### Enfield Council – Retrospective Equality Impact Assessment / Analysis

<table>
<thead>
<tr>
<th>Department:</th>
<th>Children Services</th>
<th>Service:</th>
<th>Youth and Family Support Service</th>
</tr>
</thead>
<tbody>
<tr>
<td>Author:</td>
<td>Paul Sutton</td>
<td>Date completed:</td>
<td>20 May 2016</td>
</tr>
<tr>
<td>Contact name:</td>
<td>Paul Sutton</td>
<td>Contact phone number:</td>
<td>020 8379 5840</td>
</tr>
</tbody>
</table>

### About the service

#### 1. Brief description of the service covered by this assessment.

The Youth and Family Support Service (YFSS) works with children, young people, families and communities. It is broken down into six Operational Delivery Units (ODUs) as below:

- **SSOSU** – Strategy, SRE and Operational Support Unit – Buildings, Strategy Support, Youth Media and Teenage Pregnancy
- **YOU** - Youth Offending Unit – Statutory partnership service– Young people aged 8 to 19. All issues re youth offending. Part funded by YJB.
- **YDSU** – Youth Development and Support Unit – open access youth work / youth support
- **PSU** – Parenting Support Unit – Statutory and Voluntary Parenting Interventions. Funded by DSG.
- **CCU** – Change and Challenge Unit – Troubled Families – Government Initiative. Works with challenging families on a payment by results basis.
- **FASH** – Family and Adolescent Support Hub. Partially Statutory. 16 and 17 year old Homelessness, Child Sexual Exploitation Prevention Team [Child Protection] and High Intensity support for young people at risk of LAC or returning from LAC. Over half funded by Governments Innovation fund.

**The main purpose of the YFSS is to:**

- Prevent crime and anti-social behaviour
- Reduce vulnerability and protect young people from significant harm
- Increase attendance in education, training and employment
- Reduce family breakdown and entry into the LAC system
- Provide intensive support for children and families with a range of complex needs
- Tackle inequalities, narrow achievement gaps, encourage participation and prevent social exclusion and provide new opportunities in order to prevent the escalation of need and referral to more costly specialist services
- Support communities by working in partnership to provide high quality advice, information and support on a variety of issues such as:
  - Parenting
  - Homelessness
The service works with a broad client group, aged 0 upwards [children, adolescents, parents, families] but many of our clients suffer from multiple disadvantages and need varying levels of support and some may display quite challenging behaviour. Whilst the YOU and CSEP are Statutory the vast majority of the service provides voluntary though targeted support. The majority of the services clients are from east of the A10 and many of the clients, especially YOU ones need to access services based within council buildings and not in their homes. Due to gangs / issues of violence and risk some clients cannot attend various locations within the borough. The service has approximately 100 +full and part time staff, approximately 20 sessional staff, 70 plus volunteers and up 2 to 10 students [per year. The Service is based in 3 Centre / 9 South Way Claverings, Edmonton.

2. Please list the main partners, council departments, organisations and service user or target groups for this service.

- The YOU is the council’s YOT and is thus a statutory partnership between council, education, Police, Probation Service and Health.
- Young people, families, parents and or carers, children
- Enfield schools, colleges
- Health Services e.g. CAMHS
- Police
- Probation Service
- Community Rehabilitation Company
- Secure Estate [YOls, STCs, LASCHs]
- Community Safety Unit
- Children’s Social Care Services [Children in Need Service, Looked After Children Service Enfield Single Point of Entry (SPOE) and SPOE partners
- ECYPS, Enfield Voluntary Services and other voluntary organisations such as oasis, ECYPS, Turkish Youth for London, Dazu, Training Providers, LGBT Network, Lancaster Centre, JSDC
- Substance Misuse Services
- Probation services
- DAAT
- Enfield Council Housing Department
- Victim Support
- Education Welfare Service
- Specialist Pupil Support (PRU and BST)
- Council’s strategy, information and performance hubs
• Regeneration
• Service user groups such as Enfield Youth Parliament, KRATOS Enfield Children in Care Council, Youth Clubs Advisory Group, Proud Enfield LGBT users group.
• Children Centres
• Solace
• Youth Justice Board
• Housing providers
• Safer London
• Mental health services
• Immigration services
• Home office
• Benefit Agency
• Family Nurse Partnership
• Although list not exhaustive these mentioned are our main links

3. If the service is provided by another organisation or agency please give their names and how you ensure they comply with the Council’s Equal Opportunities and Valuing Diversity policy

• Any service that is commissioned by the YFSS is made aware of the need to value diversity and equal opportunities. If any council employees are concerned that this is not happening they would escalate to their line manager and it would be addressed.
  • CCU – N/A
  • SSOSU – N/A
  • PSU – N/A
  • YDSU – N/A
  • YOU – TASS provide the appropriate adult service and reparation
  • FASH – PEP provide some parents support activities.

4. Please list any performance objectives / targets relating to equality that your service has / uses.
   If as a result of this assessment you are going to introduce new targets, please detail these in your action plan at the end of this form

YFSS Overall there is a need for additional training for the development of staff awareness regarding transgender and transsexual issues. There is a need for staff to develop better cultural awareness when dealing with families. The is a need for more awareness regarding Domestic Violence and sexual exploitation where males are the victims. Discussions will need to happen with the council training team re training in these area.

YDSU - Reports on performance in relation to the engagement and achievement of BME groups and various vulnerable groups such as looked after children, children with disabilities. Integral to our work is to target specific groups of young people such as young women, LGBT
young people and young people with disabilities.

YOU - Performance reports include gender, age and ethnicity specifically re number of BME in the CJ system and in custody.

### Equalities data collection and monitoring

5. **Does your service collect data from service users/applicants for equalities monitoring purposes?**  
   **YES**

   If **YES** please detail below how and when this data is collected and where it is stored e.g. *equalities data is collected at application stage and entered into the SAP database.*

   PSU - Data is collated as part of the PSU’s data collection at various stages for example at the initial referral stage and the parenting programmes that parents attend. This information is kept in the service database for analysis, monitoring and report purposes.

   YDSU - The data is collected and stored on a database at registration or initial engagement with the service.

   C & C - Data is collated as part of the Change and challenge referral process. For example clients would fill in various different forms. This information is kept in the service database for analysis, monitoring and report purposes as and when needed.

   YOU - Ethnicity data is collected for all young people and their families at the beginning of their order. This information is stored on CVYJ. Performance reports include gender, age and ethnicity. Data submitted to the YJB quarterly.

   FASH - This data is collated by our Triage officers as part of the data collection, stored in our database for analysis and monitoring purposes. Data is submitted to the DFE as part of the Innovation Fund monitoring, will be used as part of the FASH evaluation.

   Ofsted, HMIP and other inspectorates check data when inspecting.

6. **Does your service carry out equalities monitoring to review the take up / accessibility of your service?**  
   **YES**

   If **YES** please detail which aspects of your service are monitored and how frequently, then proceed to Q8. If **NO** please complete Q7.

   PSU - This is a standing agenda item at team meetings to ensure continuous awareness of equal opportunities. All members of the team have the opportunity to discuss issues which may impact upon their practice or the lives of children and families they are working with.

   YDSU - Data for disabilities, BMR and various vulnerable groups is monitored on a quarterly basis. We have also developed targeted work for engaging with young women as part of inclusive youth centres plan.

   C & C - Yes – Families need to meet 4 out of our six headline criteria’s to enable them to be allocated a caseworker to carry out an intensive intervention.

   Continuous awareness of equal opportunities is discussed at team meetings and all members of the team have the opportunity to discuss issues which may impact upon their practice or the lives of children and families they are working with.

   YOU – Data submitted to the YJB quarterly and issues of over representation addressed. Periodically ethnicity data is examined to analyse
any issues around disproportionality.
FASH - The staff have Equal Opportunities as a standing item on meeting agendas to ensure awareness is continuous and discussed.

7. If your service does NOT monitor equalities, please detail how you comply with the Council’s Equal Opportunities and Valuing Diversity policy and how you achieve the council’s aim of ‘Fairness for all’ - serving the whole borough fairly and tackle inequality

N/A

8. Monitoring information:
Indicate YES, NO or NA (Not Applicable) for each characteristic

<table>
<thead>
<tr>
<th>Characteristic</th>
<th>Disability</th>
<th>Gender</th>
<th>Age</th>
<th>Race</th>
<th>Religion &amp; Belief</th>
<th>Sexual Orientation</th>
<th>Gender reassignment</th>
<th>Pregnancy &amp; Maternity</th>
<th>Civil Partnerships</th>
</tr>
</thead>
<tbody>
<tr>
<td>Does monitoring enable you to profile service users / applicants by the following characteristics?*</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
</tr>
<tr>
<td>Does monitoring enable you to profile the satisfaction of service users by the following characteristics?*</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
</tr>
<tr>
<td>Does a comparison against baseline demographic data show that service users are representative of the local population in relation to the following characteristics?</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
<td>NO</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
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<tr>
<td>Does monitoring show that there are any under-represented groups within the following characteristics?</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
<td>NA</td>
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</tbody>
</table>

**IF YES PLEASE LIST THE ACTIONS YOU ARE TAKING/WILL TAKE TO ADDRESS UNDER-REPRESENTATION OF PROTECTED GROUPS IN THE ACTION PLAN AT THE END OF THIS ASSESSMENT.**

* If you do not include all protected characteristics in your equalities monitoring please explain why below:

The YFSS generally works with very complex and challenging families and children and young people that have a number of issues that we are supporting them with. If anything in regards to the characteristics were disclosed during an assessment this would be noted down in our case notes that would be uploaded onto our data bases. However as a matter of course data re same sex marriage, gender re alignment, pregnancy [except by Teenage Pregnancy re whole borough] and Religious believe is not collected by the YFSS. If people inform us re any of
these it is recorded and staff take account of it in their working but the data is not recorded and monitored. All data and performance is now monitored centrally by council so any discussions re collecting and monitoring additional data will need to be agreed with the central team.

Generally there is over representation re BME groups re CJ system and custody and under representation of girls [only 20% of the young offenders worked with by the YOU are female] but generally data has not indicated any issues re under representation re race, gender and age in other parts of the YFSS except in regard to CSE were young males are under represented in reporting of CSE to the CSEP team. Please see training issues above.

<table>
<thead>
<tr>
<th>Equalities impact</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>9. Protected characteristics equalities impact:</strong></td>
</tr>
<tr>
<td>Please indicate <strong>YES, NO</strong> or <strong>NA</strong> (Not Applicable) for each characteristic</td>
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</table>

<table>
<thead>
<tr>
<th>Disability</th>
<th>Gender</th>
<th>Age</th>
<th>Race</th>
<th>Religion &amp; Belief</th>
<th>Sexual Orientation</th>
<th>Gender reassignment</th>
<th>Pregnancy &amp; Maternity</th>
<th>Marriage &amp; Civil Partnerships</th>
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</thead>
<tbody>
<tr>
<td><strong>NO</strong></td>
<td><strong>NO</strong></td>
<td><strong>NO</strong></td>
<td><strong>NO</strong></td>
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<td><strong>Do satisfaction levels identify any concerns arising from vulnerable groups within the following characteristics?</strong></td>
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<td><strong>NO</strong></td>
<td><strong>NO</strong></td>
<td><strong>NO</strong></td>
<td><strong>NO</strong></td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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<tr>
<td><strong>Does your evidence show an adverse impact on any group/s within the following characteristics?</strong></td>
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<td><strong>NO</strong></td>
<td><strong>NO</strong></td>
<td><strong>NO</strong></td>
<td><strong>NO</strong></td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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<tr>
<td><strong>Are there known or potential barriers to participation for any group/s within the following characteristics?</strong></td>
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<td><strong>NO</strong></td>
<td><strong>NO</strong></td>
<td><strong>NO</strong></td>
<td><strong>NO</strong></td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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</tbody>
</table>

**IF YES PLEASE LIST THE ACTIONS YOU ARE TAKING/WILL TAKE TO MITIGATE ADVERSE IMPACTS / BARRIERS / CONCERNS IN THE ACTION PLAN AT THE END OF THIS ASSESSMENT.**

<table>
<thead>
<tr>
<th>10. Could the service or policy discriminate, directly or indirectly, according to the accompanying definitions?</th>
<th><strong>NO</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>If <strong>YES</strong>, please set out how it is justifiable under legislation in the box below.</td>
<td></td>
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</tbody>
</table>
### 11. Could the service or policy have an adverse impact on relations between different groups / community cohesion?

If **YES**, describe below and add any actions to mitigate this impact in your action plan.

**NO**

### 12. Have you received any complaints about your service in respect of equality issues?

If **YES**, please give a brief description and what action has been taken as a result.

All service users are aware of the Council’s complaints procedure. Every effort is made to ensure the service sees people as individuals who have many needs and may suffer discrimination on micro and macro levels and anti-discriminatory and anti-oppressive practice are at the heart of much of our work.

### 13. How does the service contribute to eliminating discrimination, advancing equality of opportunity and fostering good relations between different groups in the community?

Anti-discriminatory and anti-oppressive practice are at the basis of all of our work

People are seen as individuals, one size does not fit all.

Staff carry out a detailed bespoke assessment and work with people to support and enable them and develop resilience.

Staff attend training

Managers discuss discrimination [micro and macro] in supervision and managers meetings

Staff discuss issues of discrimination [micro and macro] in supervision and team meetings

Policies are reviewed on a regular basis.

Evaluation forms are used at the beginning and end of most programmes / intervention e.g. |SNAP surveys with YOU clients

Literature is available promoting equal opportunities and diversity.

Focus groups with young people asking them what they think of our services are held occasionally

Displaying posters that show we are a positive council and promote equal opportunities.

All staff are recruited through processes that have anti-discrimination at their heart and questions re diversity and equality are asked at interview.
14. Please give specific examples of success / best practice your service can evidence in terms of ‘narrowing’ the gap through improved outcomes / reduced inequality for service users

Re the YDSU.
Inclusive youth centres plan and life skills programme has increased the engagement and achievements of young people with disabilities
Proud Enfield LGBT youth project has ensured LGBT young people have a safe place to meet and explore their sexuality, identity and challenge discrimination with the support of others

Re the CCU
Phase 1 Performance to Date:

- Families Identified – 1241 against a target of 775 (160%)
- Families Worked With – 271 against a target of 775 (35%)
- Families Turned Around – 775 against a target of 775 (100%)
- 125 families achieving the progress to work outcomes.

Phase 2:
- For Phase 2 we were informed that we need to identify and ‘turn around’ 2760 families by 2020, our aim is to identify and closely monitor 200%.
- DCLG are currently reviewing their formula that decides the distribution of families to ensure they are keeping pace with demographic changes as well as changes in local circumstances. In particular there has been a recent update to the Index of Multiple Deprivation which they need to take account of. This will impact on the number of families Enfield are expected to achieve outcomes with over the course of the programme. DCLG will be making the announcement in July 2016.
- DCLG tasked Enfield to attach a minimum of 607 families by March 2016 – we exceeded this number
- DCLG has informed Enfield that we need to attached a minimum 859 new families onto the programme and 369 families need to achieve significant and sustained progress in 2016/17.

Re the FASH
We already have evidence of success in raising awareness of CSE in boys as we are now having more male referrals.
Liaising with Mermaid an organisation for transgender young people regarding a client and gaining information specific to their needs.
Re the PSU
Specific programmes for Turkish Parents.

15. Does your service or policy provide financial support for the protected groups? **NO**
   If YES, please list below and the value of the financial support.

However in specific circumstances support is given through the provision of services such as food bank vouchers, Oyster Card payments, toothbrushes, toiletries, clothing and travel support for families where young people are in custody or in regards to families with no access to public funds where they live too far from the office help with travel to appointments.

16. Socio-economic equalities impact:
   Indicate YES, NO or NA (Not Applicable) for each characteristic

<table>
<thead>
<tr>
<th>Characteristics</th>
<th>YES</th>
<th>YES</th>
<th>YES</th>
<th>YES</th>
<th>YES</th>
<th>YES</th>
<th>YES</th>
<th>YES</th>
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</thead>
<tbody>
<tr>
<td>Communities living in deprived or isolated areas</td>
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<tr>
<td>People not in employment, education or training</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
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<tr>
<td>People with low academic qualifications</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
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<tr>
<td>People living in social housing</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
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<tr>
<td>Lone parents</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
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<tr>
<td>People on low incomes</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
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<tr>
<td>People in poor health</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
<tr>
<td>Any other socio-economic factor</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
<td>YES</td>
</tr>
</tbody>
</table>

17. If YES answered above – please describe the impact (including any positive impact on social economic inequality) and any mitigation if applicable

The YFSS provide both a targeted and open access services throughout the borough of Enfield. This includes providing direct support to Children, Young People, Parents, Carers and Families. The vast majority of the services are based in the most deprived areas and work with the most deprived groups experiencing the most social and economic disadvantage and many of the clients of the service are from BME groups. We provide high quality, timely mostly targeted interventions that challenge and change behaviour, build aspiration and develop resilience. In most cases intervention and support is based on a detailed assessment and a bespoke package of support is offered based on need and risk and protective factors.

The YDSU for example is open access youth provision and is predominately targeted in areas of most disadvantage. The service is at no cost at the point of entry with low cost and affordable charging for certain areas of service delivery thus ensuring it is accessible for low income families. The service develops young people’s life and social skills and enables them to gain nationally recognised awards and qualifications thus contributing to their educational attainment. Many of the young people we engage with have few or no academic qualifications. The
service specifically targets young people who are not in education, emplacement and training and supports them into ETE. The CCU, PSU and FASH specifically help families to:

- Recognise and understand their difficulties
- Resolve or reduce these difficulties
- Change their pathways
- Lead fulfilling lives
- Build resilience
- Empower themselves and build resilience

The main outcomes are:
- Reduction in youth offending and anti-social behaviour
- Reduced risk of serious harm
- Reduced risk of vulnerability and better safeguarding of children
- Reduction in CSE
- Reduction in violence and domestic abuse
- Reduction in family breakdown
- Reduction of entry into LAC
- Safer and stronger families
- Improved physical and mental health and well being.
- Reduction of cost for the public health purse
- Reduction in gang activity
- Involvement in ETE
- Improved attendance in ETE
- Reduction in unemployment, improvement in aspiration and reduction in child poverty
- Improved life opportunities
- Families receive swift early support
• Improved well-being of families

Consultation and engagement

18. Please list any recent consultation activity on your service, any specific equalities groups that were targeted, how the results have been publicised and what action has been taken in response to the results. (Please state the source of data)
(If more information is needed to understand the views of disadvantaged groups please add this to your action plan)

Re the YFSS in general we are continually looking at ways to improve our service; we discuss policies and procedures internally and with our partners, especially around the update of the change and challenge outcome plan and the revision of the change and challenge strategy for Enfield. However specifically

Re PSU – Discussion with all parents at the end of interventions to help with service development.

Re YDSU - Recent consultations have focused on all service users as part of the proposed changes to the service as a result of budget reductions.

Careful consideration is being given to ensure that we are able to mitigate the impact of this for disadvantaged groups

Re CCU - Satisfaction surveys completed with every family worked with at case closure. The results are kept internally and they are used as performance improvement for caseworkers. We are currently in the process of using the Consultation and Resident Engagement team to develop an online satisfaction survey for all our families to complete. This data will be monitored continuously.

Re YOU - SNAP service user questionnaires are completed by all clients at the end of their order. This data is collated and included in the YOU performance management report and shared at various boards- The Enfield Targeted Youth Engagement Board, Safer Stronger Communities and the YOT managers meeting. Additionally focus groups are held occasionally for service users. Additionally Viewpoint Service users questionnaire are also completed and data is sent to HMIP.

Re FASH – An external organisation have been engaged to carry out an evaluation and as part of this they consult with the children and families we work with. They have not reported any problems regarding access to or work with our families who have equalities criteria. Additionally FASH have recently held a focus group for 37 young people. The young people were identified by youth workers and the Safeguarding and Child Sexual Exploitation group and Enfield’s PROUD LGBT group. The ethnicity of the group was recorded and found to represent the ethnic groups within the borough. The findings of the focus group have yet to be analysed and reported on.
Staff training and development

19. Please set out below the staff training undertaken on equalities.
   If there is a need for additional staff training please detail this in your action plan.

Evidence of staff training:

- All managers and staff are recruited using a process that includes questions regarding equality and diversity.
- Equalities and diversity form part of staff induction.
- Staff are representative of the racial demographic of the borough.
- Generally the age range of staff is representative of the adult demographic of the borough.
- There are openly gay people within the staff group.
- Men are under-represented in the staff group.
- Equalities and Diversity training has been identified as mandatory training for all staff. Most staff have done this training [obviously some staff have started in post since the last course].
- Staff and managers discuss equalities and diversity as part of management and team meetings and supervision.
- Staff are encouraged to reflect regarding issues of equality and diversity.
- All YFSS YOU staff have been briefed/ trained on the changes to the SEND legislation.

Review and publicity

20. Please set out in your action plan when you will review this assessment and how it will be publicised
    (Note: all EQIAs sent to the Performance Management Team are published on the Council’s website)

This will be reviewed on a bi-annual basis in managers and then staff meetings. Reported at ETYEB
Enfield Council – Retrospective Equality Impact Assessment / Analysis

Action plan template for existing services

Name of service/policy: Youth and Family Support Service

Team: Youth and Family Support Service
Department: Children Services

Service manager: Paul Sutton

<table>
<thead>
<tr>
<th>Identified Issue</th>
<th>Action Required</th>
<th>Lead Officer</th>
<th>Timescale/ By When</th>
<th>Costs Description</th>
<th>Review Date/ Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>Publicity of this assessment and when it will be reviewed</td>
<td></td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Monitor Equalities training of staff</td>
<td>Discuss with central training team re equalities training. Make staff aware of any equities and diversity training. Clarify when staff last attended such training.</td>
<td>Individual Unit Managers</td>
<td>By 31st March 2017</td>
<td>Staff and Management time. Cost of courses.</td>
<td>By 31st March 2017</td>
</tr>
<tr>
<td>Recruit more male workers into the service.</td>
<td>Include within the restructure of the service.</td>
<td>Individual Unit Managers</td>
<td>March 2017</td>
<td>Staff and Management time. May be a cost for adverts in specific publications that are more likely to be accessed and read by men.</td>
<td>By 31st March 2017</td>
</tr>
<tr>
<td>More information to be available for young people on</td>
<td>Identified staff to collate information.</td>
<td>Vijay Jeshram</td>
<td>On going</td>
<td>Staff and Management time.</td>
<td>By 31st March 2017</td>
</tr>
<tr>
<td>LGBT services</td>
<td>Continue to discuss in managers and team meetings and supervision. Unit managers to check minutes and notes to ensure this is happening.</td>
<td>Individual Unit Managers</td>
<td>On going</td>
<td>Staff and Management time.</td>
<td>By 31st March 2017</td>
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<tr>
<td>Review process for collecting data of service users in terms of sexual orientation, gender reassignment and religion and faith</td>
<td>SLT to review this process</td>
<td>Nursal Livatyali</td>
<td>March 2017</td>
<td>Staff and Management time.</td>
<td>By 31st March 2017</td>
</tr>
<tr>
<td>Review process for collecting protected characterises data through customer satisfaction processes</td>
<td>SLT to review this process</td>
<td>Nursal Livatyali</td>
<td>March 2017</td>
<td>Staff and Management time.</td>
<td>By 31st March 2017</td>
</tr>
<tr>
<td>Review equalities and diversity curriculum</td>
<td>Operational management team to review</td>
<td>Yemi Akinfenwa</td>
<td>December 2016</td>
<td>Staff and Management time.</td>
<td>By 31st March 2017</td>
</tr>
<tr>
<td>Review performance monitoring process</td>
<td>Operational management team to review</td>
<td>Nursal Livatyali</td>
<td>March 2017</td>
<td>Staff and Management time.</td>
<td>By 31st March 2017</td>
</tr>
<tr>
<td>Improve system of monitoring and reviewing the satisfaction surveys that families complete</td>
<td>Review and redevelop</td>
<td>Katie Rose</td>
<td>October 2016</td>
<td>Staff and Management time.</td>
<td>By 31st March 2017</td>
</tr>
<tr>
<td><strong>Outcome plan update</strong></td>
<td><strong>Update CCU outcome plan with partner agencies.</strong></td>
<td><strong>Kate Kelly</strong></td>
<td><strong>March 2017</strong></td>
<td><strong>Staff and Management time.</strong></td>
<td><strong>By 31st March 2017</strong></td>
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<td><strong>Monitor Equalities training of staff</strong></td>
<td>Clarify when each individual staff member last attended any form of equalities and diversity training. Ensure staff are fully aware of any equities and diversity training and that their attendance is recorded. All staff to attend equalities training every three years</td>
<td><strong>All Unit Managers</strong></td>
<td><strong>On-going</strong></td>
<td><strong>Staff and Management time.</strong></td>
<td><strong>By 31st March 2017</strong></td>
</tr>
<tr>
<td><strong>More information to be available for young people on LGBT services.</strong></td>
<td>Collate and disseminate information.</td>
<td><strong>Vijay Jeshram</strong></td>
<td><strong>On-going</strong></td>
<td><strong>Staff and Management time.</strong></td>
<td><strong>By 31st March 2017</strong></td>
</tr>
<tr>
<td><strong>Better utilise knowledge of language and culture within the service</strong></td>
<td>Ensure that we are using members of the service as best as possible to help inform culture and practice in the service as to how issues of diversity and equalities are managed.</td>
<td><strong>All Staff</strong></td>
<td><strong>On-going</strong></td>
<td><strong>Staff and Management time.</strong></td>
<td><strong>By 31st March 2017</strong></td>
</tr>
<tr>
<td><strong>Develop a DV employment workshop for</strong></td>
<td>Ensure that all our female clients that we work with are CCU DWP workers and Job Broker</td>
<td><strong>CCU DWP workers and Job Broker</strong></td>
<td><strong>October 2016</strong></td>
<td><strong>Staff and Management time</strong></td>
<td><strong>By 31st March 2017</strong></td>
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<td>Task</td>
<td>Responsible Party</td>
<td>Target Date</td>
<td>Time Frame</td>
<td>Notes</td>
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<td>Ensure Viewpoint and SNAP questionnaires are completed on all prevention cases.</td>
<td>Lissa Henry</td>
<td>To commence end June 2016</td>
<td>Staff and Management time.</td>
<td>By 31&lt;sup&gt;st&lt;/sup&gt; March 2017</td>
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<tr>
<td>Improve identification of boys as victims of CSE</td>
<td>Caroline DeGroot</td>
<td>By March 2017</td>
<td>Staff and Management time.</td>
<td>By 31&lt;sup&gt;st&lt;/sup&gt; March 2017</td>
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<tr>
<td>Improve the identification of children with disabilities who are referred to the CSEP team</td>
<td>Caroline De Groot</td>
<td>June 2016</td>
<td>Staff and Management time.</td>
<td>By 31&lt;sup&gt;st&lt;/sup&gt; March 2017</td>
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<tr>
<td>Work with the central data team and YFSS Managers and staff to ensure better and more robust monitoring and profiling of protected characteristics and that there is regular analysis to identify patterns and trends</td>
<td>Samantha Boyce for whole of YFSS SLT</td>
<td>December 2016</td>
<td>Staff and Management time.</td>
<td>By 31&lt;sup&gt;st&lt;/sup&gt; March 2017</td>
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</tr>
<tr>
<td>Review over representation of boys in the Criminal Justice system and</td>
<td>Laura MArtins</td>
<td>31&lt;sup&gt;st&lt;/sup&gt; March 2017</td>
<td>Staff and Management time.</td>
<td>By 31&lt;sup&gt;st&lt;/sup&gt; March 2017</td>
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what if anything can be done to reduce the number of boys entering the criminal justice system

arrests and types of offences.

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Date to be reviewed: 31 March 2016

APPROVAL BY THE RELEVANT ASSISTANT DIRECTOR - NAME: Paul Sutton SIGNATURE: