

# Equality Impact Assessment [version 2.12]



Title: Skills Connect – One Front Door Programme Funding	
<input type="checkbox"/> Policy <input type="checkbox"/> Strategy <input type="checkbox"/> Function <input checked="" type="checkbox"/> Service <input type="checkbox"/> Other [please state]	<input type="checkbox"/> New <input checked="" type="checkbox"/> Already exists / review <input type="checkbox"/> Changing
Directorate: People	Lead Officer name: Jane Taylor
Service Area: Education and Skills	Lead Officer role: Head of Service – Employment, Skills and Learning

## Step 1: What do we want to do?

The purpose of an Equality Impact Assessment is to assist decision makers in understanding the impact of proposals as part of their duties under the Equality Act 2010. Detailed guidance to support completion can be found here [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](https://sharepoint.com).

This assessment should be started at the beginning of the process by someone with a good knowledge of the proposal and service area, and sufficient influence over the proposal. It is good practice to take a team approach to completing the equality impact assessment. Please contact the [Equality and Inclusion Team](#) early for advice and feedback.

### 1.1 What are the aims and objectives/purpose of this proposal?

Briefly explain the purpose of the proposal and why it is needed. Describe who it is aimed at and the intended aims / outcomes. Where known also summarise the key actions you plan to undertake. Please use plain English, avoiding jargon and acronyms. Equality Impact Assessments are viewed by a wide range of people including decision-makers and the wider public.

The Council's One Front Door ('OFD') service was initially funded during the first phase of the Covid 19 pandemic through a Department for Work and Pensions ('DWP') Flexible Support Fund grant of £347,000. Through this investment, we have successfully strengthened our network of employers and created a comprehensive multi-provider service offer which 'joins the system' and acts as a single-entry employment support service.

We have secured £695,000 of WECA "Skills Connect" funding which will enable us to extend our successful One Front Door job matching service which connects job seekers with recruiting employers, employment support and wraparound service providers. This EQIA supports a Cabinet Paper seeking approval to enable us to take up the grant offer by WECA and deliver the second phase of the One Front Door programme.

To date there is strong evidence that our OFD service has plugged a critical gap in employment support in Bristol:

- The **total number of participants** who signed up to our service, each receiving a OFD coach offering intensive bespoke support, a personalised action plan and multiple follow up calls was **662 people**. The **'into work' rate achieved was 24%** with many other clients achieving other positive progression outcomes such as training, education and volunteering.
- The OFD service has successfully engaged and supported many **people from priority groups**: people from Black and Minoritised Communities (**205**); people struggling with mental health issues (**147**); Care Leavers (**11**); homeless people (**37**); young people aged 18-24 (**88**); those aged over 50 (**132**).
- The OFD has an **accessible website** which has consistently attracted many visits each month. Since the website was launched on 10th June 2021 the site **has had 95,301 views**.
- The OFD team have organised and hosted **28 job fairs** and attended a **further 53 events**. Based on employer feedback, we have calculated that these events have resulted in **1,405 interviews** and **670 jobs filled**

- e) Our **Ways2Work network** has sent out **988 vacancies** to a network with **over 300 people** receiving the daily emails, hosted regular multi-agency network meetings and promoted **over 700 vacancies** on our OFD website.
- f) **3 short employability courses have been developed** as part of the OFD programme: Employment Skills and Confidence Course (Community Learning Team - 71 attendees and ongoing), CV workshops (Princes Trust), 'Time for Change' (CC Bed). Quote from learner on the course: 'This course has equipped me with the tools I need to face the next chapter of my life.'
- g) The OFD team have coordinated the **distribution of 85 laptops** to participants to support them to access training and apply for jobs. A **further 20+ laptops** have been provided to participants who attended the community learning employment course.
- h) We have recently introduced **dedicated employment support for refugees**, initially Ukrainian focussed. Since October 2 OFD coaches have registered and offered bespoke support to **68 Ukrainian refugees, with 23% 'into work'**. 1 OFD coach also supports rough sleepers through the **Move In, Move On, Move Up programme**.
- i) The OFD service is included in the Council's **formal partnership agreement with the DWP** and performance has been regularly monitored through a joint DWP/BCC governance group that involves other key commissioners and strategic partners
- j) Having an established employment support infrastructure represented through our One Front Door has enabled the City Council to **leverage an additional £2.27m** of external funding for employment support programmes since the start of the original OFD programme.

## 1.2 Who will the proposal have the potential to affect?

<input type="checkbox"/> Bristol City Council workforce	<input checked="" type="checkbox"/> Service users	<input checked="" type="checkbox"/> The wider community
<input type="checkbox"/> Commissioned services	<input type="checkbox"/> City partners / Stakeholder organisations	
Additional comments:		

## 1.3 Will the proposal have an equality impact?

Could the proposal affect access levels of representation or participation in a service, or does it have the potential to change e.g. quality of life: health, education, or standard of living etc.?

If 'No' explain why you are sure there will be no equality impact, then skip steps 2-4 and request review by Equality and Inclusion Team.

If 'Yes' complete the rest of this assessment, or if you plan to complete the assessment at a later stage please state this clearly here and request review by the Equality and Inclusion Team.

<input checked="" type="checkbox"/> <b>Yes</b>	<input type="checkbox"/> <b>No</b>	[please select]
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The One Front Door programme programme will work with 1326 individuals who are seeking employment or better paid and more stable jobs by the following delivery models:

- Light touch and sign posting - Target: 550 economically active.
- Medium – High Intensity Support - Target: 500 unemployed or economically inactive wanting a job with 375 of those supported having a smart action plan in place.
- High Intensity information, advice, and guidance Target: 276 unemployed or economically inactive supported into employability support, skills, training, employment or volunteering.

By working with and supporting participants to increase their skills and employment opportunities, it will lead to improved direct impacts of a greater quality of life and better standard of living together with the indirect outcomes of improved health and education.

## Step 2: What information do we have?

### 2.1 What data or evidence is there which tells us who is, or could be affected?

Please use this section to demonstrate an understanding of who could be affected by the proposal. Include general population data where appropriate, and information about people who will be affected with particular reference to protected and other relevant characteristics: [How we measure equality and diversity \(bristol.gov.uk\)](https://www.bristol.gov.uk/equality-diversity)

Use one row for each evidence source and say which characteristic(s) it relates to. You can include a mix of qualitative and quantitative data e.g. from national or local research, available data or previous consultations and engagement activities.

Outline whether there is any over or under representation of equality groups within relevant services - don't forget to benchmark to the local population where appropriate. Links to available data and reports are here [Data, statistics and intelligence \(sharepoint.com\)](https://www.bristol.gov.uk/data-statistics-intelligence). See also: [Bristol Open Data \(Quality of Life, Census etc.\)](#); [Joint Strategic Needs Assessment \(JSNA\)](#); [Ward Statistical Profiles](#).

For workforce / management of change proposals you will need to look at the diversity of the affected teams using available evidence such as [HR Analytics: Power BI Reports \(sharepoint.com\)](#) which shows the diversity profile of council teams and service areas. Identify any over or under-representation compared with Bristol economically active citizens for different characteristics. Additional sources of useful workforce evidence include the [Employee Staff Survey Report](#) and [Stress Risk Assessment](#)

Data / Evidence Source [Include a reference where known]	Summary of what this tells us
<ul style="list-style-type: none"> <li><a href="#">2021 Census</a></li> </ul>	Most recent, high level information to assist in the planning of inclusive interventions
<ul style="list-style-type: none"> <li><a href="#">Bristol Key Facts 2022 - July 2022 update</a></li> </ul>	High level information on the Bristol economy, health and wellbeing, educational achievement etc to build business cases and to assist in the planning of inclusive interventions
<ul style="list-style-type: none"> <li><a href="#">Ward Profile Tool</a></li> </ul>	Ward information including religion, ethnicity, age, country of birth & language spoken, adult & child social care, indices of deprivation, claimant count, number of jobs etc to paint a detailed picture of where to target and benchmark interventions
<ul style="list-style-type: none"> <li>Housing Association data</li> </ul>	Through working in partnership with existing stakeholders such as BCC Housing Team, Brighter Places, Ashely Community Housing etc we are able to plan and work in partnership across a range of diverse communities
<ul style="list-style-type: none"> <li>Employment Support Team data</li> </ul>	By analysing our own data of participants we are able to establish where previous targeted interventions have been successful, (such as community based partnerships with Empire Fighting Chance, CC Bed, Shirehampton JTE etc) together with learning from where interventions aimed at communities with protected characteristics have been less successful. We are also able to map performance against the City's protected characteristics profiles
<ul style="list-style-type: none"> <li>Stat Explore and Nomis data – Government statistics on out of work / in work benefit claimant data</li> </ul>	Detailed analysis of out of work & in work benefit claimants together with details and reasons for economic inactivity etc down to LSOA to enable us to effectively plan and target interventions.
<b>Additional comments:</b>	

The programme aims to have a positive impact on households/individuals, including those from protected characteristic groups.

In developing an inclusive programme and its engagement strategy, quantitative data from a range of sources has been considered to help understand the issues faced by the different equalities groups. Consultation has been undertaken with individuals, employers, training providers and voluntary sector organisations.

## 2.2 Do you currently monitor relevant activity by the following protected characteristics?

- |  |  |  |
|--|--|--|
| <input checked="" type="checkbox"/> Age                            | <input checked="" type="checkbox"/> Disability | <input type="checkbox"/> Gender Reassignment           |
| <input checked="" type="checkbox"/> Marriage and Civil Partnership | <input type="checkbox"/> Pregnancy/Maternity   | <input checked="" type="checkbox"/> Race               |
| <input checked="" type="checkbox"/> Religion or Belief             | <input checked="" type="checkbox"/> Sex        | <input checked="" type="checkbox"/> Sexual Orientation |

## 2.3 Are there any gaps in the evidence base?

Where there are gaps in the evidence, or you don't have enough information about some equality groups, include an equality action to find out in section 4.2 below. This doesn't mean that you can't complete the assessment without the information, but you need to follow up the action and if necessary, review the assessment later. If you are unable to fill in the gaps, then state this clearly with a justification.

For workforce related proposals all relevant characteristics may not be included in HR diversity reporting (e.g. pregnancy/maternity). For smaller teams diversity data may be redacted. A high proportion of not known/not disclosed may require an action to address under-reporting.

We are unable to collect data on pregnancy / maternity & gender reassignment, despite trying a number of sources; it is complex as the majority of the people in this demographic group will be in various stages of preparing for and taking a temporary break from the labour market and therefore will not be eligible for the programme. We will investigate ways in which we can obtain the data to enable us to target them so that when they return to the labour market, One Front Door can support them. As well as this, data on Gender Reassignment is not currently monitored, so it is not clear whether participants hold this protected characteristic; this is data we can look into collecting going forward.

## 2.4 How have you involved communities and groups that could be affected?

You will nearly always need to involve and consult with internal and external stakeholders during your assessment. The extent of the engagement will depend on the nature of the proposal or change. This should usually include individuals and groups representing different relevant protected characteristics. Please include details of any completed engagement and consultation and how representative this had been of Bristol's diverse communities.

Include the main findings of any engagement and consultation in Section 2.1 above.

If you are managing a workforce change process or restructure please refer to [Managing a change process or restructure \(sharepoint.com\)](#) for advice on consulting with employees etc. Relevant stakeholders for engagement about workforce changes may include e.g. staff-led groups and trades unions as well as affected staff.

Through delivering the original One Front Door programme as well as other successful projects such as the national award winning Move In, Move On, Move Up (rough sleeper), WE WORK for Everyone, (Learning Difficulty) and Future Bright, (in low paid jobs) programmes, we have developed the One Front Door model in collaboration and consultation with individuals, communities, groups and Government agencies.

## 2.5 How will engagement with stakeholders continue?

Explain how you will continue to engage with stakeholders throughout the course of planning and delivery. Please describe where more engagement and consultation is required and set out how you intend to undertake it. Include any targeted work to seek the views of under-represented groups. If you do not intend to undertake it, please set out your justification. You can ask the Equality and Inclusion Team for help in targeting particular groups.

When the decision to progress the programme is agreed, focus will move to refining and implementing delivery plan to achieve the strategic aims of the programme.

We will explore ways of making the programme more accessible through working with our stakeholders, delivery partners, employers, social landlords, housing and temporary accommodation teams and will further involve citizens in the development of the delivery plan and monitoring of its progress through consultation and partnerships with community led organisations and individuals

### Step 3: Who might the proposal impact?

Analysis of impacts must be rigorous. Please demonstrate your analysis of any impacts of the proposal in this section, referring to evidence you have gathered above and the characteristics protected by the Equality Act 2010. Also include details of existing issues for particular groups that you are aware of and are seeking to address or mitigate through this proposal. See detailed guidance documents for advice on identifying potential impacts etc. [Equality Impact Assessments \(EqIA\) \(sharepoint.com\)](https://sharepoint.com)

#### 3.1 Does the proposal have any potentially adverse impacts on people based on their protected or other relevant characteristics?

Consider sub-categories and how people with combined characteristics (e.g. young women) might have particular needs or experience particular kinds of disadvantage.

Where mitigations indicate a follow-on action, include this in the 'Action Plan' Section 4.2 below.

<b>GENERAL COMMENTS</b> (highlight any potential issues that might impact all or many groups)	
We have developed a fully inclusive delivery model which underpins the One Front Door Programme which extends beyond the boundaries of this project and enables us to “plug in” this funding into a significantly wider offer which can uniquely support people with protected characteristics.	
<b>PROTECTED CHARACTERISTICS</b>	
<b>Age: Young People</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Chances of disengagement with young people, rising NEET rates, increase in anti social behaviour, increase in benefit claims / claimant count, decline in skills of population.
Mitigations:	We have partnered with DWP Youth Hub and work closely with a wide variety of agencies that work with young people including Empire Fighting Chance, Prices Trust, Creative Youth Network, BCC Care Leaver Team etc.
<b>Age: Older People</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Chances of food and fuel poverty, increase in long term unemployment, health / mental health, impacts etc
Mitigations:	Partnership working with DWP – (50+ programme) and other community led organisations including BOPF etc. Targeting interventions at people who have recently become economically inactive post Covid.
<b>Disability</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Under representation of Disabled People in the workforce, food and fuel poverty, lack of inclusion, social isolation, failure to align with corporate strategy and Mayoral priorities
Mitigations:	We have targeted our WE WORK for Everyone specialist employment support programme at Disabled People with Learning Difficulties and have built solid partnerships with a range of agencies, providers and community led organisations. We have recently been working with WECIL, DWP and Adult Social Care to broaden out WE WORK’s remit to extend it to cover the wider Disability agenda.
<b>Sex</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Under representation of this particular demographic in our programmes and the workforce. Failure to deliver an inclusive service.
Mitigations:	Working in partnership with organisations such as the Nelson Trust to deliver programmes, provision of childcare at events and programme delivery stages,

	scheduling of meetings around potential caring commitments, targeted marketing, constant review of the demographics of our programmes and the undertaking of appropriate remedial actions if required to ensure that the profile matches that of the general working age population of Bristol
<b>Sexual orientation</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Under representation of this particular demographic in our programmes and the workforce. Failure to deliver an inclusive service.
Mitigations:	Working with staff led groups and at a community level. Constant review of participant information. Targeted marketing to insure appropriate representation
<b>Pregnancy / Maternity</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Potential discrimination and under representation of this particular demographic.
Mitigations:	Working in partnership with organisations such as the Nelson Trust to deliver programmes, provision of childcare at events and programme delivery stages, scheduling of meetings around potential caring commitments, targeted marketing, constant review of the demographics of our programmes and the undertaking of appropriate remedial actions if required
<b>Gender reassignment</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Lack of representation in this area, failure to engage
Mitigations:	Due to a lack of data in this area at present, we shall work with the Equalities Team to improve the collection and analysis of data to enable us to further develop engagement strategies
<b>Race</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Economic exclusion, marginalisation, under representation in workforce, fuel and food poverty, lack of community cohesion.
Mitigations:	We have historically worked with, (and will continue to work, co design and consult with) a wide range of organisations in this area including BABASSA, ACH, Bristol Refugee Rights, BCC Resettlement Team, BCC Gypsy and Roma Traveller Team, St Paul's Family Learning Centre to name but a few to ensure that our programmes work towards the Mayoral vision of a City of hope and aspiration where no one is left behind
<b>Religion or Belief</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Economic exclusion, marginalisation, under representation in workforce on programmes, fuel and food poverty, lack of community cohesion.
Mitigations:	We will closely monitor this characteristic and will continue to work with a wide variety of community based organisations and seek to develop new partnerships in this area.
<b>Marriage &amp; civil partnership</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Economic exclusion, marginalisation, under representation in workforce on programmes, fuel and food poverty, health concerns
Mitigations:	We shall work with the Equalities Team to ensure that we further develop our work in this area.
<b>OTHER RELEVANT CHARACTERISTICS</b>	
<b>Socio-Economic (deprivation)</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Economic exclusion, marginalisation, under representation in workforce on programmes, fuel and food poverty, health concerns
Mitigations:	We specifically work in partnership with a wide variety of Council services, external stakeholders and community led organisations in this area. We target events in local communities, with local employers and deliver in disadvantaged communities across the City. We rely on a wide variety of channels to market our programmes to ensure that those people who have the highest risk of socio economic exclusion in Bristol are aware of our activities, where to find them and how to access them.  Furthermore we are working in partnership with the University of Bristol on effective ways of engaging people who are at risk of entering crisis at a point where it hasn't yet become one.

	The programme seeks to support residents to gain employment, improve their income and reduce their need to claim in-work benefits by improving their employability skills and qualifications and helping them to secure sustainable, well-paid jobs and careers.
<b>Carers</b>	Does your analysis indicate a disproportionate impact? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>
Potential impacts:	Economic exclusion, marginalisation, under representation in workforce on programmes, fuel and food poverty, health concerns, social exclusion
Mitigations:	Whilst our work targets this demographic, we realise that it could be improved. We shall work with the Equalities Team and across other Council Teams to ensure that we further develop our work in this area.
<b>Other groups</b> [Please add additional rows below to detail the impact for any other relevant groups as appropriate e.g. asylum seekers and refugees; care experienced; homelessness; armed forces personnel and veterans]	
Potential impacts:	
Mitigations:	

### 3.2 Does the proposal create any benefits for people based on their protected or other relevant characteristics?

Outline any potential benefits of the proposal and how they can be maximised. Identify how the proposal will support our [Public Sector Equality Duty](#) to:

- ✓ Eliminate unlawful discrimination for a protected group
- ✓ Advance equality of opportunity between people who share a protected characteristic and those who don't
- ✓ Foster good relations between people who share a protected characteristic and those who don't

The programme seeks to support residents to gain employment, improve their income and reduce their need to claim in-work benefits by improving their employability skills and qualifications and helping them to secure sustainable, well-paid jobs and careers.

We have built a successful track record of winning and delivering nationally funded programmes. Some examples include:

- In 2019 we secured a £4.5m package of funding from ESF, WECA and local authorities to lead and manage a programme to deliver specialist employment support services for people with learning difficulties across the West of England
- In 2020 we secured £347,000 from DWP to establish the original One Front Door employment support service as well as £75,000 from DWP to support the City's rough sleepers into employment and to access housing, benefit advice and healthcare.
- In 2021 we secured a further £84,000 to extend the rough sleeper programme as part of the Government's Rough Sleeper Initiative
- In 2022 we secured £500,000 Section 256 Grant and £486,000 Public Health funding to establish two "Test and Learn" programmes, developing career pathways and jobs in Health and Social Care / Parks and Green Spaces sectors in some of the City's most disadvantaged communities

## Step 4: Impact

### 4.1 How has the equality impact assessment informed or changed the proposal?

What are the main conclusions of this assessment? Use this section to provide an overview of your findings. This summary can be included in decision pathway reports etc.

If you have identified any significant negative impacts which cannot be mitigated, provide a justification showing how the proposal is proportionate, necessary, and appropriate despite this.

#### Summary of significant negative impacts and how they can be mitigated or justified:

When the decision to progress the programme is agreed, focus will move to refining and implementing delivery plan to achieve the strategic aims of the programme.

Consultation highlighted the need for better communication and ongoing community engagement with the programme. Therefore we will explore ways of making the programme more accessible through working with our stakeholders, delivery partners, employers, social landlords, housing and temporary accommodation teams and will further involve citizens in the development of the delivery plan and monitoring of its progress.

**Summary of positive impacts / opportunities to promote the Public Sector Equality Duty:**

The One Front Door programme will work with 1326 individuals who are either unemployed, economically inactive or employed but are dependent upon in work benefits to get by. By working with and supporting them to increase their skills and employment opportunities, it will lead to improved direct impacts of a greater quality of life and better standard of living together with the indirect outcomes of improved health and education. The programme seeks to support residents to gain employment, improve their income and reduce their need to claim in-work benefits by improving their employability skills and qualifications and helping them to secure sustainable, well-paid jobs and careers.

**4.2 Action Plan**

Use this section to set out any actions you have identified to improve data, mitigate issues, or maximise opportunities etc. If an action is to meet the needs of a particular protected group please specify this.

<b>Improvement / action required</b>	<b>Responsible Officer</b>	<b>Timescale</b>
The actions and outcomes identified in the One Front Door Programme, and any actions and outcomes identified in subsequent delivery plans will be monitored by the Programme’s Steering Group, the DWP and the West of England Combined Authority through an established monitoring plan.	Paul Gaunt	Ongoing
Performance targets and monitoring against Equalities groups will feed into the quarterly formal review of the delivery plan and subsequent strategies	Paul Gaunt	Ongoing

**4.3 How will the impact of your proposal and actions be measured?**

How will you know if you have been successful? Once the activity has been implemented this equality impact assessment should be periodically reviewed to make sure your changes have been effective your approach is still appropriate.

Regular reviewing of performance targets and monitoring against Equalities groups will feed into the quarterly formal review of the delivery plan and subsequent strategies.

**Step 5: Review**

The Equality and Inclusion Team need at least five working days to comment and feedback on your EqIA. EqIAs should only be marked as reviewed when they provide sufficient information for decision-makers on the equalities impact of the proposal. Please seek feedback and review from the [Equality and Inclusion Team](#) before requesting sign off from your Director<sup>1</sup>.

<b>Equality and Inclusion Team Review:</b> <i>Reviewed by Equality and Inclusion Team</i>	<b>Director Sign-Off:</b> 
Date: 9/2/2023	Date: 23/2/2023

<sup>1</sup> Review by the Equality and Inclusion Team confirms there is sufficient analysis for decision makers to consider the likely equality impacts at this stage. This is not an endorsement or approval of the proposal.