

Equality Impact Assessment (EIA)

Community Legal Advice Services in Derby

Equality impact, needs and requirements assessment form

Please use this form to record your findings, proposed actions, equality objectives and targets. Use the guidance notes to help you do the assessment or contact the Equality Standard Project Manager if you need some advice

About the policy, practice, service or function you are assessing

Name of policy, practice, service or function: **Community Legal Advice Services in Derby**

Assessment team leader name: Adrian McNaney/Katy Wing

Date of assessment: 20 May, 23 June, 27 July, 19 August and 8 September 2009

Department responsible: Corporate and Adult Services

Service Area: Advice and Information

Other members of assessment team:

Name	Position	Area of expertise	Comments
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Parmjit Atwal	Derby CLAC Relationship Manager – Legal Services Commission	Relationship Manager for a portfolio of legal service providers across the East Midlands, providing contracts for specialist level advice in a wide range of categories. Responsibilities include contractual performance management, liaison with providers of legal aid and strategic planning for contract delivery. Responsible for the management of the Derby CLAC contract.	
Sarah Hernandez	Chief Executive – Derbyshire Housing Aid	Over 10 years experience in the advice sector. Extensive experience in managing legal advice provision in several areas but mainly in the Housing and homelessness categories. Proven experience in company management, finance and strategic management.	

Sue Holmes	Chief Executive Officer – Citizens Advice and Law Centre	Over 10 years experience in the advice sector. Wide ranging and local experience in running and managing legal advice provision including strategic management, policy making and staff management.	
Adrian McNaney	Voluntary Sector Co-ordinator – Derby City Council	Responsibilities and experience of Council VCS grant funding and policy development and contracting. Knowledge of the local VCS. Council's Accountable Officer for Derby Community Legal Advice Centre.	Grant funding officer for a number of local advice and information organisations.
Kirit Mistry	Executive Director – Derby Racial Equality Council	Providing Racial Harassment casework and assisting with Police Complaints, and work around community cohesion and mental health inequality. Also sign posting clients to Derby Law Centre for Employment Racial Discrimination casework.	

Chris Pass	Derby CLAC Contracts and Liaison Manager – Access2Law	Managing Legal Services Commission contracts, liaison with funders, knowledge and experience of legal practices and banking systems.	
Amarjit Raju	Chief Executive Disability Direct	Chief Exec of The DD Group (5 Divisions). Over 15 years of expertise in advice to disabled people and 10 years as senior management.	
Johanna Roberts	Welfare Rights Manager – Derby City Council	Managing Derby City Council's in house Welfare Rights & Money Advice Services	
Katy Wing	Voluntary and Community Partnerships Manager	Liaison Board member for Derby Community Legal Advice Centre and lead for the Council on voluntary sector partnerships and the Compact	

Question	Response/ findings
<p>1. What are the main aims and objectives or purpose of the policy, practice, service or function that you are assessing?</p>	<p>The main aims of community legal advice services are:</p> <ul style="list-style-type: none"> • to protect people's fundamental rights and resolve legal disputes for people who may not otherwise access legal advice services; • to deliver legal advice services to local communities in Derby according to local needs and priorities; • to tackle disadvantage and promote social inclusion; • to offer high quality legal advice services ranging from basic information to representation in court, across all categories of social welfare law. <p>Community legal services should aim to meet the advice and representation needs of the whole Derby community, but focus particularly on priority groups, including:</p> <ul style="list-style-type: none"> • the unemployed, economically inactive and people on low incomes; • people with long-term illness or disability (including mental health problems); • young people (including those leaving care); • older people (over 65); • lone parents; • asylum seekers, refugees and new arrivals to Derby; • Black and Minority Ethnic residents and Faith communities; • victims of violence, including domestic violence; • geographically isolated people.

<p>2. Who implements, carries out or delivers the policy, practice, service or function? Please state where this is more than one person, team, department, or body – and include any outside organisations who deliver under procurement arrangements</p>	<p>The services are delivered in Derby by a range of providers. The main providers of publicly funded advice are:</p> <ul style="list-style-type: none"> • Citizens Advice and Law Centre • Derbyshire Housing Aid • Smith Partnership • Moody and Woolley. <p>The above advice providers work in partnership to deliver the Community Legal Advice Centre (CLAC).</p> <ul style="list-style-type: none"> • Derby Advice - the Council's in-house advice service, which works alongside the CLAC • Disability Direct, which delivers advice services to disabled people • Derby Racial Equality Council, which provides advice to victims of Racial Harassment. <p>Other community organisations providing information and signposting services include:</p> <ul style="list-style-type: none"> • Age Concern Derby and Derbyshire • Austin Community Enterprise Centre • Derby Women's Centre • Derby West Indian Community Association • Derbyshire Chinese Welfare Association • Derbyshire MIND • Derbyshire Carers Association • Southern Derbyshire Pensioners Association • Derbyshire Association for the Blind • SUPPORT • Derby City Mission • EMAC • Derbyshire Friend
<p>Question</p>	<p>Response/ findings</p>

<p>3. Who is affected by the policy, practice, service or function, or by how it is delivered? Such as, who are the external and internal customers, groups, or communities?</p>	<p>Residents of Derby and people working in Derby are the external customers/clients of the service. Services are accessed by a range of priority groups and communities across the City (see response to question 1). Community legal advice services are delivered by the range of providers listed in question 2 above.</p> <p>The service is provided in various ways including face to face drop in, through outreach and telephone advice services</p>
<p>4. What outcomes do we want to achieve, why and for whom? For example, what do you want to be providing, how well, what changes or improvements, and what should the benefits be for customers, groups or communities?</p>	<p>We want to provide accessible and integrated Specialist and Generalist advice to the people of Derby.</p>
<p>Question</p>	<p>Response/ findings</p>

5. What existing or previous inspections of the policy, practice, service or function are there? For example, Best Value Inspections, policy reviews, research into the effects of a policy or practice.

What did they tell you?

A Needs Analysis was produced in November 2006 as part of the preparatory work for procuring the Community Legal Advice Centre. The Needs Analysis pulled together information from a variety of sources in order to build up a picture of the advice priorities for Derby City. It utilised national statistical datasets, for example, from the 2001 Census but also included relevant local information such as the Community Strategy and the Local Area Agreement of Derby City Partnership. The Needs Analysis looked at various statistical indicators including, People, Places and Families, Health Inequalities, Housing/ Accommodation, Unmanageable Debt and Work and Economic Activity. The Analysis concluded that :

the priority categories of law were:

- Welfare benefits and benefits take-up;
- Debt/money advice and income maximisation;
- Housing;
- Immigration/asylum advice
- Community care;
- Mental health
- Employment;
- Family and matrimonial;

It was identified that the priority groups mentioned in question 1 above should be particularly served. Also that the priority geographical areas for advice and information services were:

- Arboretum
- Normanton
- Derwent
- Chaddesden

	<ul style="list-style-type: none"> • Alvaston • Sinfin • Mackworth <p>The full Needs Analysis is attached to this report.</p> <p>This analysis was undertaken to a tight timescale and prior to the recession, therefore it did not reflect the impact of the recent increase in demand for legal advice services. It was also undertaken by the LSC and the Council, therefore did not benefit from the input of independent providers.</p>
Identifying potential equality issues and factors	
Question	Response/ findings

6. What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring

For the Derby CLAC monthly monitoring information includes gender, age, ethnicity, disability, employment status, income profile and the Ward where the client lives. This indicates that a high proportion of clients fall within one or more priority groups. From Derby CLAC's performance monitoring during July 2009 for the generalist service 52.6% of clients were male and 47.4% were female, 7% of clients were 65 and above and 14.1% were under 25. 12.5% of clients were disabled. Priority groups are recorded with 39.3% of clients being Black or Minority Ethnic. The CLAC contract stipulates that at least 50% of clients must come from the seven priority wards (Alvaston, Arboretum, Chaddesden, Derwent, Mackworth, Normanton and Sinfin). For the generalist service in July 2009 55.7% of clients came from the priority wards.

From Derby CLAC's performance monitoring during July 2009 for the specialist service 47.2% of clients were male and 52.8% were female, 1.6% of clients were 65 and above and 20.6% were under 25. 19.8% of clients were disabled. Priority groups are recorded with 37.3% of clients being Black or Minority Ethnic. The CLAC contract stipulates that at least 50% of clients must come from the seven priority wards (Alvaston, Arboretum, Chaddesden, Derwent, Mackworth, Normanton and Sinfin). For the specialist service in July 2009 60.3% of clients came from the priority wards.

From performance monitoring Derby CLAC, during the first year of operation 2008/09, they had 46.1% of clients for the generalist service who were non White British. And for the specialist service had 38.7% of clients who were non White British.

Derby CLAC has a great deal of equalities information based on statistics and their actual knowledge. They endeavour to identify any issues at an early stage and act on them accordingly.

Data was gathered by Derbyshire Housing Aid at the Derby Goes Pink event July 2009, gathering information from people from the LGBT community. A questionnaire captured the level of knowledge and information the LGBT community has of legal advice services in Derby. People were asked if they had experienced discrimination because of their sexual orientation, 22% responded that they had experienced this from their work colleagues. Only 2.7% of people reporting discrimination took advice (this being from a Trade Union). 49% said that if they had any future problems they would not know where to go for help and advice. And 65% were unaware they could receive free legal advice services from the Derby CLAC. From this evidence two main issues could be concluded. Firstly that discrimination in the work place is the largest issue and secondly that people from LGBT communities still do not know where to go for legal advice.

Disability Direct has recently consulted with both younger disabled people (16-25 year olds) and older disabled people (60+) on service needs. Both groups identified social isolation as a major issue. Through this information Disability Direct have managed to secure funding to address this issue across both age ranges.

From Derby CLAC Liaison Board, Relationship Management meetings and recent audits conducted it has been highlighted that language could be a barrier to accessing advice. All advice providers in the City only have limited (if any) budgets for accredited interpretation services. CLAC advisors at Stuart House do not have access to Language Line due to the cost implications. Unfortunately using family members/friends as interpreters can sometimes compromise confidentiality and the accuracy of advice.

	Derby Racial Equality Council DREC, feel that there is a lack of professional interpretation and translation services or the promotion of services that offer language supported services. They feel this needs to be further consulted on as this may have an adverse equality impact for BME and Eastern European Communities as highlighted by Derby CLAC.
Question	Response/ findings

7. Is there any evidence of higher or lower take up under the policy or practice, or of the service or function for any particular groups? For example, who uses the service, who doesn't and why not?

From performance monitoring information relating to the service given by the CLAC in 2008/09, the service is reaching all ethnicity groups recorded for both the generalist and specialist service. The summary of ethnicity of clients during 2008/09 appears below :

<u>SUMMARY OF ETHNICITY BY SPECIFIC CATEGORY</u>		
<u>CLAC FIRST YEAR APRIL 2008 - MARCH 2009</u>		
CATEGORY	GENERALIST	SPECIALIST
00 - Other	3.4%	9.2%
01 - White British	53.9%	61.3%
02 - White Irish	0.8%	0.8%
03 - Black or Black British African	5.7%	6.2%
04 - Black or Black British Caribbean	3.2%	3.5%
05 - Black or Black British Other	1.0%	0.6%
06 - Asian or Asian British Indian	1.6%	2.5%
07 - Asian or Asian British Pakistani	6.6%	6.4%
08 - Asian or Asian British Bangladeshi	0.4%	0.3%
09 - Chinese	0.8%	0.6%
10 - Mixed White and Black Caribbean	1.3%	1.0%
11 - Mixed White and Black African	2.1%	0.7%
12 - Mixed White and Asian	1.6%	0.2%
13 - Mixed Other	0.8%	0.3%
14 - White Other	7.9%	3.4%
15 - Asian or Asian British Other	4.9%	2.0%

99 - Unknown / Refused	4.0%	1.1%
TOTAL	7612	2856

The Derby Population, Migration and Community Profile produced in 2008 gives us the best and most recent figures for comparison. This Profile shows experimental statistics for Derby's ethnicity in 2007 relating to an estimated Derby population in 2007 of 242,736. These ethnicity statistics read as follows:

White British/Irish 79.41%
Asian 10.89%
White other 3.74%
Black 2.6%
Dual Heritage 2.25%
Chinese Other 1.11%

When comparing the Derby ethnicity population figures with the summary of clients ethnicity using the CLAC's services (both generalist and specialist) two groups show a degree of under representation. For the Chinese community they are underrepresented in both generalist and specialist advice. And White British / White Irish show a level of under representation. Derbyshire Housing Aid have confirmed there is an under representation in the clients they see from the Chinese community. This situation could be partly addressed if there were greater access to translation services in Cantonese, Mandarin and Hakka. Increased English language skills within parts of the Chinese community would help lift a barrier to accessing services. Also an increased understanding of matching some English words with Chinese meaning. Derbyshire Housing Aid have also found there is a lack of translation services for Japanese, Somali, Eastern Slavonic, Bosnian and Serbo/Croat.

The last census was conducted in 2001 it did not directly ask the question as to whether a person considered themselves as disabled. However, it did ask if people felt they had a limiting long term illness. Approximately 19% said this was the case in Derby. This is higher than the national picture for disability which is 17.9%. There is also a fluctuating figure in terms of numbers of people who consider themselves as disabled as defined in the Disability Discrimination Act DDA. In Disability Direct's experience, many people whilst having impairments and health conditions which would fall under the DDA do not consider themselves to be disabled people. For July 2009 taking the generalist and specialist service together, some 16% of CLAC's clients identified themselves as disabled people.

Derby CLAC record information relating to a clients' preferred language, whether they can speak English, read English or can write English. The following monitoring information relating to languages was gathered in October/November 2008 and March 2009.

There were 608 Clients seen via Triage or Generalist in October.

Preferred Language - Of those specified there were 1 Arabic, 1 Arabic/Somali, 1 Farsi/French, 1 French, 1 Hindi, and 2 Polish the rest being English or not recorded.

Speak English – 606 could speak English, 2 were not recorded these two however had stated that there preferred languages were Farsi/French and Polish so it's possible they couldn't speak English very well.

Read English – 605 could read English, 3 were not recorded these three however had stated that there preferred languages were Farsi/French,

Polish, and Arabic. It's possible they couldn't read English very well. (Two of these Clients were the same ones from the speak English section).

Write English - 605 could write English, 3 were not recorded these three however had stated that their preferred languages were Farsi/French, Polish, and Arabic. It's possible they couldn't write English very well. (All of these Clients were the same ones from the read English section).

November 08 – there were 557 clients seen.

Preferred Language – Of those specified there were 1 Arabic, 1 Pashto (Afghan), 2 Polish, and 2 Punjabi.

Speak English – 554 could speak English, 3 not recorded but their preferred Languages were 1 Pashto, and 2 Punjabi.

Read English -553 could read English, 4 not recorded but their preferred languages were 1 Arabic, 1 Pashto, and 2 Punjabi. Same Clients as above except addition of the 1 Arabic.

Write English - 553 could write English, 4 not recorded but their preferred languages were 1 Arabic, 1 Pashto, and 2 Punjabi. Same Clients as above.

March 09 – there were 803 clients seen.

Preferred Language – Of those specified there were 5 Arabic, 1 Albanian, 1 Polish, 1 Mandarin, 1 Farsi, 1 Farsi/French, 1 Urdu, 1 Lithuanian, 3 Latvian, 1 Slovakian, and 1 Punjabi.

Speak English – 799 could speak English, 4 not recorded but their preferred Languages were 1 Farsi/French, 1 Latvian, and 2 Arabic.

Read English - 798 could read English, 5 not recorded but their preferred Languages were 1 Farsi/French, 1 Latvian, and 3 Arabic. Same as above with the addition of 1 Arabic.

Write English - 798 could read English, 5 not recorded but their preferred Languages were 1 Farsi/French, 1 Latvian, and 3 Arabic. Same as above.

It would appear from the statistics above that language, whilst still being a barrier to accessing advice, is at the moment a barrier to a very small percentage of the CLAC's clients. The CLAC have found that clients who speak none or little English tend to bring someone with them who can speak English. Obviously there will be a number of potential clients who perceive the CLAC will not be able to help them due to language difficulties. There are a considerable number of languages catered for within the CLAC by staff and volunteers. In addition from September 2009, they now have access to Citizens Advice Translation sheets which cover several languages, in particular Eastern European.

Derby Advice record and monitor the ethnicity of their clients on a central database. Information as to the language a client speaks is only recorded on individual case files and is not collated in one accessible place. They have access to Language Line for all languages required to communicate with clients. However this style of 3 way telephone communication has its drawbacks as the interpreters on Language Line are often not skilled at interpreting technical legal phrases which can effect the accuracy of the advice given.

Derby REC continue to have numerous enquiries both telephone and face to face from victims of racial discrimination in relation to employment. Derby REC no longer provide a full employment racial discrimination service but have had continued requests for the service and have sign posted these clients to the Derby CLAC. The clients need to be looked at in terms of racial discrimination in employment cases and the outcomes from Derby REC's experience, including feedback from communities suggests there are still gaps in a responsive racial discrimination service from disciplinary stage through to tribunal.

From better mapping, consultation and statistical information improved

	<p>performance monitoring and the need for more joined up working this will enable better outcomes for communities and a better use of resources, which in the current climate is an important issue for all advice agencies struggling with capacity challenges due to lack of funding.</p> <p>Derby REC feel there is a need for increased participation of service users and communities in carrying out equality impact assessments and engagement on the decision making structures.</p> <p>Derby REC have recognised the need for a local joined up equality body so in partnership with other equality organisations will be launching a local equality body to ensure better monitoring of equality and human rights.</p>
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8. Have there been any important demographic changes or trends locally? For example is the population changing, and if so, how and what might that mean for the service or function?

- The Derby Population, Migration and Community Profile, produced by the Community Safety Partnership in April 2008, provides the most comprehensive recent data on the changing demographic composition of Derby in terms of age, gender, nationality and ethnicity. Key findings include: A relatively young population compared to the national average, with 48% of residents under 35.
- 22% of the population were not White British and it was evident that Derby's ethnic minority communities were growing and diversifying.
- Asian residents formed the largest minority grouping, accounting for 10.5% of the Derby population. In 2007 there were estimated to be 12,350 Indians and 9,696 Pakistanis but only 372 Bangladeshis.
- The Asian population was found to be younger than that of the population as a whole. The 'other Asian' group was particularly likely to be of working age and represented 1.16% of the population, incorporating a diverse range of cultures, including populations from the Middle East, Far East and Indian sub-continent, the largest single group being Iraqi Kurds. The significant increase in the 'other Asian' group was largely due to increases in Iraqi and Afghani populations.
- Black communities, including people from Caribbean, African, mixed heritage and other backgrounds also had a relatively young population profile, but the Black African population was much younger than the Black Caribbean population profile, with marked increases in the Somali and Zimbabwean populations.
- It was estimated that there were at least 10,520 people describing themselves as coming from an 'other White' background, with a young population profile - over half being between 15 and 34. Increases were largely due to East European migration, including Polish (3,795), Slovakian (2,480) and Latvian (1,053) residents.
- At least 13% of the population were estimated to have been born outside the UK.
- There were found to be in the region of 182 nationalities represented

	<p>in the city. Arboretum, Abbey, Darley and Normanton had the highest number of different nationalities, each with over 130 different nationalities represented. Alvaston, Littleover, Mackworth and Sinfin were also found to have over 100 different nationalities represented.</p> <ul style="list-style-type: none"> • There were estimated to be over 15,035 living in Derby for whom English was not their first language - 6.6% of the population. In Arboretum, 33.3%, in Normanton 19.8% and in Abbey 9.5% did not have English as their first language. • An estimated 71 languages, with 83 distinct dialects were found to be spoken in the city. • Punjabi (3,824 people) and Urdu (3,558) were the most commonly spoken first languages. Polish was estimated to be the third most commonly spoken first language (1,292 people), followed by French (510), Bosnian (404), Albanian / Shqip (350), Chinese (260), Hindi (238) and Latvian (230). • There was also a 10% increase in the number of people over 80 in the city between 2002 and 2007, with over 10,000 people aged over 80 living in the city. <p>Addressing language needs is likely to be an ongoing challenge for community legal advice services. Also, the need for outreach services is likely to increase with the ageing population.</p>
Question	Response/ findings

9. Is there an indication that any of the policies or practices involved with the service or function creates particular problems or difficulties for any groups of customers or communities?

Obviously the service needs to be accessible to all communities.

There is no clear indication that any policies or practices create problems for any clients or communities. That said Derby Advice do make home visits to clients mainly due to requests to do benefit checks and form filling. In 2008/09 Derby Advice conducted 159 home visits even though they have very little capacity to do this work. Between April and July 2009 they have conducted 44 such visits, with the waiting list for a home visit being between 3-6 weeks. Derby Advice are now seeking to address the particular advice needs of people with chronic mental health problems by setting up a project with Derby Mental Health Trust. They are delivering advice sessions at the Resource Centre based in the Day Hospital which is the next stage for patients after a stay in hospital care. This is a collaborative approach where NHS Derby City staff attend the advice sessions alongside the patients.

In 2008/09 Disability Direct made 1,266 home visits, primarily for benefits and direct payments related enquiries. Disability Direct are open Mon – Fri 9.30 to 4pm. Telephone advice operates from 9am – 5pm Mon – Fri, this being one of the organisation’s most popular methods of support to clients. Disability Direct also have their own website through which clients can access the service, available at www.disabilitydirectderby.co.uk

Derby REC does not have a website so clients and members of communities drop in or contact them by telephone. Derby REC are open from Monday to Friday 9am to 5pm. Through feedback received from clients and communities, they would prefer additional specialist home visits and outreach services, but due to limited capacity and resources this can not be offered. DREC will be looking into training community volunteers to provide a holistic needs led service for the future. Currently DREC do not have a Minicom telephone system.

Derby CLAC also have their own website through which clients can access the organisation's services, available at www.communitylegaladvice.org.uk Clients are able to drop into the Centre or book an appointment, opening hours being Mon – Fri 9 to 5pm. For advice outside of these hours clients are able to call the national telephone helpline 0845 3454345. At present Derby CLAC do not have a Minicom. Citizens Advice and Law Centre provide outreach services in 22 doctors surgeries across Derby. Clients using the CLAC's services on Green Lane also have the use of a prayer room if needed.

Through funding from the Ministry of Justice Citizens Advice and Law Centre have money to support a caseworker to visit HMP Sudbury and HMP Foston prisons. This outreach will deliver a wide range of social welfare help to the inmates of the prisons. Other outreach is funded by the Macmillan fund, Community Safety Partnership and NHS Derby City.

Derbyshire Friend sometimes have to refer people to Chesterfield Law Centre for certain LGBT issues. This potential gap in services is not directly attributable to practices and policies but more to do with what services are actually funded or not.

The existing referral procedures between the CLAC partners and Derby Advice are well developed and working well. The CLAC takes referrals from other advice agencies and refers clients onto these advice agencies when the issue falls outside of the CLAC's expertise. However, this referral system is not standardised as yet. The CLAC Liaison Board is aware of this and has set in motion work to develop a standardised and agreed referral system. Even though there is a non standardised referral process, indication is that at present this does not create any problems or difficulties for clients being referred into or out of the CLAC.

	<p>For two of the equality strands, namely sexuality and religion, it is difficult to collect meaningful data as to the whether the groups access advice services and whether they find the experience positive. This is because it is not always relevant to the area of law and therefore advisors do not routinely ask clients monitoring information about religion or sexuality. That said the Council's Community Grants Budget will be piloting and consulting with the voluntary sector from the end of 2009, on a new system of monitoring grant funded organisations. This new monitoring system will include asking for monitoring information relating to sexuality and religion.</p>
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10. What information or data exists? For example, statistics, customer feedback, complaints, research, monitoring – who keeps it and can you get hold of it?

Each provider has statistics/monitoring information, customer satisfaction/feedback forms, complaints procedures etc. Organisations funded through the Council's Community Grants Budget have to sign a Funding Agreement where it is agreed the organisation must gather statistics, feedback, monitoring information and operate a complaints procedure. The Derby CLAC provides the Council with monthly monitoring information relating to the number of clients using the generalist and specialist service. This information shows the type of advice given, gender, age, ethnicity, disability, employment status, income profile, housing tenure, marital status, dependent and wards. Information on complaints is gathered by the CLAC's Contracts and Liaison Manager from all the CLAC partners.

Along with this information Derby Citizens Advice and Law Centre CALC produce an annual report on Social Policy issues. This report highlights client issues and is a means of communicating the problems that clients are experiencing. They also submit Electronic Bureau Evidence Forms EDEF's to the national Citizens Advice organisation, highlighting client's issues and experiences. This information is used to undertake national, regional and local social policy campaigns.

Disability Direct have a number of funders and contracts in place to support their work. The Council has a funding relationship with them and monitoring information is received from them every 6 months. Various outputs are recorded relating to the service offered, which each individual output recording the ethnicity of the people using the services. General outcomes are also recorded.

Derby Racial Equality Council are part funded by the City Council and monitoring information is received from them every 6 months. Various outputs are recorded relating to the service offered, with each individual output recording the ethnicity of the people using the services. General

	<p>outcomes are also recorded.</p> <p>Derby Advice uses the Council corporate complaints procedure. They also monitor custom satisfaction through feedback questionnaires. Derby Advice are monitored as part of corporate monitoring through "performance eye". They collect and report on a range of quarterly advice related indicators. The information is also reported to quarterly Performance Management meetings and monthly Councillor briefings.</p>
Question	Response/ findings

11. Does any equality or diversity objectives already exist? If so, what are they and what is current performance like against them?

The Derby CLAC has the following key aims and objectives:

- to enable individuals to protect fundamental rights and resolve legal disputes;
- to tackle disadvantage and promote social inclusion;
- to deliver legal advice services to local communities in Derby according to a clear understanding of local needs and ensuring that services continue to meet the needs and priorities identified at all times;
- to provide quality assured integrated legal advice services ranging from basic information to representation in court, which offer value for money and are supported by co-ordinated funding; and
- to be independent of both funders and government.

The Derby CLAC provides an accessible general and specialist legal advice and representation service for Clients in the Derby area.

Part of the Centre's services must include the formulation and implementation of appropriate policies and procedures on equalities, e.g.

- General Equality Policy
- Diversity Training Plan
- Equal Opportunities Communications Plan

The Centre Schedule includes many performance standards including:
Percentage of clients living in the Priority Target Areas

- Overall 50% of clients for general legal advice in at least one priority group
- Overall 50% of clients for specialist legal advice in at least one priority group

Centre requirements for translation services state: You must ensure that appropriate interpreting and translation services are available at the Centre for Clients who require them as far as is reasonably practicable within funding constraints. These may be provided by telephone or in person. The costs must be reconciled against the percentage of funding allocated to disbursements where applicable.

Facilities at the Centre must comply with applicable legislation on access for disabled clients. Each of the parties within CLAC has their own policies on Equality and Diversity which are very similar. Citizens Advice and Law Centre use the "Fair, Accessible, Inclusive and Relevant - FAIR" strategy which is the National Citizens Advice policy.

Derbyshire Housing Aid DHA, ensures its premises meet the access legislation for disabled clients. They do not currently have a Minicom system. DHA's Equality and Diversity policy and Strategic Plan state their objectives in regard to equality and diversity. This information is monitored and assists in being able to collect information on any practices that disadvantage clients in any way, DHA is also able to use data to highlight any areas where there may be gaps, one such recent exercise is in relation to the LGB&T community where attendance at the LGB&T Network meetings has meant that issues that are affecting this group for their legal advice needs can be fed directly into DHA, so that they can raise any gaps and needs appropriately. Currently there is an ongoing issue where discrimination is experienced by LGB&T that requires Human Rights law expertise. At present DHA and the CLAC do not have this expertise and it is not something that is funded elsewhere within the city – this is a gap in provision that needs exploring further to see whether it is something that DHA could offer if they were able to attract the appropriate funding.

The Council provides services through Derby Advice and the Councils Equality and Diversity Policy and Equality and Diversity Action Plan are attached. Derby Advice endeavours to deliver its services and manage its staff in line with Derby City Council's equalities policy. They have tried to deliver their outreach services in appropriate community settings and offer access to advice in community languages or via interpretation services such as Language Line. Amongst others Derby Advice are addressing the needs of people with chronic mental health problems by running sessions in a day centre setting.

Disability Direct & The DD Group have clear aims & objectives in terms of ensuring equal access to all services. The group supports disabled people from all walks of life and of varying impairments and has an adaptable approach in meeting individual needs rather than group needs. This includes :

1. Information in community languages (on request)
2. Information in different formats (Braille, Pictures, etc)
3. Home Visits to those unable to get to office
4. Women only advice sessions
5. Staff able to converse in 4 Asian languages & 2 European languages
6. Dedicated Minicom line for Deaf people
7. In-house professionals aware of DDA Access to Goods & Services and employment issues
8. Separate company Nimbus (training in Equality)

The above list is not exhaustive and the management at DD continually review the need to meet emerging demand. DD can report that in 16 years of service has had no complaints in terms of Equality issues.

Derby Racial Equality Council is a local voluntary organisation and is registered as a charity. Derby REC was established to:

- work towards the elimination of racial discrimination; and
- to promote equality of opportunity and good relations between persons of different racial groups.

Derby REC :

- encourages organisations, agencies and employers in the statutory, non-statutory, private and voluntary sector to implement effective racial equality policies and practices;
- maintains a programme of public information and public education on racial equality;
- provides information, advice and support to individuals facing racial harassment and discrimination;
- provide advice and other information to support local minority communities to enhance their ability to obtain and promote equality.

Derby REC staff consists of 4 members who can provide language support in 3 of the south Asian languages.

12. Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?

Monthly monitoring of the Derby CLAC (Specialist and Generalist service), monitors service by:

- Gender
- Age
- Ethnicity
- Disability
- Employment status
- Income profile
- Housing tenure
- Marital status
- Child and adult dependents
- Priority Groups
- Wards
- Priority Wards

Performance monitoring from the Derby CLAC indicates that the services offered is having a positive effect on the vast majority of clients. This is further evidenced through the client satisfaction surveys conducted. The most recent survey shows that 96% of clients rate the service as good or excellent.

Derbyshire Housing Aid continues to receive high levels of satisfaction on their service, either good or excellent consistently being recorded. DHA is receiving a high number of complaints from clients about Derby City Council's new council tax contact line. Clients are not able to speak directly to a person and do not know how to get a phone number in order to do so. This is even more distressing for clients who are house bound, have disabilities or find it difficult to get into town in person, or who are already struggling with their finances. DHA believe this issue could be addressed through an equality impact assessment.

This is an automated line that deals with a number of 'frequently asked questions'. This system is very lengthy and laborious and most customers will run out of patience before they get to the answer they may need. For many of DHA's clients who come to them because they are having difficulties with debts or housing problems, this system means several unhelpful things:

- that it is costing them money in phone calls, particularly where this is on a mobile phone,
- often resulting in them not being able to get the actual query that they have being answered
- further frustration and upset in difficult times

Derby Advice's customer satisfaction surveys show that the services offered are having a positive effect on the vast majority of clients. Some 76% of clients assisted in welfare benefits cases identified themselves as disabled people.

Disability Direct has an extremely high level of client satisfaction. All projects have procedures which include regular contact with service users in terms of progress and outcome. This process is extended to both grant and contract funded projects. Contact takes form through paper based questionnaires or informal discussions with service users. Due to some impairment groups including dementia and learning difficulties it is considered more appropriate for a more informal approach.

The last analysis (Summer 2009) revealed a 92% satisfaction level in terms of service and outcome. The remaining 8% were mainly unhappy with the outcome not being in their favour e.g. loss of benefit or job.

Derby REC are facing funding challenges coupled with project contracts coming to an end and this has had a negative effect on them and raised

	<p>issues of sustainability.</p> <p>Also since the loss of racial discrimination in employment case work services, Derby REC feel this has had a negative effect as communities have lost their main access point which they were aware of and had access to. Derby REC are now sign posting clients to other services where capacity and language are also challenges, which Derby REC feel is ultimately having a negative impact on clients access to services.</p>
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Collecting the information and data about how the policy, practice, service or function, impacts on communities

Please record your information and data in this table and think about:

- what information or data you will need
- using both quantitative and qualitative data
- making sure that where possible there is information that allows all perspectives to be considered
- identifying any gaps in the information/ data and what it can tell you

Data or information	When and how was it collected?	Where is it from?	What does it tell you? You need to consider all six equality strands where you can	Gaps in information

<p>Customer feedback and complaints</p>	<p>The CLAC keep a central file of any complaints across the service and these are reported to the Council.</p> <p>Disability Direct logs any complaints straight away on file. The line-manager will investigate by further discussion with the service user</p> <p>Derby Racial Equality Council have their</p>	<p>Clients using the services of Derby CLAC</p> <p>Clients using the services of Disability Direct</p> <p>Derby REC</p>	<p>CLAC's customer feedback has been very positive from all sections of the community. CLAC have received very few complaints. None of the complaints received correlate to the six equality strands. DHA has received two complaints regarding Derby City cases directly in the last 12 months, none of which correlate to the six equality strands. Feedback from questionnaires at the end of the case continue to be very positive.</p> <p>Over the last 12 months DD has only received 4 complaints from users of the shopping service who primarily complained about staff being late or incomplete items. Complaints were resolved satisfactorily and the relevant Council Officer continually kept in the loop.</p> <p>Derby REC have had 1 complaint which is still to be</p>	
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	<p>own complaints procedures. Details of complaints are reported to the Council as this is a requirement of the funding relationship between the Council and these advice agencies.</p> <p>Derby Advice collects customer feedback via a questionnaire on all cases as they are closed. They also manage their complaints in line with Derby City Council's complaints procedure</p>	<p>Clients using the services of Derby Advice</p>	<p>resolved. All complaints are recorded.</p> <p>Customer feedback tells us that Derby Advice reaches a wide cross section of ages. It tells us that the majority of their clients describe themselves as disabled</p>	<p>Their current customer feedback questionnaire does not currently capture feedback from clients who cannot respond to a written questionnaire</p>
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<p>Consultation and community involvement</p>	<p>Derby Advice has been working with EMAC. Derby Advice have delivered a series of briefings to EMAC's volunteers on welfare benefits and on raising awareness of advice services available in the city including the CLAC</p> <p>LGBT consultation completed 4 July 2009. Questionnaire capturing the level of knowledge and information the LGBT community have of legal services in Derby.</p>	<p>EMAC</p> <p>Questionnaire used at Derby Goes Pink event</p>	<p>There are advice needs amongst the emerging new communities in Derby.</p> <p>The results are contained in the findings within question 6.</p>	<p>Advice is not currently delivered in the languages of these emerging communities</p>
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Performance information including Best Value	Performance monitoring is gathered monthly from the Derby CLAC.	Derby CLAC	Reports on a variety of indicators. Indicating a fair take up of the services from minority and priority groups.	Sexuality and religion data is not gathered as this is not required as part of CLAC's contract with the Legal Services Commission and the Council.
	Performance monitoring is gathered every 6 months from Disability Direct	Disability Direct	DD monitors enquiries taken on a monthly basis and this data indicates a good take up from groups across all equality strands and impairment range.	Sexuality and religion is not recorded at present by DD, although is a matter for discussion by their board in the coming months. The organisation is funded by the Community Grants Budget which will be piloting and consulting on new monitoring procedures which include sexuality and religion.
	Performance monitoring is gathered every 6 months from Derby Racial Equality Council	Derby Racial Equality Council	Derby REC services have had a good uptake of race, and gender groups but a lack of uptake from new emerging communities. This is being looked at and will be part of their new 3 year business	Sexuality and religion is not recorded. Derby REC board will be discussing this as part of its new 3 year business plan. The organisation is funded

	<p>Performance monitoring information for Derby Advice is collected on a quarterly basis</p>	<p>Derby Advice</p>	<p>plan and strategy. Reports on a variety of indicators.</p>	<p>by the Community Grants Budget which will be piloting and consulting on new monitoring procedures which include sexuality and religion. In line with the Council's Equality and Diversity policies a persons sexuality and religion is not a barrier to the service. However sexuality and religion data is not currently gathered.</p>
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<p>Take up and usage data</p>	<p>As above. For the Derby CLAC monthly monitoring information is received by the Council and LSC no later than the 20th of each month. The information is gathered using CALC's management databases.</p>	<p>As above. Directly from the Contracts and Liaison Manager of the Derby CLAC</p>	<p>As above. It gives a breakdown of information on:</p> <ul style="list-style-type: none"> • Gender • Age • Disability 	<p>As above. It gives the overall percentage of clients who are classified as Black and Minority Ethnic, but does not break this down into each ethnic group. However CALC do have this further breakdown.</p> <p>Sexuality and religion data is not gathered as this is not required as part of CLAC's contract with the Legal Services Commission and the Council.</p>
<p>Comparative information or data where no local information</p>	<p>We have local information.</p>	<p>n/a</p>	<p>n/a</p>	<p>n/a</p>

<p>Census, national or regional statistics</p>	<p>The Derby Population, Migration and Community Profile, April 2008.</p>	<p>Produced by the Community Safety Partnership</p>	<ul style="list-style-type: none"> • Derby has a relatively young population. • Derby's ethnic minority communities are growing and diversifying • There are in the region of 182 nationalities represented in the city • 6.6% of the city population do not have English as their first language • Estimated that 71 languages are spoken in the city • There are more than 10,000 people aged over 80 living in the city 	
	<p>Derby City Community Legal Advice Centre Needs Analysis, November 2006.</p>	<p>Produced by Derby City Council and the Legal Services Commission</p>	<p>The Analysis concluded that the CLAC service needed to particular serve those who are socially excluded. This includes Older people, Asylum seekers, refugees and new arrivals, disabled people, BME and faith communities and people</p>	

			living in priority geographical areas	
Access audits or assessments such as DDA assessments	<p>An access audit was conducted on the Derby CLAC building Stuart House, Green Lane, October 2007</p> <p>An access audit was conducted on the Derby Advice offices in the Council House sometime in 2001/02</p> <p>No access audit has been carried out since the new Director of Derby REC has been in post, so is currently being looked at as part of the new business plan.</p>	<p>Mick Watts the Council's Access Officer conducted the audit</p> <p>Mick Watts the Council's Access Officer and Ann Webster the Council's Equality and Diversity Manager conducted the audit</p>	<p>There were minor findings and the Centre's facilities were improved to address these findings. Windows in doors were elongated for better visibility and kitchen worktops lowered.</p>	<p>An access audit will now be included in the new business plan.</p>

Workforce profile	Derby Advice collected this data in August 2009	Derby Advice	The staff team include people who can speak Urdu, Hindi, Indian Punjabi, Miripuri Punjabi, Siraiki. They have 24 staff, 16 female, 8 male, 4 BME, 4 disabled employees.
	Derby CLAC collected this data in August 2009	Citizens Advice and Law Centre	The staff team include people who can speak Urdu, Punjabi, Hindi, Kannada, Konkani, Mirpuri, French, Russian, Polish, Slovakian, German, Swedish, Italian, Japanese, Mandarin, Cantonese, Lugandan, Arabic, Latin and BSL. They have 38 staff, 22 fulltime and 16 part time, 23 female, 15 male, 12 BME and 2 disabled employees.
	Derbyshire Housing Aid collected this data in September 2009	Derbyshire Housing Aid	A staff team of 141 plus numerous volunteers; 21 BME staff (8 African Caribbean, 2 Black African, 10 Asian, 1 Portuguese), 4 disabled staff. Various Asian languages are spoken, & BSL.
	Disability Direct	Disability	

	collected this data in August 2009 Derby Racial Equality Council September 2009	Direct Derby Racial Equality Council	They have 36 members of staff. 10 Male, 26 Female. 5 BME staff (3 Indian, 1 Pakistani, 1 Black African). 10 are disabled people. 4 staff members. (2 Indian, 1 African Caribbean and 1 Dual Heritage) Staff can speak English, Punjabi, Hindi and Gujarati)	
Where service delivered under procurement arrangements – workforce profile for deliverers	The CLAC is delivered under procurement arrangements. See the workforce profile above for the Derby CLAC.	See above	See above	

<p>Monitoring and scrutiny outcomes</p>	<p>Disability Direct provides the Council with 6 monthly monitoring reports which include outcome information.</p> <p>Derby Racial Equality Council provides the Council with 6 monthly monitoring reports which include outcome information.</p> <p>Derby CLAC is monitored on a monthly basis and reports on the service have been considered at Community Commission every 6 months since its launch in April 2008.</p> <p>Derby Advice provides monitoring information quarterly. It also reports performance</p>	<p>Disability Direct</p> <p>Derby Racial Equality Council</p> <p>Derby CLAC</p> <p>Derby Advice</p>	<p>DD provides the council and other funders with monitoring data which lists a satisfactory take up of services from different communities as well as a high rate in achieving grant related outcomes.</p> <p>Derby REC provides outcomes as part of monitoring reports and services are accessible to all communities. A strategy for engaging new communities is being developed.</p> <p>CLAC provide monthly reports relating to a number of priority indicators which indicate a fair take up of services from minority and priority groups. The Chinese community, and to some degree the Irish community are under represented.</p> <p>Derby Advice produces an annual customer satisfaction report which monitors take up from various parts of the</p>	
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	to the relevant councillor on a monthly basis.		community. This report goes to senior managements and to the relevant councillors' briefings. Derby Advice are looking to translate the customer feedback questionnaire into other community languages.	
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Analysing the information and data and setting equality objectives and targets

Please give your detailed findings in this table

Service or function	Policy or practice	Findings	Which groups are affected and how	Whose needs are not being met and how?
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<p>Community Legal Advice Services in Derby</p>	<p>All advice providers in the city have only limited (if any) access to budgets for accredited and trusted interpretation services.</p>	<p>Language could be a barrier to accessing advice services for some clients. Using family members and friends as interpreters can sometimes compromise confidentiality and the accuracy of advice. Derby Advice have access to Language Line, but this service does have drawbacks as the interpreters are often not skilled at interpreting technical legal phrases. This can adversely effect the accuracy of the advice given.</p>	<p>The Chinese community is under – represented as regards receiving a service and the need for translation services in varied Chinese languages has been highlighted in this assessment. Translation services are especially needed in Cantonese, Mandarin and Hakka. Other groups affected include those who speak Japanese, Somali and some Eastern European languages.</p>	<p>This could disadvantage clients who’s first language is not English. Potential clients may not approach advice services due to a lack of confidence arising from differences in the languages used.</p>
<p>Community Legal Advice Services in Derby</p>				

	<p>Referral procedures between CLAC partners and Derby Advice exist and are working well. However a standard process of referring clients into and out of the CLAC has not yet been developed.</p>	<p>The CLAC Liaison Board is aware of this and has asked for the development of a standardised referral system.</p>	<p>It would appear no group is being adversely affected at the moment. However the EIA assessment team and CLAC Liaison Board believe the development of a standard referral process would improve the efficiency of the service.</p>	<p>At present this is not an issue. However in the interests of best practice the EIA assessment team and CLAC Liaison Board feel the development of a standard referral system will improve efficiency across the advice service sector in the city.</p>

<p>Community Legal Advice Services in Derby</p>	<p>Derby CLAC have found that when comparing Derby ethnicity population figures with their summary of clients ethnicity using the CLAC services that two groups show a degree of under representation.</p>	<p>The Chinese community are underrepresented in both generalist and specialist advice. White Irish also show a level of under representation. Other advice agencies have also registered a level of underrepresentation for the Chinese Community.</p>	<p>The Chinese and Irish communities are not accessing community legal advice services in the numbers we would expect.</p>	<p>Clients from the Chinese and Irish communities.</p>
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Objectives - process, impact or outcome based

Please give your proposed objectives/ targets in this table

Objective/Target:	To improve advice providers access to interpretation services
Specific	Based on evidence of need in this EIA it is apparent that there are gaps in translation services for specific groups including Chinese and Eastern European communities.
Measurable	Through performance monitoring information from relevant organisations any increases in the service being provided to people using the identified languages, could be recorded and measured.
Achievable	In September 2009 the national Citizens Advice organisation launched "Translation sheets" to help advisors dealing with clients that do not speak English. The translation sheets feature languages in Chinese and Eastern European. In August 2009 the Council approved funding to a local voluntary organisation to provide translation services to Eastern European communities, specifically to help these communities access mainstream advice services.
Relevant	These actions will support clients from Chinese and Eastern European communities who do not speak English to access mainstream advice service providers such as the CLAC.
Timed	The objective to help more people from Chinese and Eastern European communities through the provision of translation services will begin in September 2009.

Objective/Target:	To develop a standard referral process
Specific	No standard referral process exists for referring into and out off the CLAC. Derby CLAC, Legal Services Commission and the Council will jointly develop a referral process. This will be used by the CLAC and by other advice providers referring into the CLAC.
Measurable	Yes once developed.

Achievable	Once a standard referral process is developed and being widely used this should have a positive effect on the delivery and efficiency of the service, it will also help in that fewer clients will be “lost” between advice agencies whilst being referred. The work on a standard referral process has already begun, but it is felt this objective can be achieved in the timescale.
Relevant	This will support a more strategic and managed approach to referrals.
Timed	Derby CLAC, Legal Services Commission and the Council will develop the standard referral process between October 2009 and March 2010, ready for use from April 2010.

Objective/Target:	Market the service within the Chinese and Irish communities
Specific	Based on evidence of need within this EIA, community legal advice services will be promoted and marketed within the Chinese and Irish communities.
Measurable	Any promotion and marketing work can be monitored through Outcome performance monitoring information gathered from relevant advice organisations.
Achievable	Once community legal advice services have been promoted and marketed within the Chinese and Irish communities, it is believed monitoring statistics will reflect a higher use of the services.
Relevant	These actions will support clients from Chinese and Irish communities to access the advice services available to them.
Timed	Marketing and promotion activities will commence from October 2009 onwards.

Objective/Target:	Review the EIA in 12 months
Specific	In relation to the objectives set out above and any new data available.
Measurable	We will be able to determine this if the previous assessment has changed.
Achievable	A re-assessment of this EIA will be required.
Relevant	A review in 12 months will enable the assessment team to determine if Community Legal Advice Services in Derby are addressing equality and diversity issues.
Timed	Review in 12 months.

Monitoring and reviewing - incorporating into performance management

Please summarise your objectives and targets in this table with your proposed monitoring and reporting arrangements

Objective	Planned action	Target performance			Responsible lead officer	Reporting cycle, for example, quarterly
		2009/10	20010/11	20011/12		
To improve advice providers access to interpretation services	CLAC to use translation sheets and the services of EMac as regards Eastern European communities	Oct 2009			Sue Holmes and Chris Pass Derby CLAC	CLAC report monthly
To develop a standard referral process	Develop standard process ready for use April 2010		Apr 2010		Adrian McNaney	CLAC report monthly

Market the service within the Chinese and Irish communities	Proactively promote and market community legal advice services within the Chinese and Irish communities	Oct 2009			Individual advice agencies offering community legal services	Six monthly for Community Grants Budget funded organisations. CLAC report monthly
Review the EIA in 12 months	Review current EIA against the above actions		Oct 2010		Adrian McNaney	Annually