

EQUALITY IMPACT ASSESSMENT TEMPLATE - TRAFFORD COUNCIL

A. Summary Details		
1	Title of EIA:	Council and Partner wide review of Information and Advice services – review stage
2	Person responsible for the assessment:	Alison Harney
3	Contact details:	0161-912-4078, Alison.harney@trafford.gov.uk
4	Section & Directorate:	Transformation Team, Transformation & Resources
5	Name and roles of other officers involved in the EIA, if applicable:	Linda Harper – Senior Responsible Officer Andrea Glasspell & Gillian Renshaw

B. Policy or Function		
1	Is this EIA for a policy or function?	Function
2	Is this EIA for a new or existing policy or function?	Existing – potential change to an existing function
3	What is the main purpose of the policy/function?	The Information and Advice function is aimed at providing citizens of Trafford with the Information and Advice services they need.
4	Is the policy/function associated with any other policies of the Authority?	The Information and Advice Review Programme Board has identified the forthcoming Welfare Reforms as a Policy that we need to consider when forming proposals for Information and Advice in the future.
5	Do any written procedures exist to enable delivery of this policy/function?	Yes. All Information and Advice service providers have operational polices by which they operate to deliver quality Information and Advice

		<p>services to citizens of Trafford. There may be changes needed to policies as part of future proposals although these will not be known until the findings and recommendations from the reviews are agreed in April 2013.</p>
6	<p>Are there elements of common practice not clearly defined within the written procedures? If yes, please state.</p>	<p>This is not known at this stage although any areas will be identified during the reviews.</p> <p>The reviews aim to identify areas of good practice that can be shared across providers as well as any areas of duplication.</p>
7	<p>Who are the main stakeholders of the policy? How are they expected to benefit?</p>	<p>Stakeholders of the Information and Advice Service Provider policies include all Trafford citizens, Members, Trafford Staff, Service Providers (internal to Trafford and commissioned services/partner agencies).</p> <p>Benefits include provision of improvements to the quality and accuracy of Information and Advice to Trafford citizens. These will be by way of a suite of recommendations for implementation which will enable improvement to the customer experience/journey.</p>
8	<p>How will the policy/function (or change/improvement), be implemented?</p>	<p>The function improvement will be delivered over a period of time from April 2013 through to March 2015. Currently reviews are taking place with all internal Information and Advice service providers as well as external service providers who provide Information and Advice on behalf of the Council.</p> <p>A council and partner wide Programme Board is overseeing the review and will be agreeing an implementation plan during April 2013 to be taken forward from April 2013 onwards.</p> <p>The Implementation plan will contain all necessary consultation activities depending on the recommendations coming from the review which will not be informed until March 2013.</p>

9	What factors could contribute or detract from achieving these outcomes for service users?	<p>One of the key building blocks needed to realise our vision ‘To provide clear, accurate and accessible information and advice to Trafford residents when they need it, whilst providing a value for money service.’</p> <p>The need is for all Trafford internal service providers and external service providers to work together. To facilitate this programme, governance has been established which ensures that all parties are represented on the Programme Board and have agreed to abide by the following principles:-</p> <ul style="list-style-type: none"> ∇ Work collaboratively or combine services beyond traditional boundaries of the Council to achieve a more streamlined and efficient offer to citizens ∇ Aim to deliver an equivalent or better service ∇ Design solutions from a customer perspective ∇ Engage with people at the design stage ∇ Co-produce proposals to meet service needs ∇ Re-design services geared to meet specialist service needs ∇ Ensure all services have service standards ∇ Maximise productivity of staff through effective support services and enabling technology ∇ Be transparent and honest from the outset <p>Programme Board members meet monthly and have regular dialogue between meetings on important issues.</p>
10	Is the responsibility for the proposed policy or function shared with another department or authority or organisation? If so, please state?	<p>Responsibility for the Information and Advice service lies with Trafford Council and partners across the Borough. These include:-</p> <p>Bluesci Age UK Trafford Citizen’s Advice Trafford African Caribbean Care Group</p>

		<p>Stroke Association Trafford Law Centre Trafford Housing Trust HOST Health Commissioners PULSE Trafford Centre for Independent Living LINKs Trafford Carer's Centre VCAT</p> <p>Each of the above organisations are represented on the Programme Board and are working in collaboration with the Council to carry out the Information and Advice services reviews.</p>
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C. Data Collection		
1	What monitoring data do you have on the number of people (from different equality groups) who are using or are potentially impacted upon by your policy/ function?	<p>As part of the 24 service provider reviews taking place to inform the overall Information and Advice review the Council and Partner wide review team are gathering service user information in terms of the age profiles and equality groups of all Trafford citizens who use the service. Having an agreed shared vision for the Programme “To provide clear, accurate and accessible information and advice to Trafford residents when they need it, whilst providing a value for money service.”</p> <p>means that whatever proposals are put forward by the Council and Partner wide collaborative Programme Board these will ensure that Information and Advice services are accessible to all.</p>
2	Please specify monitoring information	As Information and Advice is provided to all Trafford citizens across the

	you have available and attach relevant information*	Borough the overall population data for Trafford is relevant.
3	If monitoring has NOT been undertaken, will it be done in the future or do you have access to relevant monitoring data?	Further monitoring information will be considered as proposals for implementation are identified post April 2013.

**Your monitoring information should be compared to the current available census data to see whether a proportionate number of people are taking up your service*

D. Consultation & Involvement		
1	Are you using information from any previous consultations and/or local/national consultations, research or practical guidance that will assist you in completing this EIA?	<p>There have been consultations undertaken previously with regard to Information and Advice service reviews although the scope of the review was restricted to Information and Advice services commissioned through the Communities and Wellbeing directorate.</p> <p>Information with regard to the EIA from the previous review is being considered to support completion of this EIA.</p>
2	Please list any consultations planned, methods used and groups you plan to target. (If applicable)	<p>A Programme of Customer Engagement is taking place in February 2013 aimed at both validating findings from the reviews with Service Providers as well as capturing the current customer journey through information and advice services to identify areas for improvement in service delivery.</p> <p>The engagement plan will include focus groups with existing service users to capture their experience of Information and Advice services within Trafford as well as their aspirations for future service delivery.</p> <p>There will also be wider engagement activity with Trafford citizens out in</p>

		<p>the community being asked about their experience of Information and Advice services within Trafford and would they know where to go to in order to access Information and Advice services within Trafford.</p> <p>Once the high level review activity concludes in March 2013 there will be a set of recommendations put forward to the collaborative Programme Board who will agree any recommendations to be included within an implementation plan to be taken forward from April 2013.</p> <p>As the recommendations are not yet known it is envisaged that any proposals for changes to Information and Advice services that are to be taken forward will be consulted upon with all necessary groups. Particular focus will be applied to groups of citizens who are likely to have more reliance on Information and Advice services following implementation of the Welfare Reforms which are currently being investigated. The Information and Advice review received particular attention from Scrutiny Committee in light of the Welfare Reforms and the Programme Board have included Welfare Reforms as an interdependency and are taking appropriate action to ensure that the future delivery model for Information and Advice is robust and capable of flexing to peaks and troughs in demand.</p> <p>Strong links made with the Welfare Reforms Steering Group will ensure that any common objectives are discussed and progressed collaboratively.</p>
3	<p>**What barriers, if any, exist to effective consultation with these groups and how will you overcome them?</p>	<p>There are no perceived barriers to consultation with any groups as the collaborative Programme Board who represent the citizens receiving Information and Advice are fully supportive and engaged in the review.</p>

	<p>All Programme Board members are able to attend meetings at a convenient time and in an accessible location and Programme Board meetings have been very well attended to date by internal Council representatives and also external service provider representatives.</p> <p>In terms of the review going forward and further consultation activity that will be required as proposals are identified, consideration will be given to removing barriers that may exist. For example, in terms of providing alternative language translation of consultation documents as well as considering the needs of parents in terms of childcare arrangements to allow them to attend consultation events. For example, considering holding sessions for parents in children’s centres and making the consultation brief so that childcare isn’t needed. These will be considered during the consultation planning once proposals are identified.</p>
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***It is important to consider all available information that could help determine whether the policy/ function could have any potential adverse impact. Please attach examples of available research and consultation reports*

E: The Impact – Identify the potential impact of the policy/function on different equality target groups

The potential impact could be negative, positive or neutral. If you have assessed negative potential impact for any of the target groups you will also need to assess whether that negative potential impact is high, medium or low

	Positive	Negative (please	Neutral	Reason
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		specify if High, Medium or Low)		
Gender – both men and women, and transgender;			X	As one of the key underlying principles of the review is to deliver an equivalent or better service there is no perceived negative impact to this group currently. The service reviews will aim to identify if there are any areas of inequality of Information and Advice provision on the grounds of gender.
Pregnant women & women on maternity leave			X	As one of the key underlying principles of the review is to deliver an equivalent or better service there is no perceived negative impact to this group currently. The service reviews will aim to identify if there are any areas of inequality of Information and Advice provision to pregnant women and women on maternity leave.
Gender Reassignment			X	There is no perceived negative impact to this group currently.
Marriage & Civil Partnership			X	There is no perceived impact to this group currently.

<p>Race- include race, nationality & ethnicity (NB: the experiences may be different for different groups)</p>			<p>X</p>	<p>As one of the key underlying principles of the review is to deliver an equivalent or better service there is no perceived negative impact to this group. The service reviews will aim to identify if there are any areas of inequality or gaps in Information and Advice provision on the grounds of race. For example, provision of Information and Advice in different languages will be considered as part of the reviews.</p>
<p>Disability – physical, sensory & mental impairments</p>			<p>X</p>	<p>As one of the key underlying principles of the review is to deliver an equivalent or better service there is no perceived negative impact to this group. The service reviews will aim to identify if there are any areas of inequality or gaps in Information and Advice provision on the grounds of disability. For example, accessibility of Information and Advice has been recognised as a key consideration for a future</p>

				Information and Advice delivery model.
Age Group - specify eg; older, younger etc)			X	As one of the key underlying principles of the review is to deliver an equivalent or better service there is no perceived negative impact to this group. The Programme Board have requested that as part of the Customer Engagement Plan views of people of all ages are considered and factored in to the future delivery model for Information and Advice.
Sexual Orientation – Heterosexual, Lesbian, Gay Men, Bisexual people			X	There is no perceived impact to this group currently.
Religious/Faith groups (specify)			X	There is no perceived impact to this group currently.

As a result of completing the above what is the potential negative impact of your policy?

Low

F. Could you minimise or remove any negative potential impact? If yes, explain how.	
Race:	<p>Ensuring all Information and Advice services continue to provide accessible information and advice to all which is in line with the vision for the Programme.</p> <p>For example, as part of the review implementation we will need</p>

	to consider the provision of Information and Advice in alternative languages by any given media.
Gender, including pregnancy & maternity, gender reassignment, marriage & civil partnership	<p>Ensuring all Information and Advice services continue to provide accessible information and advice to all which is in line with the vision for the Programme.</p> <p>For example, as part of the review implementation we will need to ensure that the Benefits Information and Advice needed by people is readily available and accessible to all.</p>
Disability:	<p>Ensuring all Information and Advice services continue to provide accessible information and advice to all which is in line with the vision for the Programme.</p> <p>For example, as part of the review implementation we will need to consider physical adaptations needed to buildings/offices where people expect to receive face to face Information and Advice and channels for delivering information and advice.</p>
Age:	<p>Ensuring all Information and Advice services continue to provide accessible information and advice to all which is in line with the vision for the Programme.</p> <p>For example, we will need to ensure that Information and Advice provided in the future caters for the needs of all ages.</p>
Sexual Orientation:	<p>Ensuring all Information and Advice services continue to provide accessible information and advice to all which is in line with the vision for the Programme.</p> <p>For example, as part of the review implementation we will need to consider if there are any specialist information and advice</p>

		services that should be provided where there is no current service provision.
Religious/Faith groups:		<p>Ensuring all Information and Advice services continue to provide accessible information and advice to all which is in line with the vision for the Programme.</p> <p>For example, there may be an opportunity to provide Information and Advice via local faith based food banks as many vulnerable residents presenting at the food banks may have wider needs and could be signposted via the foodbanks.</p>
Also consider the following:		
1	If there is an adverse impact, can it be justified on the grounds of promoting equality of opportunity for a particular equality group or for another legitimate reason?	No impact identified currently.
2	Could the policy have an adverse impact on relations between different groups?	No impact identified currently.
3	If there is no evidence that the policy <i>promotes</i> equal opportunity, could it be adapted so that it does? If yes, how?	The review is aimed at promoting equal opportunity in equal access to the service and by providing information and advice to those who require it.

G. EIA Action Plan

Recommendation	Key activity	When	Officer Responsible	Links to other Plans eg; Sustainable Community Strategy, Corporate Plan,	Progress milestones	Progress

				Business Plan,		
	Once the outcome of the high level review stage is known re-visit the EIA to re-assess what further actions need to be taken with regard to data collection and consultation.	April 2013	Alison Harney			
	Include consultation activities within the Implementation Plan	April 2013	Alison Harney			
	Review the outcome from the Welfare Reforms impact assessment to inform the future delivery model.	April 2013 onwards	Alison Harney			

	Take forward consultation events as and when defined within the Implementation Plan.	April 2013 onwards until review completion March 2015.	Linda Harper			
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Please ensure that all actions identified are included in the attached action plan and in your service plan.

Signed
Lead Officer
Date

Signed
Service Head
Date