



North

Yorkshire County Council

Equality Impact Assessment

Changing Lives (completed 3.1.13)

If you would like this information in another language or format such as Braille, large print or audio, please contact the Communications Unit on 01609 53 2013 or email communications@northyorks.gov.uk.

যদি আপনি এই ডকুমেন্ট অন্য ভাষায় বা ফরমেটে চান, তাহলে দয়া করে আমাদেরকে বলুন।

如欲索取以另一語文印製或另一格式製作的資料，請與我們聯絡。

اگر آپ کو معلومات کسی دیگر زبان یا دیگر شکل میں درکار ہوں تو برائے مہربانی ہم سے پوچھئے۔



Undertaking an Equality Impact Assessment

Equality Impact Assessments (EIA) should be undertaken at the business case stage when:-

- You are developing a new service or policy
- You are reviewing an existing service or policy
- You are proposing a change to an existing service or policy
- You are reviewing a service or policy carried out on behalf of the council or another organisation
- Your service is re-organised.

They should be referenced in your final recommendations on the service changes so that decision makers can reach an informed decision on the service/policy.

An EIA should cover all the social identity characteristics protected by equality legislation – referred to as ‘**protected characteristics**’ or equality strands. These are;

- Sex
- Sexual orientation
- Religion or belief
- Race – this include ethnic or national origins, colour and nationality
- Disability – including carers
- Pregnancy and maternity
- Gender reassignment
- Age
- Marital/civil partnership status

There is a lot of information available to support you in completing this assessment on the EIA pages on the NYCC intranet

Equality Impact Assessments are public documents. Full EIAs accompanying reports going to County Councillors for decisions are published with the committee papers on our website and available in hard copy for people attending the relevant meeting. To make it easier for people to find equality impact assessments the Council will publish also publish full equality impact assessments on the NYCC website in line with statutory requirements.

Name of the Directorate and Service Area	Supporting People on behalf of the Changing Lives Partnership		
Name of the service/policy being assessed	Changing Lives		
Is this the area being impact assessed a	Policy & its implementation?		Service? x
	Function		Initiative? x
	Project?	x	Procedure & its implementation?
Is this an Equality Impact Assessment for a (Note: the Equality Impact Assessment (EIA) is concerned with the policy itself, the procedures or guidelines which control its implementation and the impact on the users)	Existing service or a policy and its implementation?		
	Proposed service or a policy and its implementation?		x
	Change to an existing service or a policy and its implementation?		
	Service or Policy carried out by an organisation on behalf of NYCC?		
How will you undertake the EIA? Eg team meetings, working party, project team, individual Officer			
Names and roles of people carrying out the Impact Assessment	Neil Murray Service Development and Commissioning Officer, Supporting People Team, Health and Adult Services, North Yorkshire County Council. Sandra Rees Community Safety Partnership Manager and Safeguarding Officer, Scarborough Borough Council		
Lead Officer and contact details	Neil Murray, 01609 536901, neil.murray@northyorks.gov.uk		
Date EIA started	17/11/12		
Date EIA Completed	03/01/13 (minor amendment to action plan 14.1.13)		
Sign off by Service Head/ Business Unit Head	Avril Hunter , North Yorkshire County Council Andy Skelton, Scarborough Borough Council Hilary Jones, Scarborough Borough Council		

Sign off by Assistant Director (or equivalent)	Mike Webster, North Yorkshire County Council 
Date of Publication of EIA	17 January 2012
Monitoring and review process for EIA	

1. Operating Context

Please consider issues around impacts (positive or negative) raised for **all** [protected characteristics](#) and show your evidence

1.1 Describe the service/policy

What does the service/policy do and how? How would you describe the policy to someone who knows very little about Council Services?

If there is a proposal to change the service or policy, describe what it looks like now and what it is intended to look like in the future. What are the drivers for this proposed change?

Who does it benefit? What are its intended outcomes? Who is affected by the policy? Who is intended to benefit from it and how? Who are the stakeholders? identify those protected characteristics for which this service is likely to have an impact (positive or negative)

Are there any other policies or services which might be linked to this one? Have you reviewed the EIA for these policies/services? What do they tell you about the potential impact?

How will the policy be put into practice? Who is responsible for it?

To change lives of chaotic individuals by halting the cycle of offending, homelessness, substance misuse and self harm which puts a financial strain on local resources without achieving positive and/or sustainable change for the individual.

This is a new initiative so therefore small changes to service may take place during the course of its delivery but will not impact on specific service

Provide housing with intensive outreach support and timely access to a wide range of support services which are able to work flexibly to engage and meet the needs of a particularly chaotic and hard to reach group of individuals

- Increased attendance at pre-arranged appointments
- Increased tenancy sustainment and permanent accommodation
- Number of people supported into work
- Number of people supported into secure accommodation
- Re-integration into the family unit
- Increase in emotional wellbeing
- Reduction in homelessness
- Reduction in offending
- Reduction in ASB
- Reduction in reports of street drinking
- Appropriate improved drug and alcohol outcomes for that individual to include
 1. abstinence,
 2. reduction in use
 3. controlled use,
 4. smoking instead of injecting,
- Reduced calls to North Yorkshire Police
- Reduction in re-offending
- Reduction in void turnover of single person properties

	<ul style="list-style-type: none"> • Reduction in attendances at A&E • Reduction in ambulance call outs <p>Links to the Vision to end rough sleeping: No Second Night Out nationwide, HM Government policy.</p> <p>This service should have a positive impact on the individuals worked with and the image of the Borough with wider renaissance vision and tourist economy</p>
<p>1.2 How do people use the policy/service?</p> <p>How is the policy/service delivered? How do people find out about the policy/service? Do they need specialist equipment or information in different formats? How do you meet customer needs through opening times/locations/facilities? Can customers contact your service in different ways? How do you demonstrate that your service/policy is welcoming to all groups within the community?</p> <p>Does the policy/service support customers to access other services? Do you charge for your services? Do these changes affect everyone equally? Do some customers incur greater costs or get 'less for their money'? Are there eligibility criteria for the service/policy?</p> <p>How do you ensure that staff/volunteers delivering the service follow the Council's equality policies? Does the Council deliver this policy in partnership or through contracts with other organisations? How do you monitor that external bodies comply with the Council's equality requirements?</p>	<p>The service is designed to be short term (maximum of two years) intensely supported accommodation either under a property management arrangement or in a outreach support setting. Some of the needs of service users will be met by very short term intervention and others will benefit from support provided over a period of up to two years. A 6 bedded hostel will be refurbished and opened to meet this client groups needs. Workers will work both within the hostel setting and in the community and the service will be provided by agencies and stakeholders working in the community. The service will be 24 hours, 7 days a week, 52 weeks a year. Individuals will be assessed and this assessment will be generic across all agencies and community groups to enable appropriate access. There is no cost to the individual for this service. The service will be contracted out and part of the agreements will be that they adhere to Scarborough Borough Councils policies and procedures and monitored through the councils project coordinator.</p>

2. Understanding the Impact (using both qualitative and quantitative data)

Please consider issues around impacts (positive or negative) raised for **all protected characteristics** and show your evidence

2.1 What information do you use to make sure the service meets the needs of all customers?

What data do we use now? Is it broken down across protected characteristics (and are these categories consistent across all data sets)? How current is the data? Where is it from? Is it relevant?

What engagement work have you already done that can inform this impact assessment? Who did you talk to and how? What are the main findings? Can you analyse the results of this consultation across the protected characteristics? Are there differences in response between different groups? How has this changed the plans for the policy/service?

Housing, Police, A&E and ASB data has been used to assess the need for the service. It is relevant and analysed in 2012. Stakeholders from both the voluntary and statutory sector have been consulted and an open morning (Market Place) event has also taken place. This has shaped the way the service is to be provided.

2.2 What does the information tell you?

Are there any differences in outcome for different groups e.g. differences in take up rates or satisfaction levels across groups? Does it identify the level of take-up of services by different groups of people? Does it identify how potential changes in demand for services will be tracked over time, and the process for service change?

Please include data and analysis as an appendix

- The data shows us that many of these chaotic individuals are excluded from mainstream services. The outcomes are as above but will be different for each individual dependant on their need. The cohort of individuals will be tracked across services to ensure outcomes for the individuals and services are met. As at Feb 2012 – 40 single males in B&B accommodation.
- Rough analysis shows that around 37 of these have a history of offending and are well known to the criminal justice system.
- Many have a history of homelessness and rough sleeping.
- All unemployed and in receipt of benefits.
- Many come straight from prison.
- Nearly all have known drug and alcohol problems.

The Changing Lives service is not just designed to provide support for single males in their 40s.

The service will support other hard to reach groups and in doing so will be sensitive to people who have different needs and wherever possible shall shape the service around meeting those particular needs.

2. Understanding the Impact (using both qualitative and quantitative data)

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	<p>All women accessing the service will be given the opportunity to have a female support worker and women who are likely to be placed in the hostel accommodation where it is an all male environment, risk assessments will be undertaken before any placements are made.</p>
<p>2.3 Are there areas where we need more information? How could we get this information?</p> <p>What data is available? Do other directorates, partners or other organisations hold relevant information? Is there relevant information held corporately e.g. compliments and complaints? Are there national datasets that would be useful? Is there relevant census data? Do you need to collect more data? How could you do this?</p> <p>Do you need to do more engagement work to inform this impact assessment? Have you identified information in other sections of this EIA that you need to assess the impact on different groups of people? What do you want to find out? Which existing mechanisms can you use to get this information?</p> <p>Please refer to the Community Engagement toolkit on the NYCC intranet</p>	<p>Stakeholders from the voluntary and statutory sectors are signed up to this service and will provide relevant data to enable to monitor and evaluate this service.</p>
<p>2.4 How will you monitor progress on your policy/service, or take-up of your service?</p> <p>What monitoring techniques would be most effective? What performance indicators or targets would be used to monitor the effectiveness of the policy/service? How often does the policy/service need to be reviewed? Who would be responsible for this?</p>	<p>A steering group made up of stakeholders will monitor the service and will meet monthly to ensure effective service delivery. A Project Coordinator will ensure this happens.</p> <p>As part of this, the service will monitor the profile of individuals entering the service and compare outcomes by the following equality characteristics:</p> <p>Gender, Age, Disability/Condition, Ethnicity.</p> <p>A monitoring framework is being developed specifically for the Changing Lives Service</p>

3. Assessing the Impact

Please consider issues around impacts (positive or negative) raised for **all protected characteristics** and show your evidence.

3.1 Has an adverse impact been identified for one or more groups?

Has this assessment shown anything in the policy, plan or service that results in (or has the potential for) disadvantage or discrimination towards people of different groups? Which groups?

Do some needs/ priorities 'miss out' because they are a minority not the majority? Is there a better way to provide the service to all sections of the community?

It does not show any discrimination towards people of different groups

Changing Lives will be an inclusive service both in design and delivery and be aware that it needs to provide a personalised approach to meet the diverse needs of its potential customers.

One example being to provide a gender specific service to women accessing the Changing Lives scheme.

3.2 How could the policy be changed to remove the impact?

Which options have been considered? What option has been chosen?

N/A – See 3.1

3.3 Can any adverse impact be justified?

If the adverse impact will remain, can this be justified in relation to the wider aims of the policy or on the grounds of promoting equality of opportunity for one target group?

Please seek legal advice on whether this can be justified.

N/A – See 3.1

3.4 Are you planning to consult people on the outcome of this impact assessment?

When and how will you do this? How will you incorporate your findings into the policy?

Findings from the impact assessment will be delivered at the next stakeholders meeting in January 2013

3.5 How does the service/policy promote equality of opportunity and outcome?

Does the new/revised policy/service improve access to services? Are resources focused on addressing differences in outcomes?

Delivers a service to those who are generally excluded from mainstream services.

Don't forget to transfer any issues you have identified in this section to the [Equality Action Plan](#)

Action Plan					
What are you trying to change (outcome)?	Action	Officer responsible	Deadline	Other plans this action is referenced in (e.g. Service Performance Plan, work plan)	Performance monitoring
Ensure new service meets needs of diverse groups	Develop and implement monitoring framework that includes monitoring by protected characteristic: Gender, Age, Disability, and Ethnicity. Include equality monitoring in service specification	Changing Lives project coordinator Supporting People	2013 -15		To be monitored through multi agency steering group w.e.f 1/6/13 with monitoring to continue at quarterly steering groups to 31 st May 2015, when Supporting People funding ends.