

## Equality Impact and Needs Analysis (EINA) Template

<b>Directorate:</b>	Specialist Children's Services
<b>Service Area:</b>	Children Looked After and Leaving Care
<b>Name of service/ function/ policy/ being assessed:</b>	Twickenham Family Contact Centre
<b>Officer leading on assessment:</b>	Anisha Reed and Karen Bawerunge
<b>Other staff involved:</b>	N/A

### PREPARATION FOR THE EQUALITY IMPACT AND NEEDS ANALYSIS

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

The primary aim of Twickenham Family Contact Centre (TFCC) is to provide a safe environment for children to have supervised contact with their parents and / or other family members. This service is predominantly provided to children who are looked after, however TFCC is also accessed by children who are at risk and undergoing assessment within a statutory team.

The contact supervisors' primary role is to ensure safe contact between children and their parents/ family members and written reports are submitted to social workers and legal services as required to further inform contact arrangements and future care plans for children. TFCC aims to ensure that there is robust planning, preparation and reviews of contact in accordance with the care plan and best interests of the child. There is regular communication, liaison and meetings held between TFCC and the statutory teams.

Contact staff provide assistance and practical support to parents' and family members in the contact sessions in order to enable them to care for their children. Part of the contact supervisors' role is to assess parents' capacity to adapt to children's changing needs, their ability to promote development, and to provide adequate care and guidance.

#### Staffing

With regards to staff, currently the team has five permanent contact supervisors, four of whom are female and White British and one who is male and Black British. There are also two female agency contact supervisors, one of whom is White British and one of whom is Black African, and two part time administrators, one of whom is female and White British and one of whom is male and White Other. The manager of the team is female and White Other.

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

Twickenham Family Contact Centre was identified as part of the screening for relevance and

information audit exercise that took place in 2013.

TFCC aims to ensure that a high quality service is delivered to children and young people, and their families, and part of this entails fully recognising the ethnic or racial origin, cultural background, religion and language of children and families that access the centre.

Specific attention is given to the quality of service provided to children and families from ethnic minorities and direct action is undertaken to promote anti-discriminatory practices towards those children and families.

Children who are disabled are provided with tailored services to meet their individual needs.

**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:**

Yes- TFCC is considered to be of high relevance to: age, disability, gender, race and ethnicity, and religion and belief; and of medium relevance to gender reassignment, marriage and civil partnership, and sexual orientation.

**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><i>Information source</i></b>	<b><i>Description and outline of the information source</i></b>
Statistics	Numbers of referrals made by the Specialist Children's Services
Personal Information / childview	This is the main database for Children's Specialist Services. The information contained on each child that comes to notice of the service includes name, address, and date of birth, gender, parent's details and details of siblings. Also included is any known education setting attended (where known) and health information (where known) and any involvement with specialist services or support.
Local indicators for children subject to care proceedings.	Service provided by category e.g child-in-need-of-protection, children subject to care proceedings etc. Numbers of complaints received and the stage that those complaints were resolved at. Age, ethnicity, religion and ability of children referred to the service.
Referral forms TFCC	Family composition of the children referred to the 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>Children across the age range (0-18) are provided with services by TFCC. Monitoring of the age distribution of children who receive services will provide information regarding the service distribution across all age groups.</p> <p>There are currently 41 children accessing this service. The current statistics for children accessing TFCC is as follows:</p> <ul style="list-style-type: none"> <li>• Under 1 year: 3 children</li> <li>• Age 1-4 years: 16 children</li> <li>• Age 5-11 years: 17 children</li> <li>• Age 11 + years: 5 children</li> </ul>

	<p>80% of the children accessing the centre are therefore between ages 1 and 11.</p>
Disability	<p>The services delivered by TFCC are accessible to all, including parents with a disability, or parents with children with a disability. The building is also designed to accommodate service users who may have a disability (for example disabled access in the toilets).</p> <p>Children and families with a disability will be offered services customised according to their individual needs. Information about the impact of those disabilities is routinely gathered and included in plans for these children. Parents with disabilities or other difficulties will also benefit from the individually tailored approaches to working practices, according to their needs.</p> <p>There may be times where TFCC staff may need to access specialist support from other agencies to allow the specific needs of the parent or child to be met such as the Disabled Children's Team.</p> <p>The current statistics for children with disabilities or additional needs accessing TFCC are as follows (as at the 1 March 2013):</p> <ul style="list-style-type: none"> <li>• 3 children with delays;</li> <li>• 2 children with learning difficulties;</li> <li>• 1 child with partial hearing loss;</li> <li>• 1 child with Foetal Alcohol Syndrome; and</li> <li>• 34 children have no disabilities or additional needs.</li> </ul> <p>It is therefore a very small percentage (less than 20%) of the children accessing TFCC, that present with some additional needs.</p>
Gender (Sex)	<p>The services delivered as part of TFCC are accessible to both female and male parents and children.</p> <p>The current statistics for the children accessing TFCC:</p> <ul style="list-style-type: none"> <li>• 21 male children; and</li> <li>• 20 female children.</li> </ul> <p>This therefore evidences that there is an almost equal percentage of male to female children receiving this service.</p> <p>It is evident from the referrals received from statutory teams within LBRuT that social workers promote contact with both mothers and fathers equally; and this is reflected clearly in the single parent contacts that take place with children and their mothers, and fathers and or grandparents' respectively.</p> <p>There have been no complaints or concerns identified in relation to gender and receiving a fair service.</p>
Gender reassignment	<p>Statistics are not available regarding gender reassignment and this is not an area of particular need that has been identified for</p>

	<p>TFCC.</p> <p>We currently do not have any families where this is relevant; however the TFCC service is accessible for these individuals if a referral is received requesting supervised contact in accordance with meeting service eligibility (looked after child / child at risk of suffering harm).</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.</p> <p>TFCC is accessible to individuals regardless of their marriage and civil partnership status if they meet our service eligibility (supervised contact requested for a looked after child / child at risk).</p>
<p>Pregnancy and maternity</p>	<p>TFCC is accessible to parents during pregnancy and maternity stages, and contact staff endeavour to ensure that parents' time spent at TFCC is as comfortable and pleasant as possible, in order to promote positive contact with their children.</p> <p>No complaints have been recorded in relation to failure to receive an appropriate and fair service.</p>
<p>Race/ethnicity</p>	<p>Figures will be available about the ethnic origin of families referred to the service. Children from minority ethnic groups will be provided services with due consideration to their needs. In families where English may not be their first language, interpreters can be used to engage parents'.</p> <p>There is evidence of a diverse range of ethnicities present in the families currently accessing a service at TFCC. Of the children accessing the service, 25 children (60%) are White British, three children are Indian, five children are Mixed Ethnicity, 3 children are Pakistani and five children are from any other White background.</p> <p>There is no evidence to suggest that young people are disadvantaged due to their race / ethnicity and no complaints have been received in this regard.</p>
<p>Religion and belief including non-belief</p>	<p>The services delivered by TFCC are accessible to parents from all religions and beliefs.</p> <p>In terms of religion, the children accessing TFCC are recorded as affiliating with the following religions:</p> <ul style="list-style-type: none"> <li>• 13 are Christian;</li> <li>• 3 are Muslim; and</li> <li>• 16 are unknown and 9 are recorded as having no religion.</li> </ul> <p>The religious beliefs of children and families referred to the service are recorded and given due consideration in service delivery, for example if a family prays at a certain time of the day or needs to attend a service, contact times would be arranged around this in accordance with their religious beliefs / duties.</p>

Sexual orientation	<p>The services delivered by TFCC are accessible to children/young people and parents regardless of their sexual orientation</p> <p>There is no mechanism, nor is it a requirement to ask children or parents referred to the service about their sexual orientation, unless this causes them any emotional difficulties.</p> <p>There is no particular data available around the sexual orientation needs of our service user group at present.</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>
Data on Child View relating to personal information	Data collection to be improved and information to be obtained from statutory teams and requested in contact planning meetings.
Collection of feedback relating to parents', children's and foster carers' experiences at TFCC	Consideration for questionnaires / verbal and written feedback to be obtained at contact review meetings by the end of April 2013

**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?*

No, there do not appear to be any findings of unlawful discrimination.

From the above information, it would appear that TFCC is accessible to the majority of the protected groups.

**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?**

TFCC invites feedback from all parties via an anonymous letter inbox within the centre, however this is rarely used as issues are addressed as and when they arise, in order to

ensure effective resolution within a timely manner, with reduced impact on the child/ service user/ foster carer wherever possible.

Children's views about contact are sought by their social workers, contact workers and within forums such as LAC reviews and network meetings.

## **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>
Feedback systems, including information about anti-oppressive practice to be monitored and reviewed.	Develop system to encourage more feedback from foster carers, parents' and children	Karen Bewerunge	Within 6 months
Capture data that reflects the relevant protected characteristics of children and families visiting TFCC	Develop a system whereby contact supervisors keep an updated record of the protected characteristics relevant to TFCC in order that these statistics can be monitored and reviewed.	Karen Bewerunge	Within three months

## **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 will be monitored and reviewed within Children Looked After and Leaving Care Service Strategic Plan, and in 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:**

<b>Approved by</b>	ECCS Equalities Working Group
<b>Date of approval</b>	2 May 2013
<b>Date of publication</b>	3 May 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:**

N/A
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