<b>Lead officer and Contact details</b>	Miranda Cannon, Director of Delivery, Communications and Political Governance
<b>List of other(s) involved</b>	<b>Equality officer:</b> Irene Kszyk <b>Finance officer:</b> Colin Sharpe

### What is this EIA about?

(Please tick✓)

<b>Budget proposal for existing service or service contract to achieve savings</b>	
<b>Budget proposal for new or additional service expenditure</b>	
<b>Commissioning a new service or service contract</b>	✓
<b>Changing or removing an existing service or service contract</b>	✓

### Step 1: The proposal (how you propose to change the service)

#### Question 1:

<p><b>What is the proposal/proposed change?</b></p> <p><b>Current position:</b></p> <p>The City Council has contracts or funding agreements with the following organisations to deliver the outcomes as set out below:</p> <p><b>African Caribbean Citizens Forum (ACCF)</b></p> <ul style="list-style-type: none"> <li>African and African Caribbean organisations in Leicester have a collective voice which ensures that issues affecting the community are given appropriate consideration within the policies and operations of the City Council, leading to appropriate and targeted services.</li> <li>There is a clear point of contact for engagement with the City Council on behalf of the African and African Caribbean organisations and the communities they serve that enables issues to be effectively and sensitively addressed when they arise.</li> <li>African and African Caribbean communities in the city are integrated into life in Leicester.</li> </ul> <p><b>Federation of Muslim Organisations (FMO)</b></p> <ul style="list-style-type: none"> <li>Muslim organisations in Leicester have a collective voice which ensures that issues affecting that community are given appropriate consideration within the policies and operations of the City Council, leading to appropriate and targeted services.</li> </ul>
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- There is a clear point of contact for engagement with the City Council and its partners, on behalf of groups that support people from the Muslim community, and the communities they serve, so that when issues do arise they can be effectively and sensitively addressed.
- The Muslim community, its community organisations and its institutions are integrated into life in Leicester.

### **Gujarat Hindu Association (GHA)**

- Gujarat Hindu organisations in Leicester have a collective voice which ensures that issues affecting that community are given appropriate consideration within the policies and operations of the City Council, leading to appropriate and targeted services.
- There is a clear point of contact for engagement with the City Council and its partners, on behalf of groups that support people from the Gujarat Hindu community, and the communities they serve, so that when issues do arise they can be effectively and sensitively addressed..
- The Gujarat Hindu community, its community organisations and its institutions are integrated into life in Leicester.

### **Leicester Council of Faiths (LCoF)**

- Offer a collective voice for the city's faith organisations and the communities they serve, ensuring that issues of religion or belief are given appropriate consideration within the policies and operations of the City Council (and other strategic groups and partnerships), leading to improved design, delivery and monitoring of services.
- Provide a central point of contact for the City Council (and other strategic groups and partnerships) on behalf of the city's faith organisations and the communities they serve, ensuring that issues of religion or belief can be addressed in an effective, sensitive and timely manner.
- Assist faith communities and organisations in Leicester more fully to engage in the life of the city in general.
- Ensure dissemination of accurate knowledge of the beliefs and practices of the city's diverse faith communities and organisations, in order to increase trust, understanding and cooperation among them (and between the city's diverse faith communities and the general public in Leicester).

### **Somali Development Service (SDS)**

- Leicester Somali community are better able to access mainstream services in the city.
- Key agencies in the city have a good understanding of the needs of the Somali community generally, and in terms of requirements relating to the services they provide to this community.
- The Somali community and its organisations are integrated into life in Leicester.

### **The Race Equality Centre (TREC)**

- The City Council and its partners are better equipped to manage ongoing demographic change and its impact on community cohesion, and the integration of new communities in

the city.

- The city is better able to manage any adverse situations that are likely to impact negatively on community cohesion.
- Ethnic minority voluntary and community organisations have a collective voice which ensures the issues relating to the communities they serve are given appropriate consideration within the policies and operations of the City Council, leading to appropriate and targeted services.
- There is a clear point of contact for engagement with the City Council on issues relating to race equality and race relations in the city, so that when issues do arise they can be effectively and sensitively addressed.
- New arrivals to the city granted refugee status are integrated into life in Leicester through the provision of appropriate support (this outcome also includes support for individuals seeking assistance regarding complaints of racial discrimination or harassment)

The primary focus of these contracts or agreements is to support representation of, and engagement with, specific communities of interest, and to act as a point of contact between those communities and the City Council in order to support cohesion and integration. The focus of these arrangements is either with a specific community of identity or interest (e.g. Somali, Muslim, Gujarat Hindu, African heritage) or across one of the protected characteristics as a whole (i.e. religion or belief; race). The focus of this activity has typically involved the organisation with which the City Council has contracted working collectively with other organisations within those communities or protected characteristics.

The agreements with SDS and TREC include them working directly with individual service users to provide information, advice and guidance.

## **Proposals**

The City Council recognises the importance of ensuring it has appropriate ways of engaging effectively with key communities in Leicester. The primary purpose of this engagement is achieving a cohesive city which continues to celebrate our cultural diversity by supporting and enhancing trust, understanding and co-operation among communities.

In determining which communities of interest are in this review we have considered this in relation to what are called “protected characteristics” in the Equality Act 2010:

- age
- disability
- gender reassignment
- marriage and civil partnership
- pregnancy and maternity
- race
- religion or belief
- sex
- sexual orientation

From the above we propose that the following protected characteristics are most relevant to community social interactions and therefore exert the greatest influence on community cohesion:

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- age
- disability
- gender reassignment
- race
- religion or belief
- sexual orientation

Where the City Council already has established mechanisms for engaging with the above specific communities of interest these have been excluded from the scope of this review. In particular the City Council has a number of mechanisms for engaging in relation to age and disability such as the Young People's Council, Youth Advisers, Children in Care Council, Big Mouth Forum (Disabled Young People), Older People's Forum, Carers Forum and Carers Survey, Learning Disability Partnership, 50+ network, as well as engagement with VCS providers contractually and otherwise for adult social care provision.

This leaves the following protected characteristics:

- gender reassignment
- race
- religion or belief
- sexual orientation

It is proposed that these will be the focus for this approach.

To become a successfully commissioned representative organisation working with the council on behalf of a particular community, it is essential that:

- Those being represented have a choice over who represents them.
- Representatives are able to clearly set out and evidence how they intend to make representation on behalf of the community.
- Representatives are able to demonstrate how their organisational make-up (staff and board composition) is proportionate and representative of their whole community of interest.
- Representatives are able to demonstrate how they will go about gathering knowledge and information so they can understand the issues that are important to those whom they are representing.
- Representatives are clear on the scope of their representation activities and have the capacity and commitment to undertake their role.
- Representatives clearly set out the communication channels they will use to feedback to those whom they represent.
- That there is a structured process in place for appeal if representees feel misrepresented.

Meeting the above requirements will provide representative organisations with their mandate, with an appropriate degree of transparency. It will also make sure those whom they represent can hold their representatives to account. We will need to see evidence that an organisation can meet these requirements.

We propose that the City Council should deal with organisations that represent a specific community of interest within the overarching protected characteristic. This would mean, for example, organisations represent a specific faith community rather than an umbrella

organisation representing a variety of faiths. We believe that this is the level of representation at which communities of interest are best served.

We propose to procure the appropriate representative organisations via a competitive process. Organisations would apply to be the lead for a specific community of interest within those in scope, and would be assessed against clear criteria which will help ensure they are best placed to be representative of that particular community.

We propose that organisations who apply to act as the representative organisation for a particular community of interest would need to meet defined criteria – these are proposed as:

- Must be based in the city of Leicester.
- Activities should be conducted mainly (preferably exclusively) in the city of Leicester.
- Can demonstrate that its organisational purpose and objectives relate directly to supporting community cohesion and good relations among the communities that make up the city of Leicester.
- Is an established organisation which has sound governance and operational structures (especially in relation to its financial affairs).
- Is signed up to the Leicester Compact and supports and promotes its principles.
- Is able to define the community of interest which it represents and that community makes up more than 1% of the total population of Leicester based on the 2011 census (i.e. more than 3,298 people).
- Can demonstrate the need for this community of interest to be represented. This need should be based on both the significance of the community in demographic terms and in relation to the issues in which that community is involved, as shown by relevant social and economic indicators.
- Can clearly articulate and evidence that it has the support of the majority of the community that it represents.
- Can demonstrate how the organisational make-up is proportionate and representative of the community of interest to be served. This should include evidence of financial support from any constituent / affiliated organisations that they currently represent (or hoping to represent).
- Can prove that the organisation provides equality of access and equality of opportunities to the people it serves.
- Can prove that it has the capacity and proven ability to facilitate a dialogue across the community they represent and to feedback to the community they represent.

Organisations would be assessed against these criteria. Where more than one organisation has applied to represent a particular community of interest, the organisation which best meets the criteria will be selected, although applications from consortia will be considered (though still operating within a specific community of interest within an overarching protected characteristic).

Alongside this, the City Council will be looking to facilitate appropriate ways of working with organisations who are awarded the grant funding to look at collective issues which cut across different communities of interest (e.g. related to race, religion or belief, sexual orientation).

#### **Who will it affect and how will they likely be affected?**

The review could affect the current contracted organisations (see previous section), and their

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ability to provide a service to their current service users / beneficiaries.

The review scope excludes any proposals relating to future provision of information, advice and guidance services to individual service users. Currently both SDS and TREC undertake this activity as an element of their existing contracts. There may therefore be an impact on those individuals who they support through these activities.

The review will determine whether current provision will change and in what manner.

Different services collect different types of data and service user information to capture the service they deliver and the outcome service users receive. The aim of the profile below is to capture what you already collect, not to make your information fit a standard template. List the equality profile of your service users. Where you find you do not address a particular characteristic, ask yourself why. You may need to follow up any information gaps as an action point. If this is the case, add it to the action plan at the end of the template.

## Question 2:

### What is the equality profile of current service users?

The primary focus of these contracts or agreements is to support representation of, and engagement with, specific communities of interest, and to act as a point of contact between those communities and the City Council in order to support cohesion and integration. The focus of these arrangements is either with a specific community of identity or interest (e.g. Somali, Muslim, Gujarat Hindu, African heritage) or across one of the protected characteristics as a whole (i.e. religion or belief; race). The focus of this activity has typically involved the organisation with which the City Council has contracted working collectively with other organisations within those communities or protected characteristics.

The agreements with SDS and TREC include them working directly with individual service users to provide information, advice and guidance. Based on the 2012/13 end of year reports from SDS and TREC the profile of their service users is as follows:

#### SDS

SDS reported 1,733 visits to their drop-in service. Of this number, 41% of these related to advice about benefits with the next largest areas of defined support relating to help with form filling and managing bills.

Focus of support	Percentage in 2013/13
Benefit advice	41%
Form filling	18%
Explanation of letters	3%
GP registration	0%
Bills	16%
Referrals to other agencies	1%
Other	21%

The faith, ethnicity and age breakdown of these clients is shown below. Female Somali clients are the largest group supported but it should also be noted that 15% (260) clients



were from Eastern Europe.

<b>Faith</b>	<b>Ethnicity</b>	<b>Age</b>
71% - Muslim female	71% -Somali female	1% - 17-20
14% - Muslim male	14% -Somali male	6% - 21 -25
5% - Christian female	3% - Slovak female	12% - 26-35
10% - Christian male	6% - Slovak male	68% - 36-49
	1% - Czech female	11% - 50-65
	4% - Czech female	2% - 65+
	1% - Roma female	
	0% - Roma male	

SDS also provide awareness raising workshops on issues such as UK law, safeguarding and rights of community members.

### **TREC**

In 2012/13, TREC supported 42 individuals in relation to complaints of racial discrimination or harassment (in 2011/12 it was 37). Of these, 60% were male and 40% female.

TREC supported 102 new arrivals who had been granted refugee status (in 2011/12 it was 99)

<b>Background</b>	<b>Age</b>
38% - Single	10% - 17-24
1% -Single pensioners	46% - 25-34
16%- Single parents	38% - 35-49
23% - Couple with children	6% - 50-64
4% - Couple	
10% - Ex client	
8% - Family reunion	

The support provided includes:

- Referrals to other agencies/provision (e.g. Routeway, CLAC, CALS, Open Hands, GP, Action Homeless, social services, solicitor).
- Securing temporary and permanent accommodation.
- Accessing benefits.
- Securing school places.
- Accessing health services.
- Accessing further education particularly ESOL provision.
- Applying for ID.

**Do you anticipate any changes to your service user profile as a result of your proposal/proposed change? If yes, how will it change?**

Not known at present. Will be dependent on the outcome of the review.

Think about the diversity of your service users and the specific needs they may have that you need to address, depending on the service context and user group. An example of service need is school aged children having differing school meal requirements due to their ethnic or religious background; a potential issue could be poverty/low income having adverse impacts on children, women (lone parents), pensioners.

<b>What are the main service needs and/or issues for those receiving the service because of their protected characteristic?</b>	
	<b>Service needs and/or issues by protected characteristic</b>
<b>Age</b>	No specific provision within current contracts.
<b>Disability</b>	No specific provision within current contracts.
<b>Gender reassignment</b>	No specific provision within current contracts.
<b>Pregnancy and maternity</b>	No specific provision within current contracts.
<b>Race</b>	Tackling racial discrimination within the city; promoting good race relations within and between different racial groups; providing equality of opportunity (i.e. to service access) across different racial groups.
<b>Religion or belief</b>	Promoting understanding and good relations between groups from different faith and beliefs, and the wider community as a whole.
<b>Sex (gender)</b>	No specific provision within current contracts.
<b>Sexual orientation</b>	No specific provision within current contracts.

**Question 3:**

**Will the proposal have an impact on people because of their protected characteristic? Tick the anticipated impact for those likely to be affected and describe that impact in the questions 4 & 5 below.**

The impact is not known until the review has been undertaken and options have been developed for consideration. The equality impacts for these options will be identified for consideration within this part of the review process.

	<b>No impact <sup>1</sup></b>	<b>Positive impact <sup>2</sup></b>	<b>Negative impact <sup>3</sup></b>	<b>Impact not known <sup>4</sup></b>
<b>Age</b>				✓
<b>Disability</b>				✓
<b>Gender reassignment</b>				✓
<b>Pregnancy and maternity</b>				✓
<b>Race</b>				✓
<b>Religion or belief</b>				✓
<b>Sex (gender)</b>				✓

<sup>1</sup> The proposal has no impact (positive or negative) on the group sharing a protected characteristic.

<sup>2</sup> The proposal addresses an existing inequality experienced by the group sharing a protected characteristic (related to provision of services or facilities).

<sup>3</sup> The proposal disadvantages one or more of the group sharing a protected characteristic.

<sup>4</sup> There is insufficient information available to identify if the group sharing a protected characteristic will be affected by the proposal.

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	No impact <sup>1</sup>	Positive impact <sup>2</sup>	Negative impact <sup>3</sup>	Impact not known <sup>4</sup>
Sexual orientation				✓

**Question 4:**

<b>Where there is a positive impact, describe the impact for each group sharing a protected characteristic. How many people are likely to be affected?</b>
N/A (no negative impact identified in Question 3)

**Question 5:**

<b>Where there is a negative impact, describe the adverse impact for each group sharing a protected characteristic. How many people are likely to be affected?</b>
N/A (no service users identified as being negatively affected by the proposal)
<b>How can the negative impact for each group sharing a protected characteristic be reduced or removed?</b>

**Question 6:**

<b>Which relevant stakeholders were involved in proposing the actions recommended for reducing or removing adverse impacts arising from the proposal?</b>
Consultation with stakeholders will take place and inform the review and its proposals and potential impacts.
<b>What data/information/analysis have you used to inform your equality impact findings?</b>
The existing service specifications with the organisations impacted by the review and the 2012/13 annual reports from these organisations.  The consultation will give us information on the equality implications of our proposal. In addition to the use of a questionnaire we will hold face to face briefing sessions and have one to one meetings with the current providers.

**Supplementary information**

**Question 7:**

<b>Is there other alternative or comparable provision available in the city? Who provides it and where is it provided?</b>
There are a range of other organisations representing specific communities of religion or belief, and race including those communities currently represented by the organisations within the scope of this review. For example St Philip's Centre for Study and Engagement in a Multi-Faith Society provides support in relation to promoting trust, understanding and cooperation among faith communities.  In relation to the signposting, information and advice services provided by SDS and TREC:

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- The City Council contracts Citizens Advice Bureau (CAB) to provide free, independent, impartial, confidential support and advice on a variety of topics. This includes welfare matters such as benefits, housing, employment, immigration, community care and family issues on a face-to-face basis, by phone or through their website. CAB also provides outreach sessions in ten priority wards in the city. The service provides three levels of information and advice:
  - Tier 1 (assisted information and signposting);
  - Tier 2 (general advice and general advice with casework);
  - Tier 3 (specialist advice for high level needs).

In quarter 3 of 2013/14, 2% of CAB's work related to immigration. The service also provides support on issues of discrimination (e.g. in relation to employment, health care, education, housing etc). This is intended to cover all grounds on which unlawful discrimination could occur, including race. Also in quarter 3, CAB supported 246 people of Black African heritage including people of Somali origin (6% of CAB's clients in Q3). CAB can draw on a pool of volunteers proficient in as many as 40 different languages, so is able to deal with access issues relating to interpretation and translation. Currently CAB has capacity to do more and is under-providing against its expected outcomes.

It should be noted that the City Council also has contracts with a number of organisations to provide welfare support and advice to more specific client groups. This includes:

Mosaic, which provides general help services for people with disabilities, on welfare benefits matters and provides information relating to other areas of welfare law. In particular, Mosaic's service focuses on ensuring that disabled people take up their benefit entitlements and provides assistance with completion of claim forms.

Age UK, which provides advice on all areas of welfare law with the exception of immigration services, for older people (55+) and their carers.

Soldiers, Sailors, Airmen and Families Association (SSAFA), which works with service and ex-service personnel and their dependants living in Leicester, in order to relieve the need and suffering of distress by obtaining financial assistance from armed forces and other relevant charities and, where appropriate, providing information on rights and entitlements at the Community Legal Service's "Assisted Information" level. Home visits will be arranged where necessary to provide these services. Signposting to other appropriate agencies is a key feature of the service.

VISTA, which provides information, advice and guidance for those with visual / sensory loss.

In relation to race discrimination, other services exist within the city (in addition to CAB) and nationally, ranging from support for victims of hate crime through to support for potential discrimination in access to goods and services, for example:

- Equalities and Human Rights Commission runs a helpline which gives information and guidance on discrimination and human rights issues, as well as providing information on its website. In limited circumstances, they will help people to take discrimination claims to court or tribunal.
- Community Legal Advice has a free, confidential advice line service to help people deal with their legal problems.

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- ACAS provides free and impartial advice to employees and employers on a range of employment relations, employment rights, HR and management issues.
- Other services have independent, national bodies for dealing with specific complaints, such as the Independent Police Complaints Commission, School Governing Bodies, NHS Complaints Independent Advocacy Service.
- Victim Support are contracted, via Leicester City Council, to provide emotional support to victims and witnesses of hate incidents.
- Leicester's Anti-Social Behaviour Unit (within the City Council itself) investigates hate incidents.
- Leicestershire Police have a dedicated hate crime officer.
- Prevent Co-ordinator based at the St Philips Centre focuses on more extremist issues.
- Leicester Centre for Hate Studies has been established at the University of Leicester following an extensive hate crime project run there over recent years.

For new arrivals and refugees there are also the following organisations providing support in the city:

- Leicester City of Sanctuary has been established in the city since 2007 and has been offering a variety of services, including a weekly drop-in centre at St Martins House, Peacock Lane. It supports those whose cases for leave to remain have been rejected and helps campaign for those faced with deportation. It is currently working with more than 600 asylum seekers and a further 400 destitute asylum seekers. Leicester City of Sanctuary uses TREC to help in providing accommodation and facilities (e.g. PC, printing, photocopying) for NEST (New Evidence Search Team). This is where NEST is able to meet clients, discuss their cases with them and pursue the discovery of new evidence (which is necessary in making a new submission). Leicester City of Sanctuary can access the same facilities (on a smaller scale and evenings only) at the offices of AA Law at Pilgrim House, 10 Bishop Street, Town Hall Square.
- Refugee Action's Leicester office serves the East Midlands, offering a one stop shop for advice, guidance and other services, mainly to its client group in the three main "cities of dispersal" in the region: Derby, Leicester and Nottingham. This work has been delivered on a rolling grant agreement for the past 14 years. It comes to a close at the end of March 2014. From 1 April 2014, new services going under the name of Consolidated Advice and Guidance (CAGS) and Consolidated Asylum Support Application Service (CASAS) will be delivered nationwide by Migrant Help, an organisation based in Dover. This will provide people with parcels of information at key points in their application (mainly at the beginning and end of the process). Migrant Help will offer this service nationally, from locations in cities of "initial accommodation". The nearest of these to Leicester is Birmingham. There will be no premises or site in Leicester at which these services can be accessed in person. While Migrant Help's model of delivery is not known for certain at this time, it has been stated that this will consist mainly of telephone support with a much smaller component of "reactive outreach" for the most vulnerable members of the client group (e.g. women in last stages of pregnancy, asylum seekers with mental illness) for both elements of the service. It is important to note that the new CAGS/CASAS services are different from the one stop service currently run by Refugee Action. CAGS/CASAS will replace but not replicate that. After 1 April 2014, Refugee Action will maintain a presence in the East Midlands (still based in Leicester) working with asylum seekers and other migrants who are considering voluntary return to their home country. This programme is called Choices (Assisted Voluntary Return). While this means that Refugee Action will still be found in Leicester, it will be much smaller

than is currently the case and concentrating on a reduced offer of service. Refugee Action will be keeping an eye on the delivery of CAGS/CASAS to the region to identify any gaps in the new provision (additional Independent funding would be required to do this). Such gaps may appear in ways that will impact on the city as follows: If someone loses support, how will they become re-engaged? Potential increase in homelessness. Destitute asylum seekers become invisible. They don't even turn up where other homeless people do. Once they drop out of the system, it may be difficult for people to access support. Refugee Action appreciates the work that TREC has been doing with people who are granted leave to remain, guiding them through the benefits system and assisting them toward appropriate employment or training

**Can this alternative or comparable provision help reduce or remove the negative impacts identified in Question 5? If not, why not?**

No negative impacts identified at this point, to be determined following consultation

**Would service users negatively affected by the proposal be eligible to use this alternative or comparable provision? Would it meet their identified needs?**

No negative impacts identified at this point, to be determined following consultation

**Question 8:**

**Will any particular area of the city be more affected by the proposal than other parts of the city? What area and why?**

The review and its proposals will cover the entire city.

For example, Government policies or proposed changes to current provision by public agencies (such as new benefit arrangements) that have an adverse impact on residents; external economic impacts such as the recession/economic downturn; socio-economic factors such as deprivation/low income.

**Question 9:**

**Is it likely that there may be other sources of negative impacts affecting service users over the next three years that need to be considered? What might compound the negative effects of this proposal? Describe any additional negative impacts over time that could realistically occur.**

To be determined once the review is complete and the proposals are being considered.

**Question 10:**

**Will staff providing the service be affected by the proposal/proposed changes? If yes, which posts and in what way?**

We are unaware of any City Council staff being affected by the review and its potential outcome

**Date completed** 23/10/13 and updated again on 07/02/14 following meetings with City of Sanctuary and Refugee Action

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## Step 2: Consultation on the proposal

Consulting potential service users on the proposal will provide you with an opportunity to collect information from them on the equality impacts they think may occur as a result of the proposed change, positive as well as negative. For negative impacts, this is an opportunity for them to identify how best to mitigate any negative impacts on them that they think may occur.

### Question1:

#### **What consultation on the final proposal has taken place?**

##### **When, where and who with?**

The public consultation on the proposals commenced on 28 October 2013 and closed on 17 January 2014 (i.e. 12 weeks in duration). The approach was consistent with that agreed with the Executive at the outset: a public consultation open to everyone. The rationale was that this review could have implications for any resident in the city, not just VCS organisations themselves, inasmuch as the VCS provides a wide range of services to citizens in Leicester and equally citizens themselves may be involved in working for and / or supporting VCS organisations either as volunteers or as paid employees – or that they themselves (or their family and friends) could be past, present or future beneficiaries, employees or volunteers of VCS organisations and their services. The consultation involved:

- an online survey posted on the City Council's Citizen Space consultation hub;
- hard copy questionnaires, completed versions of which which could be handed in at any one of 27 City Council sites across the city (e.g. public libraries);
- nine public briefing sessions scheduled across the city, facilitated by the Project Director and the VCS Engagement Manager, with occasional support from other City Council officers; and
- attendance by the Project Director and/or VCS Engagement Manager at ad hoc meetings held on this matter by other organisations.

A press release was used to advertise the public consultation and the VAL e-bulletin was used to issue weekly updates on progress and to promote the face-to-face briefing sessions. A generic email account was set up to ensure the project team was able to monitor and share emails from all interested parties.

A total of 136 survey responses were received, including completed hard copy questionnaires. Content from the hard copy was manually typed into the online template for ease of analysis. This has been transferred directly without corrections to the original spelling or grammar, or any interpretation of what might be meant if the original text is unclear.

Appendix 2 of the Executive Decision Report is the report generated from Citizen Space on the quantitative questions. In addition, comments from the survey are captured in an Excel spreadsheet (which is available if required).

Of these 136 responses:

- 64 were on behalf of charities, voluntary organisations, social enterprises, faith-based or community groups. Of these, social enterprises formed the largest number (29) followed by charities (18);

[NB Any Actions you identify through completing this EIA, you must add to the Action Plan at the end.](#)

- 10 were from people describing themselves as volunteers;
- 57 were from service users; and
- 5 chose not to classify their answers under any of these categories.

Of the hard copy returns, 21 were received as a bundle from SDS, self-identified as having been completed and submitted “on your own behalf as a service user”. However, it appears that service users were assisted to complete these forms, as the same handwriting was used across many of the forms, all of which contained very similar comments and expressed a consistent view in terms of supporting the proposals and in appealing for continued support for SDS.

The majority of organisations responding to the survey provide services across the city, with only six stating that they operate in a single ward (wards referenced being Evington, Fosse, Freeman and Spinney Hills). Others stated that while their service was primarily based and focused on a defined area of the city, it was of a kind that would be accessible to anyone.

In relation to the size of organisations responding, we asked them to indicate their level of gross income, the number of staff they employ and number of volunteers they work with. The results show a spread across all the specified income ranges (although only one organisation declared its gross income as being over £1 million) and across staffing levels and volunteer numbers.

Finally the survey asked for an indication of the area of work that the responding organisations undertake. “Community development/neighbourhood involvement” formed the largest response (26 out of 36 who completed this section). There were several areas of work which were not covered (e.g. disability, domestic violence, offenders, race and ethnicity, and refugees and asylum seekers). However it should be noted that some of these areas were represented among the organisations attending the public briefing sessions (see Appendix 5 of the Executive Decision Report).

There is more information in Appendix 2 on the type, size and focus of the organisations completing the questionnaire. Appendix 5 lists all the organisations which responded in some way to the consultation (by completing and returning the questionnaire either online or as hard copy, by attending a public briefing session or by submitting messages with general comments or support for an organisation or service).

Many respondents to the review made meaningful contributions only to that part which they perceived as directly impacting on their own organisation(s) or area(s) of interest, rather than contributing to the questionnaire as a whole.

Nine public briefing sessions were planned, from 6 November to 13 January 2014.

- 78 people attended;
- 44 VCS organisations were represented (listed in Appendix 5);
- 5 of the VCS organisations in scope of this review were represented at these briefings.

One session (Knighton Library, 12 December 2013) was cancelled due to only one person having registered to attend (who was offered an alternative date and venue). A relevant public meeting organised by another agency was being held elsewhere in the city at the



same time (which the City Council VCS Engagement Manager attended).

At the public briefing sessions there was a short presentation giving an overview of the review aims, objectives and proposals. The sessions were then opened up to participants to discuss specific areas of interest in small groups. Detailed notes were taken at the sessions (which are available if required).

In addition there were:

- Face-to-face meetings with the current providers;
- Emails/letters of support for the current providers – TREC (seven letters of support) and Leicester Council of Faiths (two letters of support)
- Other feedback via email/letter;
- Attendance at three meetings organised by other agencies to respond to questions about the review; and
- The Project Team monitored comments posted in the press and on social media sites.

## Question 2:

### **What potential impacts did consultation stakeholders identify?**

The consultation indicated broad support for the overall approach and the focus on the protected characteristics of race, religion or belief and for the community of identity and/or interest of Lesbian, Gay, Bisexual and Transgender (LGBT) people, as these most directly relate to community cohesion and integration in the city (and are not supported in other areas of the City Council's delivery).

### **What positive equality impacts were identified? For people with which protected characteristics?**

- Agreement that this is a fair and transparent approach;
- The potential to use the approach to positively celebrate diversity and share achievements of communities; and
- Importance of doing the review given that the needs of communities and the profile of communities in the city have changed in recent years.

### **What negative equality impacts were identified? For people with which protected characteristics?**

- A concern that this approach could cause unnecessary tension and division, fragmenting communities and setting them against each other rather than helping them work together. LCC has a duty to foster good relations between diverse communities;
- Identification of other characteristics that respondents would like to see represented (specifically women, mental health, older old (85+) and disability).
- Considerable support for this being a needs-led approach, focusing on the most vulnerable groups and most needy areas;
- Almost universal rejection of the criterion that organisations applying for support should be able to demonstrate that their community constitutes 1% of city population. This was considered divisive and detrimental to the smallest (and by definition most vulnerable) groups or communities – especially so if the City Council would be reducing or withdrawing the kind of support it has to date given to umbrella groups.

NB Any Actions you identify through completing this EIA, you must add to the Action Plan at the end.

- Impacts on new arrivals and refugees granted leave to remain in the UK, who receive information and advice from TREC;
- Impacts on individuals in the community who receive information and advice from SDS; and
- Impacts on individuals receiving support and advice from TREC with regard to discrimination and harassment on the basis of race.

**Question 3:**

**Did stakeholders indicate how positive impacts could be further promoted? How?**

Implement the approach as proposed and where appropriate reflect the positives in the specifications.

**Did stakeholders indicate how negative impacts could be reduced or removed? How?**

- Involve other partner organisations – this should not be the responsibility of just the City Council.
- Don't fund any kind of representative activity / don't fund faith-based activities, groups or organisations.
- Consider a way to bring the organisations together. Emphasise the importance of organisations ensuring their approach and engagement takes account of the full range of protected characteristics.
- Remove the reference to the 1% of the city's population from the criteria.
- Consider a needs led approach focusing on the most vulnerable groups and most needy areas;
- Extend the approach to include other characteristics (specifically women, mental health, older old (85+) and disability).
- Continue the current arrangements.
- Use umbrella groups to overcome boundaries between different kinds of groups and for getting support down to grass roots, smaller communities who haven't the strength in numbers or influence to obtain support otherwise;

**Date completed** 07/02/14

### Step 3: The recommendation (the recommended decision on how to change the service)

#### Question 1:

Has your recommended proposal changed from the proposal in Step 1 as a result of consultation and further consideration?

Yes

#### If yes, describe the revised proposal and how it will affect current service users?

Retain the overall approach and the focus on the protected characteristics of race, religion or belief and for the community of identity and/or interest of Lesbian, Gay, Bisexual and Transgender (LGBT) people, as these most directly relate to community cohesion and integration in the city (and are not supported in other areas of the City Council's delivery).

Criteria amended to take account of consultation findings, including:

- Removing the 1% of the population within the criteria
- Stronger emphasis on demonstrating the issues and needs within the community and on the interaction between protected characteristics.

In light of the feedback regarding concerns about the approach itself having the potential to cause divisions and not recognising the interactions between protected characteristics or having sufficient focus on needs and key vulnerabilities, it is proposed that:

- applicants should be required to show that they can address appropriately the range of protected characteristics defined in the Equality Act 2010 (i.e. age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race, religion or belief, sex, sexual orientation) in the context of their own community of identity and/or interest;
- applicants are required to show that they are willing and able to collaborate with other relevant organisations to help support appropriate engagement among different communities of identity and/or interest on matters of common interest (e.g. by helping organise and support inter-faith events and multicultural activities);
- applicants should be clear about how their organisation is able to support the City Mayor's nine-point delivery plan for Leicester within the scope of their contract;
- applicants should be required to support the City Council in engaging with their community of identity and/or interest on relevant key issues and areas of need, particularly those on which the City Council has made specific commitments (e.g. mental health, child poverty, helping new arrivals adapt to living in the city); and
- applicants should be active, collaborative and constructive co-workers with the City Council (and with each other) in helping the City Council meet its Public Sector Equality Duty.
-

**What are the equality implications of these changes? Identify the likely positive and negative impacts of the final proposal and the protected characteristic affected.**

Go back to the initial exercise you carried out at the beginning, on understanding your equality profile. Re-visit each characteristic and what has changed as a result of amending your recommendation. Revise potential positive and negative equality impacts accordingly.

The changes aim to address the concerns that this approach could encourage silo-thinking and that it would be divisive, ensuring that organisations understand and engage in relation to needs and issues which are prevalent in the city such as poverty and mental health, and understand and support interactions with other protected characteristics.

Specifically in relation to individual service users supported by TREC and SDS, whilst alternative provision does exist for those individuals including provision which is contracted by the City Council, particularly Citizens Advice Bureau. One issue that is recognised from anecdotal feedback, is that individuals in the Somali community and also new arrivals and refugees are less likely to seek help other than from organisations who they have learnt about from word of mouth, and therefore they might find accessing a different organisation such as CAB more challenging. This is dealt with further in the following section with regard to other negative impacts.

**How can any negative impacts be reduced or removed?**

In relation to other protected characteristics not included in these proposals, a number of actions are proposed:

- that the Older People's Forum reviews the extent to which it is representative of the older old (85+);
- that the City Council takes into account how it engages with organisations working in the field of mental health including VCS organisations who work with and support individuals with mental health conditions; and
- that the City Council is mindful of stressing how VCS organisations included in other streams of funding and support (e.g. Adult Social Care) can contribute to fulfilment of its Public Sector Equality Duty.

In the consultation on proposals for Strand 2, stakeholders (and the two organisations themselves) identified specific equality implications in relation to services provided by TREC and SDS, specifically impacts on:

- new arrivals and refugees granted leave to remain in the UK, who receive information, advice and guidance from TREC;
- individuals in the community who receive information, advice and guidance from SDS; and
- individuals receiving support and advice from TREC with regard to discrimination and harassment on the basis of race.

The potential effects on asylum seekers and refugees of changes in the City Council's support for these VCS organisations (particularly SDS and TREC) emerged strongly from the beginning of the public consultation period.

The City Council must ensure by such means as closer monitoring and regular engagement that agencies such as CAB are able to deliver their services to an acceptable standard for all potential client groups and service users, no matter the barriers to access that may prevent this at present. However it should be recognised that new arrivals to the city (particularly those who fetch up here as refugees and asylum seekers) can experience barriers to accessing goods and services. In particular they are less likely to trust certain organisations (especially the "institutional" kind) and more likely to seek help other from organisations whose "brand" they recognise (as serving their own community, for example) or whom they have learnt about by word of mouth. Therefore they might find accessing an organisation such as CAB more challenging – at least initially. It is proposed, therefore, that:

- the City Council procure a service (for a period of not more than two years), which will focus on engaging and working with other organisations and volunteers, to develop a sustainable network of support for new arrivals in the city and to build up expertise and knowledge of other organisations such as Citizens Advice Bureau (CAB) during a transition period, so that new arrivals are better able to access goods and services; and
- funding for this will be tapered over the two years starting in the range of £20-40k and leading to £10-20k in year two. The funding will come from the existing total budget envelope.

## Question 2:

NB Any Actions you identify through completing this EIA, you must add to the Action Plan at the end.

Are there any actions<sup>5</sup> required as a result of this EIA?

Yes

If yes, complete the action plan on the next page.

Date completed 28/02/14

#### Step 4: Sign-off

This EIA completed by	Name	Signature	Date
Lead officer	George Ballentyne		
Countersigned by Equalities Officer	Irene Kszyk		
Signed off by Divisional Director	Miranda Cannon		

**Completion** - Keep a copy for your records, and **send an electronic copy** of the completed and signed form to the [Corporate Equalities Lead](#) for audit purposes

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<sup>5</sup> Actions could include improving equality information collected or identifying the actions required to mitigate adverse impacts identified in the EIA.

NB Any Actions you identify through completing this EIA, you must add to the Action Plan at the end.

## EIA Action Plan

Please list all the equality objectives, actions and targets that result from the Equality Impact Assessment. These should be included in the relevant service plan for performance management purposes.

Equality Objective	Action required	Target	Officer responsible	By when?
To support interaction between organisations across the protected characteristics	Applicant organisations are asked within the specification to evidence that they can address appropriately the range of protected characteristics in the context of their own community of identity and/or interest (e.g. disability, mental health, women, LGBT etc.);	To ensure organisations respond appropriately and evidence an appropriate approach	George Ballentyne	From Oct 2014
To support interaction between organisations across the protected characteristics	Successful applicant organisations collaborate with other relevant organisations to help support appropriate engagement among different communities of identity and/or interest on matters of common interest	Positive interaction between organisations which promotes an integrated and cohesive approach	George Ballentyne	From Oct 2014
To ensure an appropriate focus on the needs and issues prevalent in the communities who are represented	Successful applicants would be asked to support the City Council in understanding and engaging with the community on relevant key issues and areas of need	Positive engagement in tackling specific issues and needs within communities	George Ballentyne	From Oct 2014

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	<p>such as mental health, child poverty, and helping new arrivals to adapt to living in the city.</p> <p>Successful applicants would be required to give appropriate support for the City Mayor's delivery plan for the city</p>			
To ensure adequate representation and a "voice" for organisations working with those affected by mental health conditions	The City Council reviews how it engages with organisations working in the field of mental health including VCS organisations who work with and support individuals with mental health conditions	To have a practical approach in place which facilitates this	Tracie Rees / Rod Moore	By April 2015
To ensure adequate representation and a "voice" for the very elderly 85+	Older People's Forum reviews the extent to which it is representative of those who are very elderly eg 85+	To have reviewed the existing approach and actioned the need to enhance representation if required	Tracie Rees	By April 2015
To support the Council in fulfilling its PSED	That the City Council is mindful of stressing how VCS organisations included in other streams of funding and support (e.g. Adult Social Care) can contribute to fulfilment of its Public Sector Equality Duty and foreground their work in	To have a practical approach in place which facilitates this	George Ballentyne	From Oct 2014

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	terms of protected characteristics and issues related to community cohesion and integration.			
To ensure those seeking advice, support and guidance from the Somali Community, Eastern European Communities and new arrivals and refugees granted leave to remain are able to access services which meet their needs	Commission a specific service which will focus on engaging and working with other organisations and volunteers, to develop a sustainable network of support for new arrivals in the city and to build up expertise and knowledge of other organisations such as Citizens Advice Bureau (CAB) during a transition period, so that new arrivals are better able to access goods and services.	Service which actively works to develop appropriate support for new arrivals in the city and builds up expertise and knowledge of other organisations to provide this.	George Ballentyne	From Oct 2014

### What to do next?

If this EIA has identified any issues that need to be addressed (such as plugging a data gap, or carrying out a specific action that reduces or removes any negative impacts identified), complete the attached EIA Action Plan to set out what action is required, who will carry it out, and when it will be carried out/completed.

Once your EIA has been completed, (countersigned by the equalities officer/finance officer **and signed off by your Director**) the equality officer will work with you to monitor this action plan.

**Officers to contact:** Corporate Equalities Lead/Corporate Resources and Support: Irene Kszyk 296303

[NB Any Actions you identify through completing this EIA, you must add to the Action Plan at the end.](#)

Adult Social Care, Health & Housing: Gurjit Minhas 298706  
City Development & Neighbourhoods: Daxa Patel 296674

Children's Services: Sonya King 297738

NB Any Actions you identify through completing this EIA, you must add to the Action Plan at the end.