

Wandsworth Advice Service
Equality Impact Assessment – Modified Service

Department	Economic Development Office
Service	Wandsworth Advice Service
People involved	Steve Diamond, Clare O'Connor

1. What are the aims of the modified service?

The Service is based upon the principles of the long standing Wandsworth Advice Services contract which provides face-to-face and telephone advice for residents who live in the Borough of Wandsworth at advice centres located in Clapham Junction and Roehampton, plus community outreach in the Tooting & Balham area. The Service will aim to deliver a range of gateway assessment, to at least 7,000 Borough residents, of which 1,800 will be via telephone. In depth advice service in Welfare Benefit and Debt will also be offered to approximately 400 of the residents accessing the gateway.

The WCABx Advice Service will be delivered as follows:

- an initial assessment of the clients enquiry will be made;
- immediate advice and assistance will be provided for straightforward enquiries and emergencies;
- clients with complex issues will be Signposted or Referred to an appropriate provider, including the Organisation's other services.

The service delivery model will have a positive impact on equality as the nature of the service requires active consideration of the needs of the identified groups. WCABx has many years experience of shaping its services to meet these needs and responding to changes in the characteristics of the Wandsworth population. The Advice Service provider relies heavily on volunteers who are drawn from several ethnic backgrounds [currently 19 (47.2%) of the 40 volunteers are from a black or minority ethnic group] to help with their multi dimensional clients. The service will target all residents from age 19 and will involve the provision of an outreach service within the community. There are currently two outreach services operating in the borough with the possibility of a third being located at the Tooting library. The telephone advice service will increase its opening hours from 5 hours per week to 7.5 hours. Also appointments will be made available for some form filling to help residents without digital access to enable them to make claims online under the new welfare reforms system. There will therefore be good geographic coverage with a focus in the borough's most deprived areas.

The service currently supports other projects which include: Macmillan project; Trust for London; Pound Advice; College Outreach Advice Project; and GP surgeries Outreach Advice Project. The service will continue to seek to secure funding from other sources.

The new service will be delivered to a minimum target of 7,000 Wandsworth residents against a reduced funding budget totalling to £80k at the end of the second year of delivery. There will also only be two instead of three bureaux providing advice, but the additional outreach provision should reduce any negative impact of this change. The Service provider is already actively seeking potential locations for outreach surgeries and with increased service delivery hours it is anticipated that this process will aid the service provider in achieving the same levels of advice sessions to Wandsworth residents, as delivered in previous years, and will endeavour to ensure through close monitoring that any reduction in the number of residents advised will be kept to a minimum. The opening hours at the Roehampton Bureau will remain closed one day per week with operational hours increasing from 8 hours per week to 11 hours per week.

2. What is the rationale behind the new service?

The rationale for the service is to provide an advice gateway to address local residents' advice needs in as cost effective a way as possible. The Council Executive agreed in 2011 to fund a new Advice Services contract starting in April 2013 to run for 5 years. This would achieve year on year budget savings in line with the Council's savings targets. The Service would need to maintain existing levels of support but would be offered more flexibility in doing this, for example in reducing the number of premises from which to operate. By using the existing provider, the Council would be able to maintain continuity of service during a period of high demand due to economic conditions and welfare reform.

3. What information do you have on the new service and the potential impact of the new service in relation to the following?

	List information you have. Do not put what the information shows you
Race	The provider is required to monitor equality data, which includes the ethnicity; gender; disability; and age of service users, and report their outcomes to the Council on a quarterly basis so that we have detailed management information. The service provider also provides feedback to Government so as to increase the effectiveness of its work in social policy.
Gender	As above
Disability	As above
Age	As above
Faith	Not monitored.
Sexual Orientation	Not monitored.

4. Thinking about each group below please list the impact that the new service will have.

	<u>Positive</u> impacts of service	<u>Possible negative</u> impacts of service
Race	The current breakdown of service users at quarter two of 2012/13 (April to September 2012) by ethnicity is: White (British, Irish, Eastern European, Other) , 1,281 (39.2%); This is below the Borough profile according to the 2011 Census. This showed that 71.4% of residents were White (including White Other, which was 15.5%) Mixed (Black/White Caribbean, Black White African, White Asian, Other), 285 (8.7%); This is above the Borough profile which is 5% Asian (Indian, Pakistani, Bangladeshi, Other), 431 (13.2%); This is above the Borough profile of 10.9% Black (Caribbean, African, Other), 1,058 (32.4%); This is above the Borough profile of 10.6% Chinese, 23 (0.7%); Other Ethnic, 69 (2.1%); This is above the Borough average for other ethnicity which is 2.1% and Not Known, 123 (3.8%) Overall the service supports above the borough average in terms of BME residents. The service will aim to continue to reach a wide range of residents through provision of community outreach and	The service does not target any specific groups by race so take up of service is reliant on users having a need for the service. However, overall the service supports above the borough average in terms of BME residents. Any changes could therefore impact more on BME than BME residents. As such the service user profile will be monitored (as outlined below) to ensure any variances are addressed. The number of bureaux has reduced and will have two instead of three locations. Although this may lead to an initial drop off in clients approaching the service, the CAB will provide outreach provision in additional geographical areas and provide longer opening hours to mitigate against fewer service users from areas without a bureau. The number of users from each geographical areas will be monitored quarterly so that any negative impact can be addressed at the earliest opportunity.

	<u>Positive</u> impacts of service	<u>Possible negative</u> impacts of service
	increased opening hours. The service has fully networked its service across the borough and will be monitored quarterly to ensure that the service is reaching a proportionate level of all groups (ethnicity categories will continue to include an additional category for monitoring the number of White Eastern Europeans accessing the service). The service will be accessed by at least 7,000 borough residents providing a varied service to users through self-help; intensive advice support for those that need it; and through outreach at locations accessed by small community groups, regardless of the service users race. The service provider will be expected to ensure the obligations under legislation are met; such as but not limited to the Equality Act 2010.	
Gender	The current breakdown of service users at quarter two of 2012/13 (April to September 2012) by gender is: Female , 1,891 (57.8%); Male, 1,279 (39.1%); Not known, 100 (3.1%); The service will be monitored quarterly to ensure that the service is reaching a proportionate level of all groups and has fully networked its service across the borough The service will be accessed by at least 7,000 borough residents providing a varied service to users through self-help; intensive	The service does not target any specific groups by gender so take up of service is reliant on users having a need for the service. However, as the service supports more females than males any changes may impact more on women than men and as such the service user profile will be continually monitored to ensure any variations are addressed.

	<u>Positive</u> impacts of service	<u>Possible negative</u> impacts of service
	advice support for those that need it; and through outreach at locations accessed by small community groups, regardless of the service users race, gender, disability, age, faith, or sexual orientation. The service provider will be expected to ensure the obligations under legislation are met; such as but not limited to the Equality Act 2010.	
Disability	The current breakdown of service users at quarter two of 2012/13 (April to September 2012) by disability is: Disabled , 570 (17.4%); Not disabled, 2,314 (70.8%); Not known, 386 (11.8%); The service will be monitored quarterly to ensure that the service is reaching a proportionate level of all groups and has fully networked its service across the borough The service will be accessed by at least 8,200 borough residents providing a varied service to users through self-help; intensive advice support for those that need it; and through outreach at locations accessed by small community groups, regardless of the service users ability/disability. The service provider will be expected to ensure the obligations under legislation are met; such as but not limited to the Equality Act 2010.	The service does not specifically target disabled groups and is based upon client demand. Resource constraints preclude outreach to specific community groups. However, other organisations do provide this and the contract specification encourages appropriate partnerships where this would make sense.
Age	The current breakdown of service users at quarter two of 2012/13 (April to September 2012) by age is:	The breakdown of service users in the new contract will be amended to match the National CAB's

	<u>Positive</u> impacts of service	<u>Possible negative</u> impacts of service
	Aged 16-19, 44 (1.3%); Aged 20-24, 165 (5.0%); Aged 25-39, 1,098 (33.6%); Aged 40-54, 1,116 (34.1%) Aged 55-64, 438 (13.4%) Aged 65+, 313 (9.6%) Age not known, 96 (2.9%) The service will be monitored quarterly to ensure that the service is reaching a proportionate level of all age groups and has fully networked its service across the borough The service will be accessed by at least 7,000 borough residents providing a varied service to users through self- help; intensive advice support for those that need it; and through outreach at locations accessed by small community groups, regardless of the service users faith. The service provider will be expected to ensure the obligations under legislation are met; such as but not limited to the Equality Act 2010.	database categories which are 0-16, 17-24, 25-34, 35-49, 50-64, 65+. This change in age breakdown categories will affect any comparison reporting against historical outcomes reported in previous year's service delivery.
Faith	The service will be accessed by at least 8,200 borough residents providing a varied service to users through self- help; intensive advice support for those that need it; and through outreach at locations accessed by small community groups, regardless of the service users race, gender, disability, age, faith, or sexual orientation. The service provider will be expected to ensure the obligations under	The service does not target any specific groups by their faith and so take up of service is reliant on users having a need for the service. This group is not monitored by the Council to ascertain take-up of service by this group. The service provider can – and has – worked with faith groups to ensure it maximises the

	<u>Positive</u> impacts of service	<u>Possible negative</u> impacts of service
	legislation are met; such as but not limited to the Equality Act 2010.	reach of its services.
Sexual orientation	The service will be accessed by at least 7,000 borough residents providing a varied service to users through self- help; intensive advice support for those that need it; and through outreach at locations accessed by small community groups, regardless of the service users sexual orientation. The service provider will be expected to ensure the obligations under legislation are met; such as but not limited to the Equality Act 2010.	The service does not target any specific groups by their sexual orientation and so take up of service is reliant on users having a need for the service. This group is not monitored by the Council to ascertain take-up of service by this group.

5. Is a full EIA required? No.

The following questions should help you decide if a full EIA is required. As a guide if you are a frontline service where the impact is unclear or negative you will need to conduct a full EIA. You are unsure call Clare O'Connor on ext. 7816.

- Is this a frontline service? Yes
- Is it clear what impact the new service will have on all the equality groups? Yes
- Overall will the change have a negative impact on any of the equality groups? No, but this will be monitored and any variation in client profile will be discussed with the provider and remedial action plans agreed and monitored.

Comments - Please give the rationale here for not undertaking a full EIA

This is a modification of an existing service.

6. Through the initial EIA have you identified any actions that needed to be implemented to improve access or monitoring of the policy? (please list)

Quarterly monitoring of service user profile

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Signed

Date:13/12/12

Approved by: Clare O'Connor

(all initial EIAs to be approved by Clare O'Connor)