

The **public sector Equality Duty** (Section 149 of the Equality Act) requires public bodies to have due regard to the need to eliminate discrimination, advance equality of opportunity, and foster good relations between different people carrying out their activities.

The Equality Duty supports good decision making – it encourages public bodies to be more efficient and effective by understanding how different people will be affected by their activities, so that their policies and services are appropriate and accessible to all and meet different people’s needs. The Council’s Equality and Safety Impact Assessment (ESIA) includes an assessment of the community safety impact assessment to comply with section 17 of the Crime and Disorder Act and will enable the council to better understand the potential impact of the budget proposals and consider mitigating action.

<p><b>Name or Brief Description of Proposal</b></p>	<p><u>Proposed single contractual approach to commissioning Information, Advice and Guidance</u></p> <p>This proposal pulls together services which are currently funding through a mix of grant and contractual approaches into one service to deliver information, advice and guidance for the city. The impact of this change does vary across the range of current providers and clients who use this service. The current Information, Advice and Guidance (IAG) service provision has been subject to a review to inform future service design. The service is currently provided by a range of organisations and by a number of approaches which include:</p> <ul style="list-style-type: none"> <li>• Information – provided through the Southampton Information Directory (SID)</li> <li>• Drop-in Centres, as provided by No Limits (providing confidential information, advice, counselling, support &amp; advocacy for children and young people) in their own premises or Citizens Advice Bureau within the Central Library.</li> <li>• Dedicated phone advice lines, as provided by ‘the Environment Centre’ (Environmental Charity providing advice and support targeting improvements in healthy homes) and CAB</li> <li>• Dedicated clinics/appointment to provide advice and guidance, as provided by SARC (Southampton Advice and Representation Centre – experts in welfare benefit law and employment law) and CAB.</li> <li>• Outreach to support services other than those providing purely advice, such as that provided by EU Welcome to a range of groups in the city.</li> </ul> <p>This provision has been funded for many years through council grant funding, although there is a formal application process every 3 years.</p> <p>In addition there are a small number of contracts which are included within the current provision of AIG and as such were in scope of the</p>
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	<p>review. These are –</p> <ul style="list-style-type: none"> <li>• Care Advice Service – provision of a home visiting advice service</li> <li>• Homesafe - To support individuals to live safely in Southampton - this includes ensuring they are supported with social, financial, housing and personal issues. Service will offer support, advice, referrals, benefit maximisation and form completion.</li> </ul> <p>Information, Advice and Support Service (IASS) – provision of information and advice to families who have a child who has special educational needs and disability (SEND).</p>
<p><b>Brief Service Profile (including number of customers)</b></p>	<p>The contract proposes to encompass all of the functions described within the current service delivery above through an integrated approach to providing Information, Advice and Guidance.</p> <ul style="list-style-type: none"> <li>• In year 1 of the contract the number of unique clients should be no less than 22,500. This figure will include the following groups <ul style="list-style-type: none"> <li>○ 35% provided to Children and young people, of which 250 will be provided to children and young people who have disabilities and may require support with Education, Health and Care Plans. The other target areas for advice and guidance in this group include – <ul style="list-style-type: none"> <li>▪ Risk of homelessness</li> <li>▪ Victimization support/prevention</li> <li>▪ Care leavers</li> <li>▪ Domestic violence</li> <li>▪ Alcohol use/misuse, including brief intervention</li> </ul> </li> <li>○ 5% for fuel poverty/healthy homes/healthy living circumstances</li> <li>○ 15% asylum seekers and new residents in the city who have previously lived outside of the UK. This will include immigration accredited advice to no less than 150 unique clients</li> <li>○ 2.5% of activity provided in a client’s own home, where their age and unique circumstances require it.</li> <li>○ Employment tribunal support to no less than 100 unique clients.</li> </ul> </li> </ul>
<p><b>Summary of Impact and Issues</b></p>	<p>This change may have the following impact –</p> <ol style="list-style-type: none"> <li>1. Sustainable provision of a range of advice services</li> <li>2. Ability to safely open a drop in centre approach which support children and young people in an appropriate manner.</li> </ol>

	<ol style="list-style-type: none"> <li>3. Ability to support people with their benefits claims, particularly where these result in a tribunal.</li> <li>4. Provision of specialist advice services such as guidance to EU nationals at a time of significant change for their status in the UK.</li> <li>5. Sustaining the statutory role of guiding those families which require SEND advice and guidance</li> <li>6. Simpler and seamless access to a range of services currently provided separately</li> </ol>
<b>Potential Positive Impacts</b>	<p>The new approach could result in:</p> <ol style="list-style-type: none"> <li>1. an increase in external funding being brought into the city,</li> <li>2. greater collaboration between organisations, leading to reduced costs and better services</li> <li>3. a bigger focus on prevention and early intervention, dealing with issues before they become entrenched problems, reducing long-term costs</li> <li>4. Sustaining provision of advice and guidance in a range of different access methods, including online, outreach and drop in.</li> <li>5. Greater likelihood of meeting the needs of clients with multiple issues in a more efficient manner.</li> <li>6. Greater understanding of the social impact of information, advice and guidance.</li> <li>7. Promotion of greater reliability within the information resource, Southampton Information Directory.</li> </ol>
<b>Responsible Service Manager</b>	Moraig Forrest-Chard
<b>Date</b>	4/4/17

<b>Approved by Senior Manager</b>	Carole Binns
<b>Signature</b>	
<b>Date</b>	5/4/17

## Potential Impact

Impact Assessment	Details of Impact	Possible Solutions & Mitigating Actions
<b>Age</b>	<p>There are currently a range of services targeting young people and specialist advice for older people. The current local services are well respected.</p> <p>There could be a risk that these protected groups are disadvantaged if the new services are not delivered to the same level of quality and expertise.</p> <p>Individuals may have difficulty accessing services if venues and contact details change.</p>	<p>Any future specification will reflect the requirement to have access to the knowledge and skills required to meet the information and advice requirements for young people, working age adults and older people.</p> <p>The selection process will test out the ability of providers to deliver this in practice.</p> <p>There will be a robust communications plan for any change in service or access arrangements, this will form part of the mobilization plan post contract award</p>
<b>Disability</b>	<p>A high proportion of those accessing advice have a disability with additional complexities around accessing employment, benefits and support generally. The current providers have in place systems which support these clients.</p> <p>This group have both access requirements and in some cases complex guidance/support needs in relation to their employment and educational access arrangements.</p> <p>Individuals may have difficulty accessing services if venues and contact details change.</p>	<p>Any future specification will reflect the requirement to meet the needs of a client group who are living with a disability.</p> <p>The selection process will test out the ability of providers to deliver this in practice</p> <p>There will be a robust communications plan for any change in service or access arrangements, this will form part of the mobilization plan post contract award</p>
<b>Gender Reassignment</b>	<p>A small number of young people access advice currently regarding gender reassignment. The current</p>	<p>Any future specification will reflect the requirement to</p>

	<p>service is well known and young people feel comfortable accessing it. it is also well linked to other services for young people. There could be disruption to access arrangements if a new and unknown provider were to be responsible for delivering these services in the future.</p> <p>Individuals may have difficulty accessing services if venues and contact details change.</p>	<p>meet the needs of this group.</p> <p>The selection process will test out the ability of providers to deliver this in practice</p> <p>Adequate transition arrangements will be put in place to minimise any disruption to service and commissioners will work with both providers to affect a successful transfer.</p> <p>There are a number of other sources for such advice within the city, it will be key for any future provider to make the necessary links.</p> <p>There will be a robust communications plan for any change in service or access arrangements, this will form part of the mobilization plan post contract award</p>
<p><b>Marriage and Civil Partnership</b></p>	<p>One of the current services provides advice and guidance to support people in a position of relationship breakdown and family issues. This includes access to free family law advice, which is particularly important given that access to Legal Aid is increasingly restricted.</p>	<p>A key element of any future service will be to provide early relationship or breakdown advice. Mitigation would include promoting access to pro bono support from a legal representative.</p>
<p><b>Pregnancy and Maternity</b></p>	<p>Young parents access advice regarding rights and support through the current service. This includes SEND specific advice to promote educational inclusion and attainment. Further work is also provided to pregnant woman who experience</p>	<p>Any future specification will reflect the requirement to meet the needs of this group.</p> <p>The selection process will test out the ability of providers to deliver this in</p>

	<p>discrimination in the work environment.</p> <p>There could be a risk that these protected groups are disadvantaged if the new services are not delivered to the same level of quality and expertise.</p> <p>Individuals may have difficulty accessing services if venues and contact details change.</p>	<p>practice</p> <p>Whilst some requirements are specialist, the future service will be required to provide a first response and where appropriate provide links to other appropriate more specialist organisations.</p> <p>The specification will include SEND specific information and advice which is a statutory requirement</p> <p>There will be a robust communications plan for any change in service or access arrangements, this will form part of the mobilization plan post contract award</p>
<p><b>Race</b></p>	<p>Between 10 and 20% of the current work is provided to people who are identified as other than White British. The current providers have key local links to do this well and there is an active programme to support EU migrants and other immigrants in the key information advice and guidance which they may require. The current service is well known and respected.</p> <p>Individuals may have difficulty accessing services if there is a change to a less well known providers and venues and contact details change.</p>	<p>Any future specification will reflect the requirement to meet the needs of this group.</p> <p>The selection process will test out the ability of providers to deliver this in practice</p> <p>General advice services will be available, with any future provider required to access the appropriate support they require to meet the needs of this client group. This may include subcontracting and or course networking with other local organisations.</p> <p>There will be a robust communications plan for any change in service or access arrangements, this will form part of the mobilization plan</p>

		post contract award
<p><b>Religion or Belief</b></p>	<p>The current provision supports children and young people whose families may not support their need for Sexual health, hidden harm, relationships advice and support can access help in a confidential safe space.</p> <p>In addition it supports a small but significant number of young people who are at risk through cultural practices e.g. forced marriage, so-called honour based violence or being forbidden to have relationships with members of other cultures / faiths access advice and support.</p> <p>Individuals may have difficulty accessing services if there is a change to a less well known providers and venues and contact details change.</p>	<p>Service specifications will include the need to respond to the diverse needs of the city including this protected groups. Potential providers will be tested during the selection process to ensure understanding of local needs in relation to diversity.</p> <p>Contract monitoring will include information on take up to ensure the local population is represented. Improvements plans will be developed if this is not maintained.</p> <p>The understanding of this local need will be key to the successful implementation of information, advice and guidance and form part of the mobilisation plan post contract award.</p> <p>Adequate transition arrangements will be put in place to minimise any disruption to service and commissioners will work with both providers to affect a successful transfer.</p> <p>There will be a robust communications plan for any change in service or access arrangements, this will form part of the mobilization plan post contract award</p>

<b>Sex</b>	<p>The current service supports a small number of clients suffering gender violence/abuse. Further issues reported include sex discrimination; violence/abuse in relation to shame/dishonour.</p> <p>Individuals may have difficulty accessing services if there is a change to a less well known providers and venues and contact details change.</p>	<p>Service specifications will include the need to respond to the diverse needs of the city including this protected groups. Potential providers will be tested during the selection process to ensure understanding of local needs in relation to diversity.</p> <p>Contract monitoring will include information on take up to ensure the local population is represented. Improvements plans will be developed if this is not maintained.</p> <p>The understanding of this local need will be key to the successful implementation of information, advice and guidance and form part of the mobilisation plan post contract award.</p> <p>Adequate transition arrangements will be put in place to minimise any disruption to service and commissioners will work with both providers to affect a successful transfer.</p> <p>There will be a robust communications plan for any change in service or access arrangements, this will form part of the mobilization plan</p>
<b>Sexual Orientation</b>	<p>The current service provides management support to Breakout Youth (an independent young people's LGBT support group). About 40 LGBTI young people accessed</p>	<p>Any future specification will reflect the requirement to have access to the knowledge and skills required to meet the information and</p>



	<p>Breakout in 2015-16, most of whom also accessed advice drop in services.</p> <p>The current service is well known and young people feel comfortable accessing it, it is also well linked to other services for young people. There could be disruption to access arrangements if a new and unknown provider were to be responsible for delivering these services in the future.</p> <p>Individuals may have difficulty accessing services if there is a change to a less well known providers and venues and contact details change.</p>	<p>advice requirements for young people including young people with these specific needs.</p> <p>The selection process will test out the ability of providers to deliver this in practice.</p> <p>Adequate transition arrangements will be put in place to minimise any disruption to service and commissioners will work with both providers to affect a successful transfer.</p> <p>There are a number of other sources for such advice within the city, it will be key for any future provider to make the necessary links.</p> <p>There will be a robust communications plan for any change in service or access arrangements, this will form part of the mobilization plan</p>
<p><b>Community Safety</b></p>	<p>The current service provides support and guidance to young people who are either victims of crime or young offenders themselves. The Next Steps project provides a case worker who takes referrals from YOS and meets young people transitioning out of Youth Offending Institutions and helps them to access advice, support and housing and with employability skills. Access to No Limits advice centre is key to this support.</p> <p>It supports people to report crime and anti-social behaviour to the police and council, and is a third party reporting centre for hate crime.</p>	<p>Service specifications will include these requirements.</p>

<p><b>Poverty</b></p>	<p>A large proportion of the current delivery is provided to people who are living on low incomes giving them opportunities to access additional support and income appropriate to an individual's circumstances. This includes people who are at risk of homelessness, often as the first port of call.</p> <p>Enabling individuals on low incomes to make material differences to their lives helps mitigate social inequalities that can lead to health inequalities.</p> <p>It supports people on low incomes with advice and information on improving energy efficiency and heating in their homes, including advice on support with the costs.</p>	<p>Service specifications will include these requirements</p>
<p><b>Other Significant Impacts</b></p>	<p>Current provision includes a range of organisations that have specialist knowledge which could be lost if they are not part of future provision or if any future provider does not have the same level of knowledge and expertise.</p> <p>Several providers have highlighted the risk to either remaining viable as an organisation or one part of their provision remaining viable should they not be involved in future provision of IAG.</p> <p>Some current providers bring additional funding into the city which could be lost if there is a change of provider.</p>	<p>Specifications will reflect the range of advice to a quality currently provided in the city. Successful providers will need to demonstrate they are able to meet this standard.</p> <p>Sub-contracting and other partnership arrangements will be supported to enable current providers to form part of any future service if appropriate</p> <p>Current local providers will be encourage to bid for any tender. The Council has undertaken to consider practical arrangements such as longer bid times in order to assist smaller organisations to prepare bids.</p> <p>The Council will consider the ability to bring in additional resources as a potential</p>

		requirement for future services
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Definitions of the protected characteristics are available on the Equality and Human Rights Commission website: <https://www.equalityhumanrights.com/en/equality-act/protected-characteristics>