

## Equality Impact and Needs Analysis (EINA) Template

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| <b>Directorate:</b>                                       | Education, Children's and Cultural Services                  |
| <b>Service Area:</b>                                      | Youth Service  |
| <b>Name of service/ function/ policy/ being assessed:</b> | Heatham House Youth Centre                                   |
| <b>Officer leading on assessment:</b>                     | Peter Moorcock   |
| <b>Other staff involved:</b>                              | Operations Manager/ Facilities Officer/ Area Youth Work Lead |

### PREPARATION FOR THE EQUALITY IMPACT AND NEEDS ANALYSIS

#### 1. Briefly describe the service/ function/ policy:

The Youth Service provides a diverse range of programmes through its universal and targeted provision for young people age 13-19 (up to the age of 24 with learning difficulties and disabilities and from 11 for transitioning into youth service). This includes provision of personal, social and development opportunities to young people, information, advice and guidance, positive activities and volunteering.

The Youth Service provision is aligned with the five Multi-Agency Locality Team (MALT) areas; with a designated area youth work lead, co-ordinating delivery of youth provision within each MALT.

The Youth Service recognises the importance of supporting all young people to become active citizens in their local communities and wider society, especially of those who may be disadvantaged. The Youth Service works as part of multi-agency teams, providing a clear contribution to early intervention through supporting and engaging young people that may be vulnerable or at risk of not achieving.

Heatham House constitutes a multi use hall for indoor skateboarding, live music events, dance, drama and comedy, two band rehearsal rooms, a recording studio, cafe, informal space for traditional youth club activities and just relaxing with friends, meeting rooms, counselling space, a motor workshop and outdoor grounds and sporting facilities.

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

Heatham House is a large Georgian house situated on the corner of London Road and Whitton Road in Twickenham close to the railway station. It has functioned as a youth centre

since the 1950s and has been popular facility accessed by many young people.

It is restricted in terms of further adaptation, extension or development due to requiring listed building consent and planning restrictions.

The overall facility is also not fully accessible. Stairs to the entrance at the front and rear of the property restricts access, and again inside the building stairs are the only routes from the basement to the 1<sup>st</sup> floor. The surrounding external buildings provide better DDA access but not enough to enable wheelchair users to move around the facility unaided.

This EINA assesses the impact of Heatham House itself and the services delivered at Heatham House.

### 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:**

Heatham House provides services to young people within its facility. In 2012/13 Heatham House including the Youth Engagement team's delivery catered for 2268 young people between the age of 11 – 24:

- 28% were female and 72% male
- 2.1% identified themselves as Asian
- 4.5% identified themselves as Black
- 6.8% identified themselves as Dual Heritage
- 35.2% identified themselves as Other/not known
- 51.2% identified themselves as White

*(Youth Service Management Information System)*

Based on this statistical information the **age, gender and race** are of high relevance alongside **disability** as the main building, parts of the gym and grounds are not accessible for wheelchair users or individuals with mobility difficulties.

A feasibility study providing information on DDA adaptations that are being considered for the site that would need planning and listed building consent.

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 the youth service has no evidence of issues raised or complaints made about the delivery of location relating to these characteristics and low relevance to **Marriage and civil partnership**.

### 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:

| <b>Information source</b> | <b>Description and outline of the information source</b>  |
|---------------------------|---|
| Personal information      | Information about young people is held on Youth Zone Management system (management information is from this source) and paper copies of members are within youth clubs. |
| Management information    | Quarterly information on young people's attendance, participation and outcomes are provided centrally.  |
| Service user feedback     | Group work feedback, surveys or video stories.  |
| Service user plans        | Single Point of Access (SPA), Common Assessment Framework (CAF), or Targeted Monitoring and Evaluation (TME).   |
| Agency plan               | Unit and 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.**

| <b><i>Protected Group</i></b> | <b><i>Findings</i></b>   |
|-------------------------------|--|
| Age                           | <p>The primary age range of young people provided with a service is 13 – 19 years but expands to 11 – 24 for those eligible.</p> <p>The MI system can provide reports on attendees by age to enable the youth service to identify the age range attending to each session if required</p> <p>In order to ensure that all eligible young people receive a service, the team is proactive in promoting services locally within their youth club and local schools. The Youth Service also has a corporate Facebook page, but anecdotal evidence suggests that having a Facebook page for individual clubs may get a larger proportion of users to like the page and receive updates on services available. Furthermore, information is provided directly to young people, which explains the services available to them.</p> <p>The Youth Service provides publicity to target age groups relevant to the activities on offer at Heatham house. Marketing is usually through display boards within the club, local schools and online via the Facebook page and council webpage</p> <p>The Council has 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. The Youth Service offers a variety of positive activities for young people to voluntarily engage in service provision.</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> <p>Anecdotal feedback from the Children and Young People’s Plan consultation suggested that some young people find Heatham House to be intimidating for those from the younger age range (13/14yrs) and that age appropriate or age-grouped activities could be offered. In response to this feedback HH already considers age appropriate activities, i.e. the lunch time sessions are for those 16 +, the evening sessions are for those 13 + with the age range dropping off from 17. HH has introduced a transitions club for 10 – 12yr olds to introduce new members to the building earlier to challenge the views that it can be intimidating when starting to attend at 13/14yrs.</p> |
| Disability                    | <p>The building is a grade 2 listed facility and subject to listed building consent.</p> <p>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.</p>  |

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|                     | <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 will may need additional support for access</p> <p>The car park does not have designated disabled parking, and at peak times the car park can be full</p> <p>The Youth Service provides a specific disabilities group called 'Crofters' in the Gym at Heatham House one session a week during term time. The members are young people with learning disabilities who are able to access the main house if needed. 21 members attended the club 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 activities that require accessing the main house.</p> <p>A local group called Catch 21 uses the main house for activities during the weekend for a disabled group.</p> <p>The 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> |
| Gender (Sex)        | <p>In 2012/13 there were 28% (637) female users and 72% (1631) male users that accessed the provision. In comparison to 2011/12 the numbers were 25% female and 75% male.</p> <p>This divide 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 meets the needs of young women encouraging them to access and attend Heatham House.</p> <p>No complaints have been received relating to gender.</p> <p>The composition of the paid staff team in 2012/13 was 3 female and 7 male workers, for 2013/14 the composition is 5 females and 7 male workers.</p>   |
| Gender reassignment | <p>Statistics are not available regarding gender reassignment and no issues have been recorded. However we do offer a 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>   |
| *Marriage and civil | <p>No issues have been recorded regarding marriage and civil</p>   |

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| partnership<br>(*only in relation to first part of the duty: eliminate discrimination and harassment) | partnership, however we would offer support and appropriate referrals to organisations that specialise in supporting young people within this area.   |
| Pregnancy and maternity   | <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>   |
| Race/ethnicity  | <p>The management system currently in place does not enable the ethnicity to be broken down into further ethnicity groups. This is identified as a gap in our action plan.</p> <p>Based on the information we have available from our paper based membership forms, 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"> <li>• 2.1% identified themselves as Asian or Asian British</li> <li>• 7.5% identified themselves as Black or Black British</li> <li>• 6.8% identified themselves as Dual Heritage</li> <li>• 33.2% identified themselves as Other/not known</li> <li>• 51.2% identified themselves as White</li> </ul> <p>The composition of the paid staff team in 2012/13 also predominantly define themselves as White, and in 2013/14, The full breakdown is as follows:</p> <ul style="list-style-type: none"> <li>• 26% identified themselves as Black or Black British</li> <li>• 11% identified themselves as Other/not known</li> <li>• 63% identified themselves as White</li> </ul> <p>There is no evidence to suggest that young people 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>Heatham House is 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  | Due to the relatively young age of the service user group and the potential for service users not to wish to disclose details of sexual orientation to peers and/ or support workers,   |

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|  | <p>information signposting to support groups is provided by youth workers. A LGBT+ group has been established to offer group support and services are located at the youth centre.</p> <p>For those who do disclose a 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 with the individual so that workers can determine whether discrimination 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> |
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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?**

| <b><i>Gaps in data</i></b>         | <b><i>Action to deal with this</i></b>  |
|------------------------------------|---|
| Building accessibility             | <p>Minor repairs and adaptations are currently being considered through central facilities and where no planning or listed building consent is required the adaptations will be prioritised</p> <p>Adaptations requiring planning or listed building consent and where finances allow will be prioritised and an application will be made.</p> <p>The Gym re developments feasibility is currently being undertaken and a decision on the final plan and costs will be made in June/July.</p>   |
| Gender ratio accessing the service | <p>An annual unit plan for Heatham House's planning for the year has been completed and will be monitored to reflect any change in young women attending and our MI system will be able to provide quantitative data to monitor the access.</p> <p>A specific young women's group that started last year will be continuing to enable users to attend and access other services on offer.</p> <p>The youth club conducted a feedback session with female users to explore what could be done to increase young women's access to the building, this also followed the good practice from Hampton Youth Project in introducing young women only evenings</p> |
| Management Information System      | The system no longer has the back up support to make the necessary changes as   |

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|  | required due to the suppliers discontinuing that element. It is expected that with the merge with Kingston Youth Support Service the MI system will be reviewed and replaced. |
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## 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. However, the EINA has identified that some young age groups and some females may not be accessing Heatham House.

However it should be noted that the limitations of access within the building would have a impact on individuals accessing the house, part of the ground and gym i.e. wheelchair users would only be able to have use of a toilet in the Garage, and delivery of a service is limited to the Gym or Garage.

The Council is committed to providing diverse youth services and are actively exploring the feasibility studies conducted on the building to agree reasonable adjustments to enhance DDA adaptations, and the Council is exploring the DDA adaptations that require listed building and planning consent but can not proceed until a planning application is made and a decision is clear.

Information will continue to be monitored through feedback from service users at the end of sessions termly feedback and yearly satisfaction surveys as well as the corporate complaints procedure

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.

## 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 suggested a high level of satisfaction with the



service, 92% of respondents rated the service as excellent and good.

The Youth Associates (group of young people) development will enable young people to visit and make judgements on the services provided and seek user feedback through interviews and group sessions.

Consultation has been encouraged with:

- Youth Service staff situated within the building;
- Youth Council members; and
- Users of YES and Heatham House.

As a result of the feedback amendments have been considered and are reflective within the findings 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?**

| <b>Issue identified</b>   | <b>Planned action</b>   | <b>Lead officer</b>                 | <b>Completion Date</b> |
|---|---|-------------------------------------|------------------------|
| Building accessibility  | To seek listed building consent and planning for any required works   | Property services Manager           | Ongoing                |
| Accessibility   | To review feasibility study and put forward a case for funding to have minor adjustment that does not require LBC | IYS Facilities and Business Manager | Ongoing                |
| Gender ratio accessing the service                              | To monitor contacts of young women accessing HH, YET and YES against agreed unit plan                             | Youth Service Operations Manager    | March 2014             |
| Management Information System provides better reporting systems | Consideration to be given to any new ICT system that reporting is improved  | Youth Service Manager               | March 2014             |
| Increasing access for young women                               | Built into annual unit plan and termly activities   | Area Youth Work Lead                | March 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.**

The actions are already built into the Heatham House unit plan which demonstrates ways to actively engage young women further in provision, the YES and YET unit plans have clear targets and programmes set out to attract both genders. The monitoring and review of this will be quarterly through MI reports.

## **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:**

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| <b>Approved by</b>         | ECCS EWG    |
| <b>Date of approval</b>    | 1 July 2013 |
| <b>Date of publication</b> | 1 July 2013 |

## **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:**

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| N/A |
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