

Part A

Initial Impact Assessment

Proposal name

Citizens Advice additional face-to-face welfare

Brief aim(s) of the proposal and the outcome(s) you want to achieve

Through the strategic investment of a one-off cost of £300,000, in line with the Cost-Of-Living, (COL), action plan. Citizens Advice Sheffield, (CAS), will utilise the funding to explore additional face-to-face advice provision to deliver financial welfare advice and support using Community Access Points, (CAP - face to face advice provision over secure video link), helping to mitigate the Cost-of-Living crisis effects on vulnerable people and families across Sheffield. Through increased face-to-face access to financial support, they will be better able to access additional welfare which they are eligible and entitled to, thus tackling financial and health inequality and thereby improving their wellbeing.

Proposal type

- Budget**
- non-Budget**

If Budget, entered on Q Tier? Yes No

Q Tier reference

Year of proposal (s)

- 21/22
- 22/23
- 23/24
- 24/25
- other

Decision Type

- Committee (select below)**
- Adult Health and Social Care Policy Committee
- Communities, Parks and Leisure Policy Committee
- Economic Development and Skills Policy Committee
- Education, Children and Families Policy Committee
- Housing Policy Committee
- Strategy and Resources Policy Committee**
- Transport, Regeneration and Climate Policy Committee
- Waste and Street Scene Policy Committee
- Regulatory Committees (e.g. Licensing Committee)
- Other Policy Committee or sub-Committee
- Local Area Committees

Leader

- Executive Director/Director**
- Officer Decisions (Non-Key)**
- Council (e.g. Budget and Housing Revenue Account)**

Lead Committee Member

Greg Fell

Lead Director for Proposal

Joe Horobin

Person filling in this EIA form

Andrew Wright

Equality Lead Officer

Ed Sexton

Lead Equality Objective

| | | | |
|--|---|---|--|
| <input checked="" type="radio"/> Understanding Communities | <input type="radio"/> Workforce Diversity | <input type="radio"/> Leading the city in celebrating & promoting inclusion | <input type="radio"/> Break the cycle and improve life chances |
|--|---|---|--|

Portfolio, Service and Team

Lead Portfolio

Integrated Commissioning

Is this Cross-Portfolio?

Yes No

Is the EIA joint with another organisation (eg NHS)?

Yes No

Please specify

Consultation

Is consultation required?

Yes No

If consultation is not required please state why

Citizens Advice Sheffield is a market leader with a proven track record of delivery. Conversations have taken place to ensure that they have the necessary infrastructure and are able to scale up their existing provision of face-to-face advice. As the market leader they are in the best possible position to be able to deliver the necessary support advice that increasingly more Sheffield residents need due to the cost-of-living crisis.

There is an existing financial relationship through commissioned and grant funding departments. The outcomes sought from this additional grant award are in line with the purposes, outcomes and services of those already identified in the existing financial agreements with Citizens Advice Sheffield. These financial arrangements have gone through various consultation procedures already and to duplicate these would be unnecessary.

Are Staff who may be affected by these proposals aware of them?

Yes No

Are Customers who may be affected by these proposals aware of them?

Yes No

If you have said no to either please say why

People receive welfare support or advice through a face-to-face provision from Citizens Advice Sheffield won't be impacted by the change yet as the provision of additional face-to-face advice needs to be explored by Citizens Advice Sheffield. Once explored and the provision made available, people will be invited to make appointments, this isn't yet available, so it is not yet possible to make potential people who have not yet been identified aware of these proposals.

Initial Impact

Under the [Public Sector Equality Duty](#) we have to pay due regard to the need to:

- eliminate discrimination, harassment and victimisation
- advance equality of opportunity
- foster good relations

For a range of people who share protected characteristics, more information is available on the [Council website](#) including the [Community Knowledge Profiles](#).

Identify Impacts

Identify which characteristic the proposal has an impact on tick all that apply

| | |
|---|---|
| <input checked="" type="checkbox"/> Health | <input checked="" type="checkbox"/> Transgender |
| <input checked="" type="checkbox"/> Age | <input checked="" type="checkbox"/> Carers |
| <input checked="" type="checkbox"/> Disability | <input checked="" type="checkbox"/> Voluntary/Community & Faith Sectors |
| <input checked="" type="checkbox"/> Pregnancy/Maternity | <input checked="" type="checkbox"/> Partners |
| <input checked="" type="checkbox"/> Race | <input checked="" type="checkbox"/> Cohesion |
| <input checked="" type="checkbox"/> Religion/Belief | <input checked="" type="checkbox"/> Poverty & Financial Inclusion |
| <input checked="" type="checkbox"/> Sex | <input checked="" type="checkbox"/> Armed Forces |
| <input checked="" type="checkbox"/> Sexual Orientation | <input type="checkbox"/> Other |

Cumulative Impact

Does the proposal have a cumulative impact?

- Yes No

| | |
|---|---|
| <input checked="" type="radio"/> Year on Year | <input type="radio"/> Across a Community of Identity/Interest |
| <input type="radio"/> Geographical Area | <input type="radio"/> Other |

If yes, details of impact

The proposal to provide additional grant funding to Citizens Advice Sheffield will increase the provision for face-to-face advice. The cumulative impact of this will be to continue to provide this service year on year which will greatly benefit those who need additional and or urgent support, which can only be provided through face-to-face provision of advice.

Does the proposal have a geographical impact across Sheffield?

- Yes No

If yes, details of geographical impact across Sheffield

n/a

Local Area Committee Area(s) impacted

- All Specific

If Specific, name of Local Committee Area(s) impacted

n/a

Initial Impact Overview

Based on the information about the proposal what will the overall equality impact?

The proposal is expected to have a positive impact on Financial Inequality and Health and Wellbeing, and in terms of specific protected characteristics – see below.

Is a Full impact Assessment required at this stage? Yes No

If the impact is more than minor, in that it will impact on a particular protected characteristic you must complete a full impact assessment below.

Initial Impact Sign Off

EIAs must be agreed and signed off by an Equality lead Officer. Has this been signed off?

Yes No

Date agreed 10/02/2023

Name of EIA lead officer Ed Sexton

Part B

Full Impact Assessment

Health

Does the Proposal have a significant impact on health and well-being (including effects on the wider determinants of health)?

Yes No *if Yes, complete section below*

Staff

Yes No

Customers

Yes No

Details of impact

The proposed grant award will have a positive and beneficial impact on customers over time, as we know that poverty and health inequalities are inextricably linked. Marmot and others have set out that the lower one's social and economic status, the one's health is likely to be.

Children from deprived households have lower educational attainment, worse health outcomes and are more likely to go on to live in financial poverty as adults than their non-deprived households. This grant award will help to mitigate some of the negative impact of the Cost of Living on the people of Sheffield. The Cost-of-Living crisis is impacting those who are most vulnerable and driving those already in poverty deeper into poverty. It is also impacting those who had previously been managing. Through the additional face to face provision a positive health and wellbeing outcome can be sought. Through the improvement of financial circumstances for individuals and families you will latterly positively impact their health and wellbeing.

Comprehensive Health Impact Assessment being completed

Yes No

Please attach health impact assessment as a supporting document below.

Public Health Leads has signed off the health impact(s) of this EIA

Yes No

Name of Health Lead Officer

Greg Fell

Age

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

CAB Sheffield provide support and advice on issues which will affect all ages, from unborn children to the elderly as well as everyone in between. Increasing the provision of face-to-face service will not directly impact on any identifiable age group but will potentially have the net impact of being better able to provide those who would prefer face to face advice to receive that support irrespective of their age.

There may be those of a certain age who don't have the experience of using digital equipment to receive face to face advice and may need additional technical digital assistance and support, and in this event, CAB will have someone on site to provide technical support.

CAB have already been providing this service so have the necessary experience and understanding on how to provide the technical support necessary for those who need additional support to use the digital equipment.

Disability

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

The cost-of-living crisis will be impacting on the financial wellbeing of those with ongoing health conditions and disabilities. The increases in energy prices will mean additional cost to charge mobility devices as well as those who require round the clock medical equipment. Many of these people require additional care and support and are reliant on income from welfare payments for their livelihood. The positive impact of this grant award may be for them to receive additional welfare advice and support in a face-to-face capacity helping to mitigate some of the negative financial impact of the Cost-of-Living crisis.

There may also be a negative impact as it is likely that these are the individuals, who due to their limited mobility, will rely on telephone advice more than face to face and as a result of Citizens Advice Sheffield expending some additional resources towards face-to-face advice may inadvertently lead to reduced capacity on the telephones.

Pregnancy/Maternity

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

As there are areas of welfare support and law that directly relate to those women who are pregnant or who are on maternity leave any additional provision to provide support and advice in these areas of law and welfare will be a positive for this group.

Race

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

A grant award for additional face to face provision of welfare advice can only provide a positive outcome for those of a minority ethnic background as these groups are some of those most disproportionately negatively impacted by the collective combination of Covid and the Cost-of-Living crisis. There will be a positive action in the reinstating of some face-to-face provision targeting ethnic minority communities as they will benefit from the additional support possible through a face-to-face medium. As such it is anticipated that there will be a wholly positive impact on this group through the increased provision made available through this grant.

Religion/Belief

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

I would expect that certain cultures and or religious beliefs would prefer to receive face to face advice than over the telephone, this may be particularly beneficial to those who are not as experienced or familiar with the UK welfare system and the English language.

Sex

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

There is certain welfare provision which relate specifically to one sex or the other and an increase in provision of face-to-face advice will be positive irrespective of the gender/sex of those receiving the advice if they would prefer to receive their advice or support in face to face. No identifiable negative impact.

Sexual Orientation

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

As above, irrespective of sexual orientation any additional face to face advice provision by CAB Sheffield who have experience and a track record of given advice can only be beneficial to those groups who wish to receive their advice face to face.

Gender Reassignment (Transgender)

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

No identifiable risk to this group by increasing face-to-face provision of welfare advice by a service with a proven track record of providing the advice irrespective of the individuals background is a positive.

Carers

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Certain elements of welfare advice directly relate to carers and those who they provide care for. As such increasing the provision of face-to-face advice for those individuals or groups from a provider with experience of delivering this advice to those who would prefer to receive face to face advice is a positive outcome and no identifiable risk.

Voluntary, Community & Faith sectors

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

In accordance with 'Best Value' guidance this grant award takes into consideration Social Value of Citizens Advice Sheffield who have a track record of delivering essential welfare advice and support services to the people of Sheffield. A grant award of £300,000 will empower Citizens Advice Sheffield to deliver face to face welfare advice to citizens of Sheffield struggling with their financial situation in the face of the Cost-of-Living Crisis.

The grant recipient organisation is well placed, with no other Sheffield based organisation capable of providing and delivering this service citywide. They already have the expertise and necessary knowledge to scale up and utilise the grant award to meet the additional need as a result of the Cost-of-Living crisis.

Staff may be impacted through the need of additional training and support to utilise the equipment needed for face-to-face advice work but this will be provided.

No identifiable risk or negative impact identifiable at this stage of the EIA.

Partners

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

There is a net positive benefit for partners by increasing the face-to-face welfare advice provision of the market leader in Sheffield the potential will be to reduce the pressure on their own services.

Increasing the provision of good quality welfare advice irrespective of its manner of delivery will also have the potential impact of reducing the amount of advice given from those with inexperience but who may want to support and help those. It is crucial that this pressure to give advice be removed as much as possible and an easier way of accessing accurate advice from an experienced market leader be made to professionals and Sheffield residents.

Cohesion

Staff

Yes No

Customers

Yes No

Details of impact

CAB Sheffield provide support and advice citywide and will increase their provision of their face-to-face advice in a central location. Face-to-face advice will be given on an appointment basis. CAB Sheffield have experience in providing this and the additional funds will go towards enhancing this provision further. This will negate the risk and negative impact of some communities benefitting more than others.

Poverty & Financial Inclusion

Impact on Staff

Yes No

Impact on Customers

Yes No

Please explain the impact

Through the provision of additional face to face provision more comprehensive support and advice can be given. In providing face to face advice customers and staff may benefit by being able to have greater insight into the paperwork and circumstances of the causes of the problems customers are experiencing with their benefits. This in turn will enable a more comprehensive package of support and advice for the customer simply because the advisor will be able to 'see' the

paperwork and not rely on the abilities of the individual to read the letter to them which may be difficult for a variety of reasons and negate the need for a phone call the DWP which requires a lengthy wait on hold before an advisor can be made available.

However, in providing face to face advice this may impact on the overall number of those individuals who would be assisted over the telephone. Though due to variables including the complexity of welfare cases, the amount of paperwork, the needs to visually see that paperwork and potentially having additional support from family members/friends/carers etc some of this loss will be mitigated by the quality of support and that those assisted will need less follow up support. Mention interpreters as well. So while overall stats of those customers supported may be affected the positive benefit will be that more customers receiving face to face advice will receive more comprehensive support which isn't always possible given budget constraints at present time.

Staff at Citizens Advice Sheffield will have to adapt to providing face-to-face advice.

Armed Forces

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Members of the armed forces and ex-members of the armed forces are present in all the above categories and as such for the reasons stated above, I do not believe that there is an identifiable risk to this group by providing additional face to face welfare advice by a proven organisation.

Other

Please specify

N/A

Impact on Staff

Yes No

Impact on Customers

Yes No

Details of impact

Action Plan and Supporting Evidence

What actions do you need to take following this EIA?

None

What evidence have you used to support the info in the EIA?

Cost of Living Action Plan Equality Impact Assessment

Detail any changes made as a result of the EIA

None

Following mitigation is there still significant risk of impact on a protected characteristic. Yes No

If yes, the EIA will need corporate escalation? Please explain below

Sign Off

EIAs must be agreed and signed off by an Equality lead Officer. Has this been signed off?

Yes No

Date agreed 20/02/2023

Name of EIA lead officer Ed Sexton

Review Date 20/08/2023