

Equality Impact and Needs Analysis (EINA) Template

Directorate:	London Borough of Richmond upon Thames (LBR) Education and Children's Services and (Royal Borough of Kingston upon Thames (RBK) Learning and Children's Services
Service Area:	Integrated Youth Support
Name of service/ function/ policy/ being assessed:	LBR Youth Service and RBK Youth Support Service
Officer leading on assessment:	Gillian Hall – RBK Youth Support Service Manager Peter Moorcock – LBR Youth Service Manager
Other staff involved:	N/A

PREPARATION FOR THE EQUALITY IMPACT AND NEEDS ANALYSIS

1. Briefly describe the service/ function/ policy:

Richmond and Kingston Boroughs have agreed to share a joint Youth Service, as part of a wider programme of shared service delivery. The Youth Service is located within the Integrated Youth Support in the Protection & Early Help division alongside of other shared youth support services.

The Youth Service provides a diverse range of programmes through its universal and targeted provision for young people age 13-19. This includes provision of personal, social and development opportunities to young people, information, advice and guidance, positive activities and volunteering.

The shared Youth Service provision is aligned with the Locality Teams across both Boroughs; with a designated area youth work lead, co-ordinating delivery of youth provision within each locality team.

Richmond and Kingston Councils are continually reviewing their structures and ways of working in order to provide the best services possible for residents, in the most efficient way.

Within Richmond, delivery primarily takes place within four youth facilities, the programme of activity on offer is varied and takes into account the views and localised need of service users. The youth service offer a diverse range of opportunities under the following headings:

- School based programmes;
- Open access/drop in youth club afternoons and evenings;
- Information and advice on a range of wellbeing services, careers, etc;
- Sports based programmes i.e. Climbing, Hampton Jaguars Basketball Team, Fitness and circuits;

- Music programmes i.e. Band rehearsals, music events, music tuition, production and performance;
- Targeted Youth Support i.e. young women's and Black, Asian and Minority Ethnic (BAME) projects, disability club, young parents; and
- Duke of Edinburgh Award across Schools, clubs and organisations.

In Kingston delivery of youth provision takes place in its seven youth centres, a Sports and Community Centre, and a Sailing and Canoe Centre, as well as the Young Livin' bus. The service provides a wide range of activities, workshops and positive activities which include:

- Music and drama;
- Information advice and guidance;
- Sports and outdoor education;
- Duke of Edinburgh Award Scheme;
- Participation projects e.g. YU On line (an online magazine for young people by young people), Youth Council; and
- Specialist youth projects e.g. Young Carers, Lesbian, Gay and Bisexual (LGB) young people.

In addition Kingston Youth Support Service provides targeted work for young people who have been referred to the service. This includes:

- Youth club for young people with Aspergers Syndrome;
- Positive Activities for Young People (PAYP) – Positive activities and workshops for young people who are involved in risky behaviour;
- Take Control – work with young people aged 16 + who are Not in Education, Employment or Training (NEET); and
- Destinations/Engage – work with schools for young people who need additional support.

2. Why is the equality impact and needs analysis being undertaken?

The EINA is being undertaken to analyse any impact on equality within the proposed new shared Youth Service on current and potential employees and service users.

3. Has this service/ function/ policy undertaken a screening for relevance?

If so, which protected characteristics and parts of the duty were identified as of high or medium relevance and why? Please attach screening for relevance as an appendix to this EINA.

If not, make an assessment of which protected characteristics and parts of the duty are of high or medium relevance and explain why:

The Shared Youth Service will provide services to young people aged 13 – 19 across both boroughs in a number of youth settings, outreach and detached youth work; school based youth work and targeted youth work. At times depending on need the service may provide additional youth work support to young people aged 10 – 12

In 2012/13 LBR Youth Service engaged with 4,685 young people between the age of 10 – 19:

- 34% were female and 66% male

- 6.50% identified themselves as Asian
- 5.54% identified themselves as Black
- 7.74% identified themselves as Dual Heritage
- 43% identified themselves as Other/not known
- 37.22% identified themselves as White

(Youth Service Management Information System)

In RBK Youth Support Service 1356 individual young people aged between 10 – 19 accessed the services on offer

- 34% were female and 66% male
- 3% identified themselves as Asian
- 3% identified themselves as Black
- 3% identified themselves as Dual Heritage
- 14% identified themselves as Other/not known
- 77% identified themselves as White

(Youth Service QES System)

23 young people who have used the service in LBR and 51 in RBK have declared a disability as described under the Disability Discrimination Act (DDA).

Based on this statistical information the **age, gender, race, and disability** are of high relevance.

The following characteristics are of medium relevance, **religion and belief including non belief, sexual orientation, gender reassignment, pregnancy and maternity** due to the fact that LBR & RBK youth service has no evidence of issues raised or complaints made about the delivery of services across our locations relating to these characteristics and low relevance to **Marriage and civil partnership** primarily due to the age range engaged by the services.

4. What sources of information have been used in the preparation of this equality impact and needs analysis? For example, this could include equalities monitoring information, performance data, consultation feedback or needs assessment. Please provide the details in the table below:

Information source	Description and outline of the information source
Personal information	In Richmond, the information is held on Youth Zone Management Information (MI) system and paper copies of consent and membership are held within youth clubs. In Kingston, information about young people is held on a secure QES management system (management information is from this source) and paper copies of members are within youth clubs.
Management information	Quarterly reports provide information on young people's attendance, participation and outcomes. In Richmond it is managed by the YS management and IYS Business Hub and in Kingston this is managed by the Admin Team Leader.
Service user feedback	Group work feedback, on line surveys, annual satisfaction surveys or video stories are some of the approaches used to gage views from service users
Service user plans	In LBR and RBK a Single Point of Access (SPA), Common Assessment Framework (CAF) is operational, in LBR a

Information source	Description and outline of the information source
	Targeted Monitoring and Evaluation (TME) approach is used.
Service plan	Termly Unit plans are developed and evaluated that will fit alongside the developing strategic plan (Youth Service).

ANALYSING IMPACT, NEEDS AND EFFECTS

It is important that the analysis addresses each part of the duty assessed as relevant to the area being examined (see further [Guidance on RIO](#)).

5. Key questions to consider:

- a. What does the data tell you about the groups identified as relevant to the area being assessed?**
- b. What does customer feedback, complaints or discussions with stakeholder groups tell you about the impact of the service/ function/ policy on the protected characteristic groups, where assessed as relevant to area being examined?**

Other questions to consider:

- How well are diverse needs met?
- Have any differences in access to services/functions been identified for any group?
- Has the area identified any disadvantages experienced by groups, which need to be addressed?
- Have there been any complaints about a failure to receive an appropriate and fair service?
- Is there any other evidence of differential impact or different outcomes which needs to be addressed?
- Is there any evidence that participation in areas of public life is disproportionately low for any particular relevant protected characteristic group?
- Have the needs of disabled people been identified and addressed where these are different from the needs of non-disabled people?
- Have you identified any need to tackle prejudice or promote understanding between different relevant protected characteristic groups?

Remember that equality analysis is not simply about identifying and removing negative effects of discrimination but it is also an opportunity to identify ways to advance equality of opportunity and to foster good relations.

Protected Group	Findings
Age	Both local authorities have a duty to secure access to positive activities under Section 507B of the Education Act 1996 - introduced through section 6 of the Education and Inspections Act 2006. LBR and RBK Youth Service offers a variety of positive activities for young people to voluntarily engage in

	<p>service provision with a diverse targeted offer to meet more vulnerable service users</p> <p>In Richmond our universal service users are accessing once they reach year 7 and steadily rise until year 9. By year 11 the service users start to reduce with limited numbers accessing universal services by year 12 and 13. The exception is in Twickenham where youth services are regularly accessed by college students (Year 12/13) through the Youth Enquiry Service and Heatham House.</p> <p>In order to ensure that all eligible young people receive a service in Richmond, the service is proactive in promoting services locally within their youth club and local schools through visits and publicity. The Youth Service also has a corporate Facebook page, and due to anecdotal evidence Facebook pages are being created for individual clubs as service users are more likely to follow the service they use to receive updates on services available.</p> <p>The LBR Youth Service provides publicity to target age groups relevant to the activities on offer at each provision. Marketing is usually through display boards within the club, local schools and online via the Facebook page and council webpage.</p> <p>In Kingston the primary age range of young people provided with a service is 11 – 19 years, in Richmond it is primarily for 13-19 but is extended to 11 – 24 for those eligible.</p> <p>The MI systems can provide reports on attendees by age to enable each youth provision to identify the age range attending to each session if required and inform future delivery and trends of local service users.</p> <p>In Kingston our universal service users are accessing provision once they reach Year 7, with two Centres offering universal provision for children in years 4 – 6. In addition Dickerage Sports and Community Centre provides universal services for pre-school children, with their parents, through to young people aged 19. By year 11 service users start to reduce with limited numbers accessing universal settings by year 12 and 13.</p> <p>In order to ensure that all eligible young people receive a service in Kingston, the service promotes its activities and services through its Young Livin web page, as well as through schools, libraries and its own mobile provision, which visits secondary schools and is based in Kingston Town centre on a weekly basis. Each Youth Centre/Project also has its own Facebook page, which is monitored by youth work staff, and is used to keep young people updated about new events and activities.</p> <p>There is no evidence that any young person has not been able to access the service and no complaints have been received relating to age and eligibility/ service provision.</p>
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<p>Disability</p>	<p>In Richmond, the Youth Service manages five buildings; Ham Youth Club and Whitton Youth Zone are fully DDA compliance. Hampton Youth Project (HYP) and Powerstation (PS) are fully DDA compliance on the ground floor, however HYP offices are based on the first floor with the only access via stairs. PS has a first floor computer area and the only access is via stairs.</p> <p>Heatham House is a grade 2 listed facility and subject to listed building consent. The Gym is partially inaccessible as toilet and welfare facilities can only be accessed by steps and the entrance is the only accessible way in and out as the surrounding exits require stepping down. A planning application has been submitted to improve the gym facility and meet DDA.</p> <p>The main house does not have any ramps or chair lifts to access the entrance at the front or rear of the property and internally there is no alternative access to the basement or first floor other than stairs.</p> <p>The Garage is accessible internally and externally, however some spaces within still require adaptations.</p> <p>The car parks at Ham and Heatham does not have designated disabled parking.</p> <p>LBR Youth Service provides a specific disabilities group called 'Crofters' in the Gym at Heatham House and Powerstation one session a week during term time. The members are young people with learning and physical disabilities who are able to access the main house if needed but wheelchair users would have restricted access. 24 members attended the clubs over the last reporting year. The young people can attend through dropping in or being referred from the Croft Centre. Referrals however do have to consider if a young person has mobility issues or are a wheelchair user, as that would potentially exclude them from certain activities that require accessing to part of each building.</p> <p>The LBR Youth Service management information system is not capable to generate the number of young people who identify themselves with a disability who access that building.</p> <p>Currently, eligible young people who do not require wheelchair or additional mobility support have access to the service as set out above, and no complaints have been received relating to disability from users.</p> <p>The composition of the paid LBR youth work staff team in 2012/13 who are registered disabled was 2 female and 1 male worker, for 2013/14 the composition is 2 female and 1 male worker.</p> <p>In Kingston, the Youth Service manages five youth centres, Barnfield, Searchlight, The Fountain, The Venner, School</p>
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	<p>Lane, Kingsnympton and Devon Way, as well as the Dickerage Sports and Community Centre and Albany Park Canoe and Sailing base. All Youth Centres are fully DDA compliant, and the Albany Park Canoe and Sailing base is DDA compliant on the ground floor, which includes changing and toilet facilities.</p> <p>Albany Park Canoe and Sailing Base has specialist equipment to enable young people with disabilities to access the water sports programme on offer.</p> <p>RBK Youth Service provides two youth clubs (both at Devon Way Centre, and a water sports Activity Club for young people with disabilities and one club for young people with Asperger's Syndrome. The Clubs at Devon Way cater for young people between the ages 8 – 17 on a Saturday and 16 + on a Friday evening, and the young people can drop in or can be referred.</p> <p>The water sports club and club for young people with Asperger's is on a referral basis.</p> <p>There are currently no paid members of staff in Kingston Youth Service who are registered disabled.</p>
Gender (Sex)	<p>In 2012/13 there were 34% (1592) female users and 66% (3092) male users that accessed the provision within Richmond. In 2011/12 the percentage was 31% female and 69% male, reflected by the introduction of young women targeted work in 2012/13.</p> <p>This split in access has been recognised by managers as an area that needs to be reviewed and addressed for the forthcoming year. The aim is to ensure that provision offered meets the needs of young women and encourages them to access and attend service delivery. Additional grant funding has been received from Youth in Action to focus on attracting young women into the youth service.</p> <p>The composition of the paid youth work staff team in 2012/13 was 37% female and 63% male workers, for 2013/14 the composition is 38% females and 62% male workers.</p> <p>In Kingston in 2012/13 there were 34% (461) female and 66% (894) male users of the Service. This shows a slight decrease in female users against 2011/12 figures (42% female and 58% male), which is due to the fact that specific projects targeting vulnerable young men took place in 2012/13. This is an area however that is kept under review and measures taken to ensure that the provision offered meets the needs of young women.</p> <p>The composition of the paid youth work team for 2012/13 and 2013/14 are 50% male and 50% female.</p> <p>No complaints have been received relating to gender.</p>
Gender reassignment	<p>Statistics are not available regarding gender reassignment and no issues have been recorded. However LBR and RBK offer a</p>

	<p>LGBT+ youth group for young people who are questioning, require support, or are undergoing gender reassignment. Young people can attend whilst accessing other services such as GPs.</p> <p>LGBT+ young people in Richmond have expressed that the current membership form does not cater for those who are undergoing gender reassignment or view themselves as neither female or male and the membership form is currently being reviewed as a result of the feedback</p>
<p>*Marriage and civil partnership (*only in relation to first part of the duty: eliminate discrimination and harassment)</p>	<p>No issues have been recorded regarding marriage and civil partnership, however we would offer support and appropriate referrals to organisations that specialise in supporting young people within this area.</p>
<p>Pregnancy and maternity</p>	<p>Statistics are not available regarding pregnant users and no issues have been recorded.</p> <p>There are protocols to follow should pregnant females attend programmes or require additional support, through individualised risk assessment of users and advice and support to access services through their GP, hospital or other support service.</p>
<p>Race/ethnicity</p>	<p>In Richmond, the management system is currently set based on the reporting requirement needed by the service. Based on the information we have available the predominant group accessing the services are young people who define themselves as White. The breakdown is as follows:</p> <ul style="list-style-type: none"> • 6.50% identified themselves as Asian • 5.54% identified themselves as Black • 7.74% identified themselves as Dual Heritage • 43% identified themselves as Other/not known • 37.22% identified themselves as White <p>The composition of the paid Youth Service staff team in 2013/14, The full breakdown is as follows:</p> <ul style="list-style-type: none"> • 5% identified themselves as Black or Black British • 15% identified themselves as Dual Heritage • 80% identified themselves as White <p>In Kingston based on the information on the QES System</p> <ul style="list-style-type: none"> • 3% identified themselves as Asian • 3% identified themselves as Black • 3% identified themselves as Dual Heritage • 14% identified themselves as Other/not known • 77% identified themselves as White <p>The composition of the paid Youth Service staff team in 2013/14 is as follows:</p>

	<ul style="list-style-type: none"> • 14% identified as Black/Black British • 4% identified as Asian/Asian British • 88% identified as White <p>There is no evidence to suggest that young people or paid staff are disadvantaged due to their race / ethnicity and no complaints have been received.</p>
Religion and belief including non-belief	<p>Statistics are not available regarding religion and belief including non-belief and no issues have been recorded however we would offer support and appropriate referrals to faith organisations that specialise in supporting young people within this area if required.</p> <p>Youth Clubs are able to offer facilities for prayer on advance notice if rooms are available.</p> <p>Religious food considerations are taken into account as part of planning for cooking sessions or the provision of refreshments as young people are involved in the discussions.</p>
Sexual orientation	<p>Due to the relatively young age of the service user group , individuals may not wish to disclose details of sexual orientation to peers and/ or support workers, therefore information signposting to support groups is provided by youth workers through posters and conversations. A LGBT+ group is established within LBR and RBK to offer group support and services at one youth centre in each borough.</p> <p>For those who do disclose their sexual orientation and may be subject to discrimination, information on support groups is provided and the environment the individual interacts with e.g. the youth club is monitored following discussion and feedback with the individual so that workers can determine whether discriminative behaviour is occurring and needs to be tackled.</p> <p>There is no evidence to suggest that young people are disadvantaged due to sexual orientation. No complaints have been received.</p>

6. **Have you identified any data gaps in relation to the relevant protected characteristics and relevant parts of the duty? If so, how will these data gaps be addressed?**

<i>Gaps in data</i>	<i>Action to deal with this</i>
Disability data relating to Youth Service users	As part of the reorganisation the operating practices will be reviewed including a membership form which will be created that will capture information on our service users enabling the Service to be able to collate statistical data across the shared service. The QES MI system will be used across the shared service which will have improved functionality for inputting and reporting data for performance and reports.
Religion and belief data	This data is not required for reporting purposes therefore, consideration will be taken from the

	workforce on whether recording this data is relevant to the service and local needs for current and future delivery, and explore any risks if this data is not collated.
Sexual Orientation	This data is not required for reporting purposes therefore, consideration will be taken from the workforce on whether recording this data is relevant to the service and local needs for current and future delivery, and explore any risks if this data is not collated.
Recording gender	As part of the reorganisation the membership form will be amended within the shared service to enable users to state their gender rather than a tick box to reflect the needs of the LBGT+ community who are engaging with the shared service.

SUMMARY OF THE KEY FINDINGS

7. Set out the key findings from the equality impact needs analysis of the service/ function/ policy. Key questions to consider when completing this section:

- *Are there findings of unlawful discrimination?*
- *Can you address any identified adverse impact?*
- *Can you mitigate any negative impact?*
- *Please provide rationale if you are unable to address any adverse impact.*
- *Have you identified any ways of advancing equality in this area? For example, meeting diverse needs?*
- *Is there a need for any actions to promote understanding between different protected groups?*

Overall there have been no findings of unlawful discrimination or evidence of adverse impact on service users in the relevant areas above. Through feedback and observations the EINA has reinforced the following:

- The limitations of access within some of the Youth Service buildings are recognised and service delivery is adapted and amended based on individuals attending to ensure that no one receives less favourable access to services.
- Information will continue to be monitored through feedback from service users at the end of session's termly feedback and yearly satisfaction surveys as well as the corporate complaints procedure and where action is required an action plan will be implemented to address the points
- It appears from evidence available that service users defined in the relevant categories above are able to access services, recognising that there is scope to increase provision for young women, and improve access for disabilities for which an action plan is in place.
- There is no evidence to suggest that understanding between groups needs to be proactively promoted, however the service does raise awareness of different cultures and communities in relation to enhancing the personal and social development of individuals and groups through the programmes on offer, national events and campaigns and this approach will continue to be the expectation to promote diversity and cultural understanding.

CONSULTATION ON THE KEY FINDINGS

8. What consultation have you undertaken with stakeholders or critical friends about the key findings? What feedback did you receive as part of the consultation?

Evaluation of 2012/13 satisfaction survey within Richmond suggested a high level of satisfaction with the service, 92% of respondents rated the service as excellent and good.

The Youth Associates (a group of young people) have inspected all youth service provision in July 2013 – September 2013 across Richmond and Kingston. The inspections identified key strengths and areas for development including the below points:

- Heatham House has no wheelchair access for the main house, Powerstation and Hampton have no facilities for wheelchairs to access 1st floor spaces.
- Whitton is completely accessible and in excellent condition.
- Young Women work is limited, but where there is provision the feedback from users was positive.
- Increase more social education programmes i.e. film nights to discuss the contents and meaning.

Consultation has been encouraged with:

- Youth Service staff:
 - No concerns were raised in the consultation period in relation to any equality matters.
- Young People who use the service:
 - A satisfaction survey was completed by service users with the results currently being analysed.
- Selection of non-users through Schools and School Council meetings;
 - No concerns were raised in relation to any equality matters

As a result of the feedback amendments have been considered and are reflective within the Action Plan of this EINA.

ACTION PLANNING

9. What issues have you identified that require actions? What are these actions, who will be responsible for them and when will they be completed?

Issue identified	Planned action	Lead officer	Completion Date
Building accessibility	To raise accessibility concerns and continue to monitor the planned maintenance schedule through the IYS business manager.	IYS Business Manager	Ongoing
Gender ratio accessing the service	To review female contacts and feedback reports to Area Youth Work Leads/Team Leaders.	Youth Service Operations Manager/Admin Team Leader	March 2015

Management Information System provides better reporting systems	Consideration to be given to any new ICT system that improves reporting.	LBR Youth Service Manager	March 2014
Prioritising local and service needs	Build into annual unit plan and termly activities to identify and encourage under-represented groups to access services.	Area Youth Work Lead/Team Leaders	March 2015
Diverse curriculum offer	To monitor and review delivery plans to offer a range of diverse programmes of activities that meet locality needs.	Area Youth Work Lead/Team Leaders/Operations Manager/Youth Officer	March 2015
Standard Operating Practices and procedures	To review and implement best practice from across the shared service for specific youth service SOP and procedures.	Whole Team and Stakeholders (where appropriate) Workforce development training	Nov 2014
Service working cultural differences	To explore and understand how each service operates and bring change to areas to reflect the vision of AfC and culture of the new shared service.	Managers and Youth Work Leads/Team Leaders	March 2015
Consulting service users	To seek views on provision, publicity, resources.	Area Youth Work Leads/Team Leaders	April 2014

MONITORING AND REVIEW

10. How will the actions in the action plan be monitored and reviewed? For example, any equality actions identified should be added to business, service or team plans and performance managed.

Actions from the EINA will be monitored by the ECS Equalities Working Group. In relation to specific actions:

- Building reviews are monitored through each boroughs property maintenance teams and are monitored locally through the IYS business manager and will form part of the service strategy to income facilities and increase revenues opportunities.
- Gender specific provision and open access programmes will continue to be monitored through the MI system, unit planning, supervision and appraisals which will identify how the unit is aiming to engage under represented groups.
- Once the agreed MI system is integrated across both services, the statistical data will be consistent and effective to provide additional benefits and functions that the current Youth Zone system can not provide.
- Youth Work Leads and Team Leaders are part of the Localities and therefore have a specific role to play in identifying and addressing current and emerging local needs. This will feed into unit and service plans and be reviewed through KPI monitoring, supervision and appraisals.

- The Shared Service will review will offer accurate actions are already built into each unit plan and will be integrated within future plans based on emerging needs or identified gaps in provision.
- Standard Operating Practices and procedures across both boroughs will need to be reviewed and amended to reflect the future service delivery. This will include involving Youth Council, Youth Associates and service users alongside staff and managers to create clear direction and understanding. This will be reviewed through re-inductions/briefings and training reviews.
- The working culture in each service will need to be reviewed, and assessed to identify what works and why to be able to create an environment that staff feel a part of. This review will take time and will be part of supervision, group and team meetings

PUBLISHING THE COMPLETED ANALYSIS

11. When completed, the equality impact and needs analysis should be approved by a member of DMT and published on the Council’s website. Please provide details below:

Approved by	AfC Equalities Working Group
Date of approval	April 2014
Date of publication	May 2014

DECISION-MAKING PROCESS

12. Has a copy of this EINA or summary of key findings been provided to key decision-makers to help inform decision making, for example as an appendix to a Cabinet or Committee report?

- **If so please provide the details including the name of the report, the audience i.e. Cabinet/ Committee, the date it went, and the report author.**
- **Please also outline the outcome from the report and details of any follow up action or monitoring of actions or decision taken:**

N/A
