

Equalities Impact Assessment

Section 1: General information

1a) Name of service being procured

Re-tender of translating and interpreting services

1b) Services Area

All council services

1c) Divisional Director

Glynis Rogers, Commissioning and Partnerships, Adult and Community Services

1d) Name and role of officer/s completing EIA

Monica Needs Market Development Manager, Integration and Commissioning, Adult and Community Services

Section 2: Information about changes to the services

2a) In brief please explain the scope of the service being procured

The Council is preparing to retender the translation and interpretation service which delivers over 50 languages and British Sign Language (BSL) interpreters to departments throughout the Council, at a cost of approximately £100,000 per year. Translating and interpreting services are needed because one in ten households in the borough has no-one in the household for whom English is their main language. For the remainder, at least one person in the household speaks English as their main language, although in about one in 30 households this person is a child under the age of 16¹.

The retendered service will need to meet the changing demands for translating and interpreting services as there has been an increase in the number of requests made to the service from 1688 in 2012-13 to 2789 in 2013-14. The intention is to procure a range of services for the next five years including: telephone interpreting, video, face-to-face, translation, interpreting, large print, Braille and proofing and editing translated documents.

Locally the biggest change in the way the service is delivered from 2012-2014 has been the four fold increase telephone interpreting. Telephone interpreting allows the Council to respond quickly to residents' needs in a cost effective way. We recognise that telephone interpreting is not suitable when one or more the participants are hard of hearing. Nationally video interpreting is becoming more common.

2b) What are the equality implications of your proposals?

The purpose of providing translating and interpreting services is to enable residents with translating and interpreting needs to get easier access to information and services. Hence overall the re-tendered service will have a positive impact on people

¹ Public Health Annual Report 2012

with protected characteristics under the Equality Act 2010.

Using data from April 2012 – March 2014 it is estimated that the retender will cover the services below with an average of 2,000 people². During 2013-14 the existing provider delivered interpreting and translation services across approximately 50 different languages and dialects and British Sign Language (BSL) interpreters. A summary of service requests is given below.

Service Requests 2013/14	Number	%
British Sign Language	89	3
Interpreting	2510	90
Relay	14	1
Telephone Interpreting	132	5
Translation	44	2
Total	2789	100

There was a wide range of languages requested with the most common being Lithuanian, Portuguese and Romanian. The majority of service requests (92%) came from Children’s Services.

Therefore in terms of the Equality Act 2010 the new service will impact in particular on people with the protected characteristics of race (as language is an indication of a person’s race/ethnic group), disability (requests for BSL signal use amongst people with disabilities) and age (as the majority of service requests come from children’s services, children and young people are likely to be affected).

Section 3 Equality Impact Assessment

With reference to the analysis above, for each of the equality strands in the table below please record and evidence your conclusions around equality impact in relation to the service your are procuring.

<p>Race</p> <p><i>Identify the effect of the policy on different racial groups</i></p>	<p>Will the service have a positive / adverse impact on specific ethnic groups?</p> <p><i>Please describe the analysis and interpretation of the evidence to support your conclusion</i></p> <p>According to the 2011 Census just over half (50.5%) of the population in Barking and Dagenham are from Black and Minority Ethnic (BME) groups.³ The largest single BME category in Barking and Dagenham is Black African at 15.4% of the population. The next largest is Other White (7.8%), followed by Pakistani (4.3%), Bangladeshi (4.1%) and Indian (4.0%). Black/Black British categories make up 20.0% of the population, and are the largest non-White group, followed by Asian/Asian British (15.9%).</p> <p>Whilst speaking a particular language is not directly correlated with ethnicity it can be a proxy measure. The data below indicates that It is likely that the</p>
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² A full data analysis exercise has been undertaken to understand the delivery of the existing service and identify any trends therein; it is included in the Cabinet Report Appendix 1 (21 October 2014).

³ BME includes White Irish, Gypsy and Irish Traveller, and Other White categories

people using LBBD's translating and interpreting services are from the BME groups listed above. During 2013/14 the Council provided translating and interpreting services in approximately 50 languages. The top ten language requests (excluding BSL) are:

Language	Number	%
Lithuanian	822	29
Portuguese	368	13
Romanian	364	13
Bengali/Sylheti	200	7
Albanian	135	5
Twi	119	4
Urdu	76	3
Somali	62	2
Lingala	52	2
Arabic	48	2

As the intention is that the retendered service will deliver a translation or interpreter where we need to communicate with a resident/service user, **the proposal will have a positive impact on people with the protected characteristic of race.**

Disability

Identify the effect of the policy on different disability groups

Will the service have a positive / adverse impact /adverse impact on disabled people?

Please describe the analysis and interpretation of the evidence to support your conclusion

The 2011 census indicated that 30,460 people described themselves as having a long term health problem or disability which limits their day-to-day activities either a little (14,876) or a lot (15,584). Barking and Dagenham has the second highest rate of the four Outer North East London boroughs. Hearing impairment is included in these figures.

Action on Hearing Loss estimate that 1 in 7 of the UK population has some level of hearing impairment, suggesting there are likely to be approximately 24,000 people in the borough with hearing loss. 847 people who use adult social services provided by the Council are known to have some level of hearing loss, 516 of whom are registered with the Council as being deaf or hard of hearing (19% from BME backgrounds) and 133 are known to use BSL (British Sign Language)⁴. During 2013/14 there were 89 requests for BSL.

Feedback from service users with sensory impairment has suggested that services need to ensure that information is presented in an appropriate format; this will be addressed through the retender which will include access to a wider variety of methods to deliver information and support.

As the retendered service will continue to provide British Sign Language interpreters as well as other services to help meet the needs of disabled people, it will have a **positive impact on people with disabilities.**

⁴ Barking and Dagenham Joint Strategic Needs Assessment 2012/13

<p>Gender</p> <p><i>Identify the effect of the policy on different gender (inc Trans) groups</i></p>	<p>Will the service have a positive / adverse impact on men or women? <i>Please describe the analysis and interpretation of the evidence to support your conclusion</i></p> <p>The 2011 Census shows that 48.5% of the local population are male and 51.5% are female. Using 2011 Census data the London Poverty Profile⁵ shows that women are generally more likely to be unable to speak English well or at all, particularly in older age groups.</p> <p>Although translating and interpreting services are available to all residents irrespective of gender, it is anticipated that there will there is positive impact in terms of gender on how the service is delivered.</p>
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<p>Sexual orientation</p> <p><i>Identify the effect of the policy on members of the LGB community</i></p>	<p>Will the service have a positive / adverse impact adverse impact on gay, lesbian or bisexual people? <i>Please describe the analysis and interpretation of the evidence to support your conclusion</i></p> <p>There is no information LGB community requesting translating and interpreting services; however as these services are available to all residents irrespective of their sexual orientation; it is anticipated that there will there is a positive impact in terms of sexual orientation on how the service is delivered to our clients.</p>
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<p>Religion and belief / those of no belief</p> <p><i>Identify the effect of the policy on different religious and faith groups</i></p>	<p>Will the service have a positive / adverse impact on people who practice a religion or belief? <i>Please describe the analysis and interpretation of the evidence to support your conclusion</i></p> <p>According to the 2011 Census the people living in Barking and Dagenham identify themselves to be predominantly Christian (56.0%). Those with no religion make up 18.9% of the population and 13.7% are Muslim. The remaining 11.4% includes those who prefer not to say (6.4%), Hindu (2.4%), Sikh (1.6%), Buddhist (0.5%), other religions (0.3%) and Jewish (0.2%).</p> <p>There is no information regarding the religion or belief of people requesting translating and interpreting services, however given the demographic characteristics of the borough and that we know that religion is associated with languages spoken it is likely that there this service will have a positive impact on people with the full range of religions and beliefs locally.</p>
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⁵ <http://www.londonpovertyprofile.org.uk/indicators/>

<p>Age</p> <p><i>Identify the effect of the policy on different age groups</i></p>	<p>Will the service have a positive / adverse impact on specific age groups?</p> <p><i>Please describe the analysis and interpretation of the evidence to support your conclusion</i></p> <p>There are 185,911 people living in Barking and Dagenham based on the latest population estimates, of whom 10.4% (19,321) are aged 65 plus.⁶ Barking and Dagenham has the highest proportion of children aged 0 to 4 years and 0 to 14 years in England with one in four of the population under the age of 15, and one in ten under the age of five years.⁷</p> <p>Language is an important factor to consider when providing services, as the primary language used by the child is most likely to be the primary language used in the family home. This needs to be taken into account when providing information and communications to parents. (The 2011 Census shows that only a very small proportion of those under 19 are not able to speak English well or at all.)</p> <p>Bearing this in mind it is unsurprising that the majority of translating and interpreting service requests come from Children's Services, followed by Adult and Community services (approximately 70% of client group are people aged 65 and over).</p> <table border="1" data-bbox="320 972 1155 1223"> <thead> <tr> <th>Service requests 2013/14</th> <th>Number</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>Children's Services</td> <td>2557</td> <td>91.7</td> </tr> <tr> <td>Adult and Community Services</td> <td>139</td> <td>5.0</td> </tr> <tr> <td>Housing and Environment</td> <td>75</td> <td>2.7</td> </tr> <tr> <td>Other</td> <td>18</td> <td>0.6</td> </tr> <tr> <td>Total</td> <td>2789</td> <td></td> </tr> </tbody> </table> <p>Feedback from council officers and voluntary and community groups suggests that it is inappropriate to rely on children to provide translating and interpreting services for their family members.</p> <p>This will be taken on board in the retender suggesting that the new translating and interpreting service will have a positive impact on people with the protected characteristic of age.</p>	Service requests 2013/14	Number	%	Children's Services	2557	91.7	Adult and Community Services	139	5.0	Housing and Environment	75	2.7	Other	18	0.6	Total	2789	
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<p>Socio-economic</p> <p><i>Identify the effect of the policy in relation to socio economic</i></p>	<p>Will the service have a positive / adverse impact on people with low incomes?</p> <p><i>Please describe the analysis and interpretation of the evidence to support your conclusion</i></p> <p>Using 2011 Census data, the London Poverty Profile shows that the proportion of people living in poverty varies considerably between ethnic groups. Among London's Indian population, it is no higher than among the White population, but it is twice as high among Black Africans and higher still among Bangladeshis</p>
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⁶ Mid-2012 Population Estimates (ONS, 2013)

⁷ Public Health Annual Report 2012

<i>inequalities</i>	<p>and Pakistanis. These groups are likely to have translating and interpreting needs.</p> <p>As these BME groups make up a significant proportion of the local population (see section on race above), it is likely that the re-tendered translating and interpreting services will have a positive impact on people living on low incomes.</p>
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<p>Other</p> <p><i>Identify if there are groups other than those already considered that may be affected by the policy e.g. Carers</i></p>	<p>Will the service have a positive / adverse impact on any other people (e.g. carers)</p> <p><i>Please describe the analysis and interpretation of the evidence to support your conclusion</i></p> <p>Commissioning a reliable translation and interpreting services will potentially have a positive impact on carers as they are less likely to be used as interpreters for the family member/s they are caring for.</p>
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<p>Staff</p> <p><i>Identify if there are any staff groups that maybe affected by the policy</i></p>	<p>Will the procured service have a particular adverse impact on staff from any of the equalities categories?</p> <p><i>Please describe the analysis and interpretation of the evidence to support your conclusion</i></p> <p>Not applicable.</p>
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Section 4: Equality Impact Assessment Action Plan

Please list in the table below any adverse impact identified and, where appropriate, steps that could be taken to mitigate this impact.

If you consider it likely that your proposal will have an adverse impact on a particular group (s) and you cannot identify steps which would mitigate or reduce this impact, you will need to demonstrate that you have considered at least one alternative way of delivering the service which has less of an adverse impact. You will be required to provide updates on the actions until they are completed, so it is important they are SMART.

Adverse impact	Please describe the actions that will be taken to mitigate impact	Outcomes
None		

Section 5: Future Review and Monitoring

Please explain how and when the impact of the procured service will be reviewed
The successful contract will be monitored regularly.

Providers will be asked to provide the Council with robust equality information about those who use their services as well as information to allow us to monitor the quality of service provided and any issues that residents raise.

Residents will have access to the Council's formal complaints procedure which is monitored to make sure that services are accessible to all.