

Equality Impact and Needs Analysis (EINA)

Directorate:	Education Children's and Cultural Services
Service Area:	Protective and Preventative Services
Name of service/ function/ policy/ being assessed:	Single Point of Access (SPA)
Officer leading on assessment:	David Saunders
Other staff involved:	See section 8

PREPARATION FOR THE EQUALITY IMPACT AND NEEDS ANALYSIS

1. [Briefly describe the service/ function/ policy:](#)

The SPA acts as a single gateway for all incoming contacts into the London Borough of Richmond upon Thames' Children's Services, providing telephone and web-based support to professionals, children, young people and parents. The SPA acts as a central information hub which co-ordinates information from a range of sources on children with additional needs, as well as offer signposting to universal provision.

The SPA service works closely with the Initial Response Team and Richmond's Targeted Family and Youth Service which encompasses the Targeted Youth Support Team, the Family Support Team and the Youth Offending Team. The SPA also supports the work of the CAF Process, Education Welfare Service, Primary Mental Health, Early Years and Children's Centres, Health Visitors and GP's and the Police.

2. [Why is the equality impact and needs analysis being undertaken?](#)

The service was established in October 2010 and this EINA acts as a review of the service.

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 SPA was assessed as part of the screening for relevance exercise along with the Common Assessment Framework. It was assessed as being of high relevance to age; medium relevance to sex, race, disability, and religion and belief; and low relevance to sexual orientation, gender reassignment, pregnancy and maternity and 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, and consultation feedback or needs assessment. Please provide the details in the table below:

<i>Information source</i>	<i>Description and outline of the information source</i>
Child View	This is the main database for Children's Specialist Services and the Single Point of Access service. 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 services.
CAF database	This database indicates whether a child has been part of a Common Assessment Framework and the information includes name, address, and date of birth, gender, ethnicity, disability, quindrat location, and Parent or carer details, universal and other services involved with the child and CAF triggers.
NOS borough statistics	Primary and projected census data on borough statistics of Children and families are available on Richmond.gov.uk website or the National Office of Statistics website. Data is mainly from the 2001 census with projections of data for the borough included
Macfarlane telephony	This system captures telephony details of lines into the service. Information includes call times, hold times, service levels, call volumes, abandoned call volumes and percentage of calls abandoned, call volumes transferred

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	<p>The SPA handles enquiries for children and families of all age groups. Calls are primarily from professionals with concerns over child safety and the team handle these calls with this in mind, with 93% of contacts received by the team being from professionals. The remaining 7% of contacts are from members of the public and these are mostly from older family members and friends, neighbours and anonymous referrers.</p> <p>The team also handle calls regarding the provision of child care for younger children and these calls are responded to in the main by signposting to appropriate web pages on the Richmond.gov website or providing electronic responses containing the appropriate information or sending literature to the customer.</p> <p>With all enquiries staff have been fully trained on receiving the call, handling the enquiry appropriately and giving the correct response in terms of advice, support and next steps following the enquiry.</p>
Disability	<p>Customers wishing to access the SPA service are able to do so through telephone, e-mail, and web channels as well as text via the duty telephone present within the service. The Council's web site has a web accessibility function supporting a change of font size and conforms to level AA of W3C standards.</p> <p>Whilst the team does not offer a face-to-face service there is availability to discuss concerns with professionals in Children's Specialist Services and Targeted Support Services through the team's duty appointments system. These teams are based at 42 York Street, Twickenham.</p>
Gender (Sex)	<p>The SPA service has a mix of male and female staff which helps facilitate same gender conversations where a customer wishes this to take place. The same principal applies to those customers that wish to discuss concerns with the duty teams at 42 York Street, Twickenham.</p>
Gender reassignment	<p>This information is not captured by the SPA on any of its contacts, and nor does the SPA hold this information on the Integrated Children's System.</p>
*Marriage and civil partnership (*only in relation to first part of the duty: eliminate discrimination and	<p>The SPA service primarily focuses on the safety and well-being of children and young people in the borough. The marital status of parents or main carers of the aforementioned, whilst of importance to their safety and well-being as carers and role models for the children and young people is not deemed to be a factor in the</p>

harassment)	<p>delivery of services to its customers.</p> <p>In carrying out its duties the SPA team will, from time-to-time, contact parents or carers to discuss issues raised as part of the referral process and in doing so will seek to gain the views of all parents or carers in order to gain an informed view of the issues affecting the child or young person.</p>
Pregnancy and maternity	Young and vulnerable pregnant mothers are supported through the SPA service either through the Crossways Pregnancy service for young pregnant women or via the Initial response Service where vulnerable mothers need support through the assessment process.
Race/ethnicity	When requested, the SPA provides information to customers, either via email or by post. This information can be translated where necessary, though to date the team have yet to receive a request for this service.
Religion and belief including non-belief	This information is not captured by the SPA on any of its contacts, and nor does the SPA not hold this information on the Integrated Children's System.
Sexual orientation	This information is not captured by the SPA on any of its contacts, and nor does the SPA not hold this information on the Integrated Children's System.

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>
N/A	N/A

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?*

From the findings detailed above, it is clear that the SPA offers a fully accessible and fair service to its customers and there is no evidence of unlawful discrimination.

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?

Consultations with partners including Education Welfare Service, Targeted Youth Service, Family Support Service, the Head of Protective and Preventative Services, Lead Parenting Practitioner and Head of Integrated Working.

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
N/A	N/A	N/A	N/A

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 SPA will complete another EINA in 3 years time.

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	ECCS Equalities Working Group
Date of approval	3 October 2012
Date of publication	

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