

Integrated Youth Support Service

Equalities Impact
Needs Assessment

September 2010



EQUALITIES IMPACT NEEDS ASSESSMENT PRO FORMA

Policy/Service being assessed (for definition of 'policy' see Annex A in the EINA guidance)

Integrated Youth Support Service

Is this a new policy/service or a review of an existing policy/service?

Review of an existing service. This review is undertaken in the context of government and local efficiencies and a climate of change. Therefore it is work in progress

What are the aims/purpose of the policy/service?

The overall purpose of the IYSS is through five locality areas (quindrats) providing a model of working to offer support, early intervention/prevention, personal development opportunities, positive activities and information, advice and guidance for young people age 11-19 years old and up to 24 years of age for young people with disabilities and learning difficulties.

The Integrated Youth Support Service is accountable to the Children and Young People's Trust Board, which is ultimately responsible for commissioning all integrated and targeted youth support services to meet the needs and priorities of young people. Six Children's Trust Delivery Boards oversee the delivery of the priorities for children and young people outlined in the Children and Young People's Plan (CYPP) 2009/13- CYP plan. The Integrated Youth Support Service priorities are embedded in each delivery board's commitment and action plans and each has IYSS membership. The IYSS Service users are also involved in both monitoring actions against priority commitments as well as partners in delivery through their own section of the plan. See young people's plan in <http://www.richmond.gov.uk/cyppyoungpeoplesactionplan.pdf>

The following services come under the umbrella of the IYSS:

Youth Service

The Youth Service provides personal and social development opportunities for all young people age 13-19 and up to 24 for young people with disabilities and learning difficulties. Young people participate in the service on a voluntary basis. The service offers a diverse range of curriculum activities; information, advice and guidance on issues that matter to young people; centre-based youth work; street youth work; project work; workshops; Duke of Edinburgh Award; positive activities including music workshops; sport activities; residential; art projects; and many more.

Way to Work

Way to Work provides apprenticeship programmes for young people age 16-18 who are interested in work-based learning. The Service is fully funded by the Skills Funding Agency. It currently offers the following apprenticeship programmes: Business Administration, Customer Service and Childcare learning and development. Young people access the service via referral or self-referral.

Connexions

The service is aimed at 13-19 year old young people (and up to 24 years for those with disabilities and learning difficulties), living or being educated in Richmond borough and who

need information, advice or guidance about progressing into education, employment or training. Connexions provides information, advice and guidance on a range of issues including careers, learning, health, housing, use of leisure time and money and relationships. Connexions advisors also support young people at risk of under achieving, becoming NEET (not in employment, education or training) or that require general information. Service is mainly access through schools or colleges but for those outside of education, the service can be accessed at the Garage at Heatham House in Twickenham.

This service has been commissioned out and contracted to the Connexions CfBT provider. Connexions service is monitored through contract monitoring and is integral part of the IYSS and quindrat teams.

Young People's Drug and Alcohol Service (YPDAS)

Young People's Drug and Alcohol Service (YPDAS) provides support for young people age 13-19 (up to 24 with LDD), vulnerable to drug or alcohol use, using alcohol and drugs or affected by someone else's use, for example parents. Young people access the service via referral or self-referral. The service provides Tier 2 and 3 interventions, assessment including full drug and alcohol screening, treatment, pharmacological interventions, family support, education and training. The service is currently going through change due to reduction of funding and is being re-commissioned.

Extended Services

Extended Services provide services for 5-16 year old children and young people, parents and community. Services are delivered from schools co-ordinated by Extended Services Co-ordinators within each quindrat. Extended services are commissioned by Quindrat Commissioning Boards based on needs analysis. Extended services include the following range of services: affordable childcare; breakfast and school clubs; homework and study support activities; family learning and parenting support; and offer of use of school facilities to the local community. This service has only recently come to the Council (in April 2010) and due to the future funding going directly to schools and reduction in the Area Based Grant funding, the service is currently being transferred back to schools and therefore not considered within this assessment.

Is the policy/service designed to meet specific needs such as the needs of minority ethnic groups, older people, disabled people etc?

Services under the umbrella of the IYSS are designed to meet the needs of young people, however, there are some specific service areas and projects that are designed to target and engage vulnerable and or under-represented groups such as:

- Young people with disabilities and learning difficulties
- Young travellers
- Young women
- Young people at risk of substance misuse or young people using
- Young offenders
- Young people not in employment, education or training
- Young people mental health issues
- Young Men
- Gays, Lesbians, Homosexual and Transgender young people

- Young people in care
- Homeless young people
- Young Carers

The IYSS plans and commissions its services based on a robust needs analysis using the following sources of information:

- Consultations with young people
- Session and programmes evaluation
- Anecdotal evidence
- Quindrat needs analysis including the following data on each quindrat: overview of existing services; population estimates by age category; attainment for primary and secondary schools; special education needs; free school meals; ethnicity; data on child obesity; referrals to CAMHS; teenage pregnancy; referrals to specialist services; youth offending; number of CAF; number of young people not in employment; and education or training

Web link to quindrat needs analysis for reference:

http://www.richmond.gov.uk/home/council_government_and_democracy/council/partnerships/rutcrypt/cypt_commissioning.htm

What information has been gathered on this function? (Indicate the type of information gathered e.g. statistics, consultation, and other monitoring information)? Make sure you address ethnicity, disability, gender as a minimum and if possible age, religion and sexual orientation. Attach a summary or refer to where the evidence for each group can be found.

Assessment methodology and constraints.

The following methodology was used to evaluate the impact of the IYSS services:

- Each IYSS service area was asked to complete their own individual EINA initially
- Assessment of data quality and identification of gaps in data collection against each equality group
- Analysis of equality groups amongst service users within individual IYSS service areas
- Review of consultation methods currently used, its inclusivity to ensure balanced representation and engagement in decision making, and its consideration of each equality group
- Evaluation of equalities for employees within the IYSS in comparison to its family ECCS directorate and the Council

The following issues pose some implications for the EINA assessment of services that currently are under the umbrella of the IYSS:

- Assessment is undertaken in the context of local and national efficiencies
- Data quality and availability of data in a consistent format, as each service have their own bespoke MIS and is subject to different requirement for data collection and data duplication amongst the IYSS services
- Voluntary participation of service users within the IYSS services poses some challenges on data collection and what they choose to disclose when using the IYSS services
- Data quality
- Recent changes within the IYSS with Extended Services coming to the portfolio in April 2010 from Schools but following the reduction of the ABG grant, which funds the service and future funding going directly to schools, the Service is currently going through the transfer back to schools. As all of the Extended Services programmes have been commissioned to other providers, monitoring processes and systems have been currently revised to capture key data. This data will not be available until later in the year for evaluation

- Where proportion of service delivery is funded from external grants such as positive activities or Youth Opportunities Fund, the monitoring arrangements can vary subject to the nature of the funding and providers' capacity to collect and provide data

IYSS Service	MIS	Age	Gender	Disability	Ethnicity	Faith	Sexual orientation
Youth Service	Youth zone	Yes	Yes	Yes	Yes	No	No
Way to Work	Provider Online	Yes	Yes	Yes	Yes	Yes	Yes
YPDAS	NDTMS	Yes	Yes	Yes	Yes	No	Yes
Extended Services	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Connexions	CCIS	Yes	Yes	Yes	Yes	No	No

Table 1

There are some gaps in data collection. Table 1 highlights the diversity of MIS and availability of data for each service within the IYSS to undertake equality analysis.

Analysis of key equality groups

Analysis of profile of service users for each service is based on the overall number of service users, gender, age, disability, ethnicity, faith and sexual orientation.

Gender

Overall, the gender of service users is fairly balanced, see table 2. Youth Service seems to attract slightly more males than females, a trend that has been noted by the Ofsted in 2007 inspection report. There has been a recognition that there needs to be sustained focus on engagement of young women through providing single gender work. Interestingly there is larger proportion of female service users than males within Way to Work. This may be attributed to the choice of apprenticeship programmes (Business Administration, Customer Service and Childcare and Learning Development) that tend to attract more females. The inequality impact is insignificant, as Way to Work is one of the providers of work-based learning within the Borough with the RUTC providing construction and engineering work-based learning that traditional are more popular amongst males. As the commissioning of post 16 learning and its delivery is demand led and the existing providers meet the current demand, there is no impact on the gender equality overall. Gender difference within Connexions is fairly insignificant. Surprisingly, the YPDAS has seen more females than males. Initial analysis indicates that this is may be attributed to increased referrals for alcohol use amongst young females. As this is a targeted service, the gender impact may be deemed negligible.

IYSS	Service area	Service users	Gender			
			Female	%	Male	%
	Youth Service	5,300	2,180	41,1%	3,120	58%
	Way to Work	92	58	63,1%	34	36,9%
	Connexions	5,882	3,025	51,4%	2857	48,6%
	Young People Drug and Alcohol	153	83	54,2%	70	45,8%
	Extended Services	n/a	n/a	n/a	n/a	n/a
	IYSS total	11,427	5,346	46,8%	6,081	53,2%

Table 2

Disability

Data collection on disability has posed some challenges, as it is reliant on young people's willingness to disclose their disability. Therefore, any conclusion needs to be treated with caution.

Although, the Council holds information on special education needs and disability register, it would be unhelpful to draw any further analysis at this point with the exception of Connexions Services due to the following constraints:

- the nature of the disability within the IYSS is not always known
- the individual MIS systems within the Council that hold the information on SEN and disability register are not correlated with the IYSS MIS

This has been noted as a gap by the Joint Strategic Needs Assessment Group that has set this as a priority for 09/10 to address this gap, including data collection and exchange amongst other services to assist service planning.

IYSS	Service area	Service users	Disability			
			DISABLED	%	UNSPECIFIED	%
	Youth Service	5,300	106	2%	5,194	98%
	Way to Work	92	3	3.2%	89	97%
	Connexions	5,882	460	7.8%	0	0%
	Young People Drug and Alcohol	153	2	1.3%	151	98.7%
	Extended Services	n/a	n/a	n/a	n/a	n/a
	IYSS total	11,427	471	4.1%	5,389	47.1%

Table 3

Connexions services collect information on disability under the following categories: Special Education Needs (SEN) with statement and SEN without statement. Further analysis, see table 4, indicates that 100% of secondary schools population with SEN with statements access Connexions Service. The 18% differential includes post 16 learners. Interestingly, only 41% of SEN without statement access Connexions services. Upon further investigation, it has been noted that although some introductory work is done with Years 7 and 8, the Careers Education Information Advice Guidance focus is on years 9,10,11 with concentration on year 9 transitions under the statutory duty. Further analysis will be undertaken by the provider with each school on engagement of SEN without statement per each Year.

Connexions LDD	Actual No	% of Cnx Cohort	SEN on School roll	Overall % engaged
SEN with statement	293	5%	248	118%
SEN without statement (School Action +)	167	3%	410	41%
Total LDD	460	8%	658	70%

Table 4

Age

The strongest age group represented within the overall IYSS is the 14-16 years category, which reflects the trend and the needs in young people's transition to adulthood. One would expect a decrease in the older age category such as 17 and over age group with young people moving into adulthood and independence and subsequently into adult services. This is an exception for Connexions Services and Way to Work as they are specifically aimed at supporting young people to choose the right learning pathways post 16 years old to move to employment, education and training.

IYSS	Service area	Service users	Age Group			
			11-13yrs	14-16yrs	17-18yrs	19-24 yrs
	Youth Service	5,300	962	3,675	584	79
	Way to Work	92	0	6	69	17
	Connexions	5,882	569	3,630	2,030	667
	Young People Drug and Alcohol*	153	325	94	20	0
	Extended Services	n/a	n/a	n/a	n/a	n/a
	IYSS total	11,427	1,536	7,327	2,694	90

Table 5

*The breakdown of age categories does not add up to the total number of service users within the Young People Drug and Alcohol Service, as the information was not provided at the point of referral and as no further action was taken in these cases, the service was unable to determine the missing information.

Ethnicity

IYSS services are reliant on young people to self-disclose and appropriately select their ethnicity.

It is clear that the majority of service users are white, although any analysis of ethnicity should be treated with caution due to the following factors:

- IYSS services engage not only resident young people but also young people that may be educated or supported by other services within the Borough
- Inconsistent data methodology collection makes it difficult to compare like-for-like
- As the individual MIS systems do not interact with each other, it is not possible to undertake the overall IYSS service users analysis and it is more appropriate to do this on a service-by-service basis
- It has been considered to compare the individual services ethnicity profiles against the secondary schools cohort ethnicity profile but this poses some challenges where services work with young people outside of secondary school age. This would skew any benchmarks, as the IYSS ethnicity information data is not currently filtered by age.

The IYSS recognises also inequalities that young travellers may face and has been providing outreach service to traveller's site in Hampton, bringing IYSS services to these young people. The IYSS engaged 23 young travellers in Hampton, aged 11-18 during 2009-2010 against the site's occupants noted in September 2009 as 11 young people aged 11-17. As the influx of travelling families changes, the accurate benchmark data has a limited lifespan.

It has been noted that there are also a number of English Traveller families who are housed in the borough and the IYSS Service works closely with the adviser for Vulnerable Pupils & Ethnic Minority Achievement to provide additional support where identified to these young people.

Youth Service

A large proportion of the service users are White, followed closely by the 'other' category. It is not known what has been disclosed under the other category, as the service users did not specify. It needs to be noted that as categorisation does not include unknown section, given the challenges of the data collection, the percentages indicated against each category are based on the cohort of young people that stated their ethnicity rather than the overall cohort of service users. For these reasons any interpretations need to be treated with caution.

Youth Service ethnicity

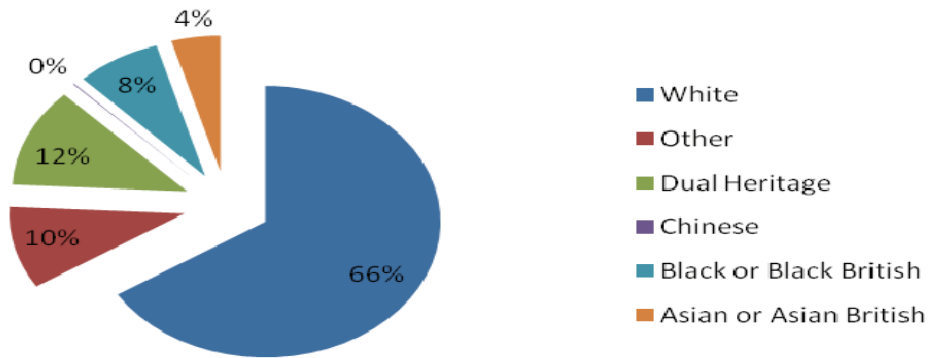


Table 6

Young People Drug and Alcohol Service (YPDAS)

Over three quarters of service users are white, which closely mirrors the Borough's ethnic profile. However, as this is a sensitive, targeted service providing predominantly treatment, it is driven by needs and referrals received. Eleven percent of service users have no ethnicity recorded. This is attributed to the referral source not recording the information and providing it at the point of referrals with service users dropping out of the service before such information could be collected with no further action.

YPDAS ethnicity

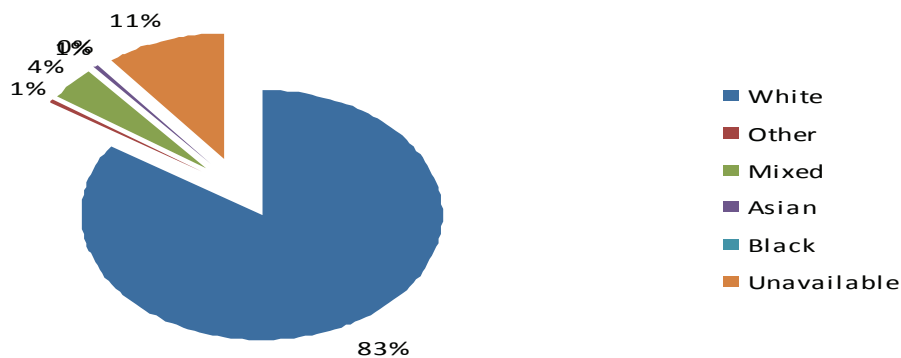


Table 7

Connexions

As Connexions provide services predominantly within schools and colleges, and due to the fact that a large number of learners come out of the borough, it is difficult to make any meaningful comparisons against the borough's census and for this reason comparison was made against school census data, although, caution needs to be taken when comparing like for like against school population, as Connexions service users include post 16 service users. Table 8 highlights good engagement from the following groups: white, black and Asian. Although, there is 0.4% of Asian school youth population that haven't accessed the service, anecdotal evidence indicates that young people from some cultural backgrounds receive good support and careers guidance from their families.

Ethnic background	No. of service users	% of total (1dp)	School pupils	% of total
White British	4,000	68.0	4,350	65.3
White other	407	6.9	546	8.2
White Irish	33	0.6	32	0.5
White total	4440	75.5	4933	74.1
Mixed-White and Asian	82	1.4	132	2.0
Mixed-White and Black	46	0.8	64	1.0
Mixed -White and Black Caribbean	112	1.9	157	2.4
Mixed - other	55	0.9	276	4.1
Mixed total	295	5.0	629	9.4
Asian-Bangladesh	44	0.7	54	0.8
Asian - Indian	139	2.4	136	2.0
Asian - Pakistan	61	1.0	64	1.0
Asian - Korean	1	<1	0	0
Asian - Sri Lankan	1	<1	0	0
Asian - Chinese	26	0.4	40	0.6
Asian - Other	171	2.9	234	3.5
Asian Total	443	7.5	527	7.9
Black - African	208	3.5	184	2.8
Black - British	6	0.1	0	0
Black - Caribbean	148	2.5	100	1.5
Black - other	55	0.9	58	0.9
Black - total	417	7.0	342	5.1
Not obtained	75	1.3	88	1.3
Not known	11	0.2	0	0
Other	173	2.9	141	2.1
Refused to say	28	0.5		
Total	5882	100	6661	100

Table 8

Way to Work

Way to work has consistent and in depth data collection and monitoring of their service users. There seems to be a diverse range of service users from a variety of backgrounds with predominant prevalence of white young people.

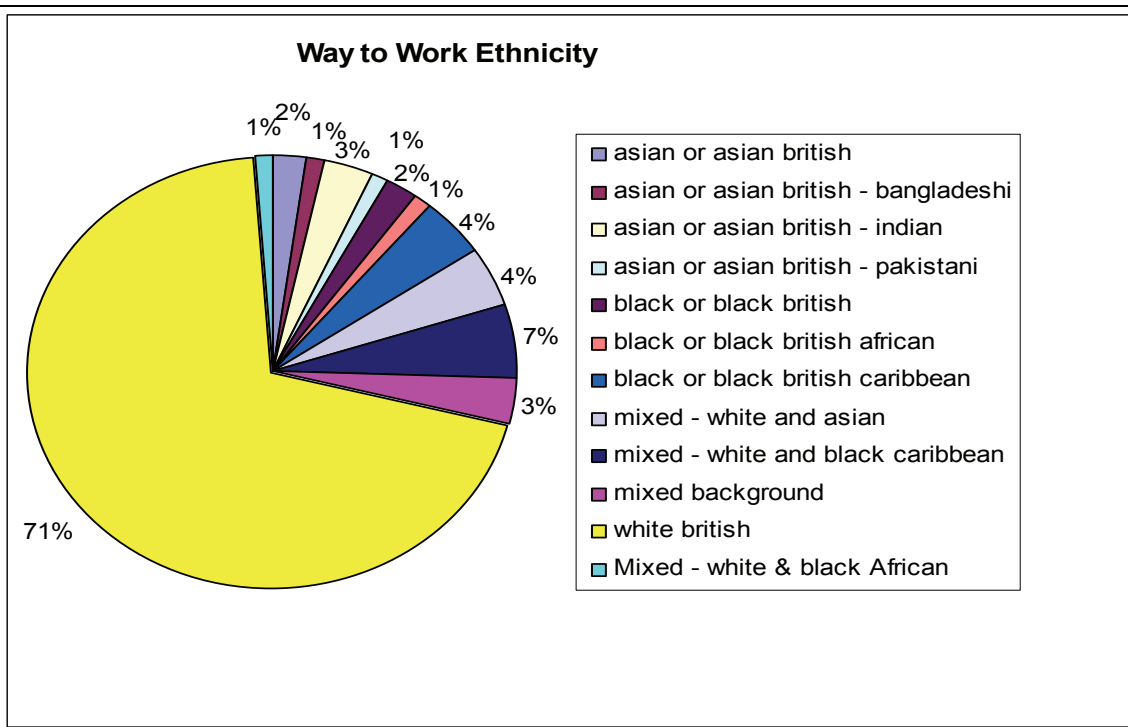
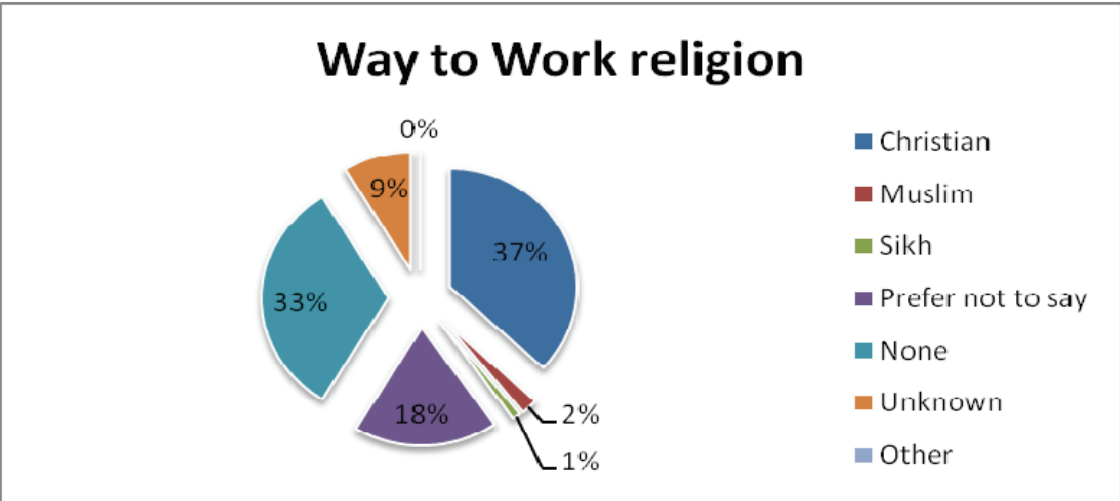


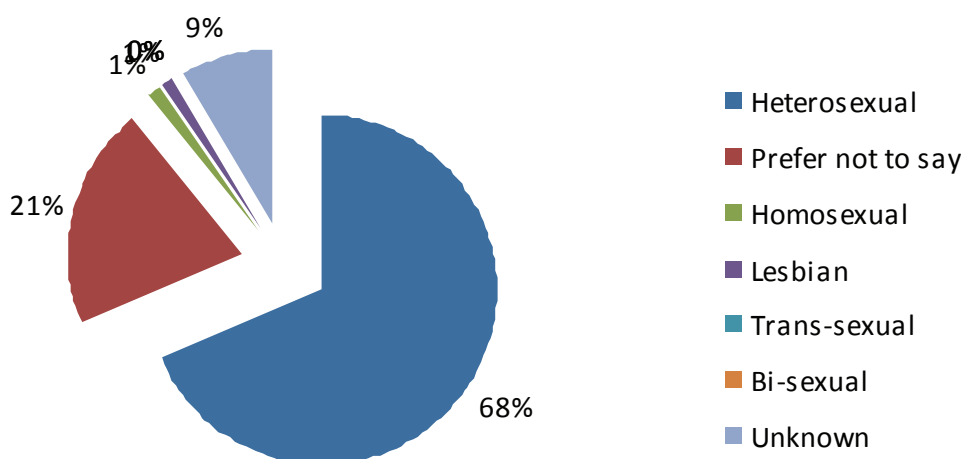
Table 9

Religion and sexual orientation

Currently no IYSS services collect this information with the exception of the Way to Work. This has been noted as a gap. The evidence indicates presence of majority religious groups that have been noted within the Borough with the exception of Jewish, Buddhist and Hindu religions. There is no benchmark data currently available on sexual orientation to make any comparisons, however, due to the sensitivity of this information, consideration needs to be given how this information is collected to ensure service users are willing to disclose it.



Way to Work Sexual Orientation



Participation and consultation

IYSS services have been strongly committed to engagement of its service users in planning, evaluation and commissioning of services for young people in line with its engagement strategy. The Engagement Strategy is currently being reviewed in line with the Council's Strategy. The IYSS has the following established participatory mechanisms to ensure the voices of all young people are listened to:

- Members of Youth Parliament (representing young people regionally and nationally), these are elected each year.
- Youth Forum – working closely with Members of Youth Parliament; this self-select group meets up regularly and acts as the conduit for representing young people within the borough and it is opened to all young people
- Student councils – these forums meet up within each school and also borough-wide with all school representatives, linking to the Youth Forum
- Youth Commissioners – making decisions and giving grants to other youth groups to spend money on positive activities
- The IYSS is currently developing quadrat youth forums
- Established networking links to young people that would not normally be represented such as young travellers, homeless, youth offenders, young carers and others
- Interactive youth website and Facebook page

There has been a number of consultations and surveys administered over the last 12 months to assist the IYSS with consultation of its service users on service design such as sexual health survey, extended services survey for students and parents, drugs and alcohol survey, Youth Service satisfaction survey, Connexions consultation, web-based polls and others, engaging over 7,000 service users. However, the information on engagement of the key equalities groups within various consultations is not consistently monitored. The introduction of the consultation finders and revision of the Engagement Strategy will address this gap and set standards of good practice.

Assessment of the IYSS establishment

Equalities Assessment of the IYSS establishment indicates a reasonable representation of key equality groups amongst employees to serve the diversity of the IYSS service users. Note that data on Connexions Establishment, which is currently an outsourced service, was not used, as the service is currently going through a transition, including reduction within establishment.

It is pleasing to see a representation of 16-30 age category within the IYSS workforce, mirroring the young age group the IYSS serves. This trend is reflected also across the ECCS directorate. It is not surprising to see only 15% of workforce from 50-64 age category group, as this mirrors the anecdotal national trend within this profession with staff moving on to senior management functions rather than remaining within front line delivery. The impact within this context is differential, but not necessarily resulting in differences that amount to a detriment for any group.

Age	Exc temps	%
16-30	28	33%
31-49	45	52%
50-64	13	15%
65+	0	0%
Total	86	100%

The differential within the gender distribution is only 16% in favour of female gender. Interestingly the gender imbalance within the IYSS is insignificant in comparison with gender distribution across the ECCS directorate with three quarters of females within its establishment, a trend that is closely followed by the Council overall.

Gender	Exc temps	%
Male	36	42%
Female	50	58%
Total	86	100%

Sixty five percent of the IYSS workforce is white, which is a smaller proportion than noted in ECCS (85%) and the Council overall (83%). This may be attributed to the fact that many employees do not reside in the Borough and the strong emphasis on equality and diversity within recruitment. White British are under represented in the IYSS establishment along with White other and there is also slight under-representation of Asian or Asian British Indians, in comparison with the census. However, the information collected is not directly comparable with the census due to variation in categories and the fact that the Census relates to data collected in 2001.

Ethnicity	Exc temps	%
AS/BR-Indian	2	2%
BL/BR-African	4	5%
BL/BR-Caribbean	1	1%
Eastern European	1	1%
Mixed Other	2	2%
Mixed-WH/BL Carib	3	3%
Mixed-White/Asian	2	2%
White British	49	57%
White Irish & Other	3	3%
White Other	4	5%
Blank	3	3%
Not Known	7	8%
Unspecified	5	6%
Total	86	100%

Ten percent of the workforce within the IYSS declared a disability, which is almost double the disability distribution within the ECCS workforce and 3% higher than across the whole Council. Interestingly, 23% of employees chose not to specify or did not fill in the information.

Disability	Exc temps	%
Disabled	9	10%
Not Disabled	57	66%
Unspecified	11	13%
Blank	9	10%
Total	86	100%

With regards to sexual orientation amongst employees, as 76% of employees did not complete this section, it is difficult to draw valid conclusions.

Sexual orientation	Exc temps	%
Bisexual	0	0%
Gay Man	0	0%
Gay Woman / Lesbian	0	0%
Heterosexual / Straight	20	23%
Not Given / Known	2	2%
Other	0	0%
Prefer not to say	2	2%
Blank	62	72%
Total	86	100%

As over the 77% of employees did not state their religion or left the monitoring form blank, it is difficult to draw any valid conclusions on this area within data collected.

Religion	Exc temps	%
Christian	15	17%
Jewish	1	1%
Muslim	1	1%
Not Given / Known	21	24%
Not Religious	1	1%
Other - please enter	1	1%
Prefer not to say	1	1%
Unspecified	7	8%
Blank	38	44%
Total	86	100%

Does your analysis of the information show different outcomes for different groups (higher or lower uptake than expected/failure to access/receive a service, a poorer or inferior service)? If yes, which aspects of the policy or function contribute to inequality? Please indicate which groups are affected.

The above analysis indicates the following areas for development that will improve future appraisal of equalities impacts:

- Inconsistent data collection on sexuality and religion
- Inconsistent use of ethnicity categories
- Revision of membership forms

- QA of data management
- Gap in effective data exchange with other service

Are these differences justified (e.g. are there legislative or other constraints)? If they are, explain in what way.

As indicated within the analysis above.

Please indicate whether the policy promotes equality of opportunity and good community relations and explain in what way.

The IYSS has a strong commitment to anti-discriminatory practice, promotion of equality of opportunity, celebration of diversity and strong focus within its programmes on participation and community cohesion. The youth service curriculum is underpinned by strong values based on voluntary participation, respect, equality and anti-disciplinary practice. The investment into Targeted Youth Support Practitioner's post, engaging and supporting vulnerable and disadvantaged young people to access youth services and Participation Post continue to support widening participation.

All IYSS staff has attended RICHMIX training to ensure they understand and work to the same equality standards.

Contestability has been an integral part of commissioning and grant giving to young people for positive activities.

All Youth Centres and projects work closely with their local communities to promote participation and community cohesion through the following channels:

- Specific local and borough-wide youth projects (for example single gender group work, Vietnamese youth club, hosting Crofters club within mainstream youth settings enabling disabled young people to take part in positive activities, International Young Women's Day, Black History Month programmes and so on)
- Youth Advisory Committees
- Quindrat meetings
- Lettings of youth facilities to local groups at a discounted rate or in kind in some cases to maximise the use of resources by all groups

Some of the new initiatives that are currently being developed include:

- Development of support group for young gay, lesbians, bisexual and trans gender young people
- Tendering to pilot National Citizenship Programme for 100 young people from Richmond to strengthen community cohesion and promote social action

The IYSS has an excellent relationship with the Community Voluntary Sector, fostering capacity development and partnership work within community/voluntary sector within the borough.

What action needs to be taken as a result of this Equality Impact Needs Assessment to address any detrimental impacts or meet previously unidentified need? Please indicate objectives and targets that have been set.

- Improve data collection and QA
- Continued investment and focus on women's work within Youth Services
- Review existing apprenticeship programmes
- Revision of Engagement/Participation Strategy
- Standardisation and integration of equality monitoring in consultations
- Integrating equality impact assessment into needs analysis and planning of services
- Improve data collection on disability within each service, to differentiate physical disability and learning difficulties within data collection and develop protocol for data exchange with SEN and disability register.
- To undertake an assessment of each facility to evaluate the DDA compliance and take the recommendations to the Asset Management Group for consideration within Accommodation Strategy
- To standardise collection of ethnicity data in line with Council's recognised categories and improve data quality/collection
- To integrate collection of data on religion and sexual orientation within Connexions, Youth Service and YPDAS and consider how sensitive information could be collected better
- To feedback to the HR key implications on the evaluation of equalities impact within the staffing establishment (need to audit the information held regularly and update, ethnicity categories used are not directly comparable with Census, to rationalise the 'not given/known and blank' categories within sexual orientation and need to provide service information with benchmarks against family directorate and the Council overall)

When will you evaluate the impact of action taken? Please give review dates

April 2011

Assessment completed by:

NAME: Ivana Price

SERVICE: Integrated Youth Support Services

DATE: 18 September 2010