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PAPURAU ATODOL

Pwyllgor	PWYLLGOR CRAFFU GWASANAETHAU OEDOLION A CHYMUNEDOL
Dyddiad ac amser y cyfarfod	DYDD LLUN, 20 TACHWEDD 2023, 4.30 PM
Lleoliad	YB 4, NEUADD Y SIR, CYFARFOD AML-LEOLIAD
Aelodaeth	Cynghorydd Taylor (Cadeirydd) YCynghorwyr Ahmed, Ahmed, Ash-Edwards, Boes, Lent, Lewis, Littlechild a/ac McGarry

Y papurau canlynol wedi'i farcio ' i ddilyn' ar yr agenda a ddosbarthwyd yn flaenorol

- 6 Ymateb y Cabinet i Ymchwiliad Costau Byw Pwyllgor Craffu Gwasanaethau Cymunedol ac Oedolion** (*Tudalennau 3 - 38*)
Atodiad C (Adroddiad Cabinet y Gwasanaethau Cynghori ac Asesiad Effaith ar Bobl Sengl).

D Marles

Swyddog Monitro Dros Dro

Dyddiad: Dydd Mawrth, 14 Tachwedd 2023

Cyswllt: Harry Mayo, 02920 872432, harry.mayo@caerdydd.gov.uk

Mae'r dudalen hon yn wag yn fwriadol

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BY SUBMITTING THIS REPORT TO THE CABINET OFFICE, I, JANE THOMAS – DIRECTOR FOR ADULTS, HOUSING & COMMUNITIES AM CONFIRMING THAT THE RELEVANT CABINET MEMBER(S) ARE BRIEFED ON THIS REPORT

**CARDIFF COUNCIL
CYNGOR CAERDYDD**

CABINET MEETING: 23rd November 2023

ADVICE SERVICE CONTRACT RECOMMISSIONING

**TACKLING POVERTY, EQUALITY & PUBLIC HEALTH
(COUNCILLOR PETER BRADBURY)**

AGENDA ITEM:

Reason for this Report

1. To provide an update on the current arrangements for advice provision in the city.
2. To set out the proposed procurement arrangements for the advisory services contract from 1st April 2024.
3. The report seeks Cabinet's agreement to delegate authority to the Director of Adults, Housing and Communities, in consultation with the Cabinet Member for Tackling Poverty, Equality and Public Health, to determine all aspects of the procurement process (including finalising the evaluation criteria, commencement of the procurement process, the award of the contracts and all ancillary matters pertaining to the procurement of the Advice Service Contract).

Background

4. Advice Services in Cardiff are currently provided through a mix of directly delivered 'in-house' provision through the Council's Advice Services and via contracted out provision, currently delivered by Citizens Advice and The Speakeasy Advice Law Centre. The current contract for Advice Services ends on 31st March 2024, therefore these services are required to be recommissioned ahead of April 2024.

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Council Advice Provision

5. The amount of Advice given by in-house teams has increased over the past 7 years, since the last contract was commissioned, due to team expansion and the realignment of internal teams into the Advice Service, with recent additions including Welfare Liaison (money and debt support for council contract holders), Housing Solutions, Homelessness Prevention and Assessment.
6. The Council's Money Advice Team provides a wide range of advice, including generalist welfare benefit advice, budgeting and low-level debt advice. The team links in closely with the Into Work Advice Service and Housing Advice teams to provide a solution-based approach for customers. A substantial expansion of the wider Advice Team has been possible as the team have been successful in securing external funding including the UK Government's Shared Prosperity Fund, DWP's Local Supported Employment project and the Children and Communities Grant, over the past 12 months.
7. The Advice Service also includes a comprehensive Employment and Reskilling provision, which includes Adult Learning, a Community Digital Service, the Onsite Construction Academy, Cardiff Cares Academy and the Council's in-house agency, Cardiff Works – together with its recent Cardiff Works For You paid placement initiative. The Money Advice Team has also benefitted from Shared Prosperity Funding, to employ a dedicated Young Person's Money Advisor, to support specifically young people leaving care and the operation of the Basic Universal Income Pilot.
8. There have been considerable advantages to providing advice in-house; council Advice Officers work closely with Hub, Housing and Benefit Staff who provide support on a wide range of council issues including housing allocations, waiting list interviews and housing benefits. The teams work together on a daily basis to resolve issues at the first point of contact. Advice Officers have direct access to council systems, such as Housing Benefit/Council Tax Reduction, Housing Rent Recovery and Housing Waiting List systems. With customer consent, staff can directly access data from these systems to identify the latest information and resolve issues at an early stage.
9. Staff work closely with officers within the Benefit Assessment team, to ensure that customers who are affected by the Benefit Cap and Universal Credit are fully supported. The Advice Team are empowered to make decisions on Discretionary Housing Payments and Together for Cardiff funding applications.
10. The team have excellent relationships with Registered Social Landlords and, with the customer's consent, liaise with them directly to resolve issues including rent arrears. The team also work closely with Council Tax Recovery and are able to provide support with Council Tax debt, recently facilitating the use of the Welsh Government's Cost of Living

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Discretionary Scheme funding to clear priority debts. Whilst personal data is protected and information is not given without client consent, this close interdepartmental working can prevent further recovery action and evictions.

11. The Council also provides advice through the Independent Living Service, including Information, Advice and Assistance to older people and those with disabilities to help them remain independent in the community.
12. The Money Advice Team provides services from Central Library Hub and across the city in Community Hubs, Food Banks, Schools, Temporary and Supported Accommodation settings, but also provides support through a dedicated Advice Line and online through the website and webchat.
13. The Money Advice Team saw a 58% increase in the number of people requiring help during 2022/23, with over 16,000 customers being supported with budgeting, debt, and help to apply for grants, discounts and discretionary funding. Over £21.3 million in additional weekly benefits were identified, surpassing the previous year's total of £17.2 million.
14. From September 2022 to March 2023, the Money Advice Team supported 15,388 Cardiff residents to access the £2.1million Cost of Living Discretionary Fund, to help those in most need including carers, people in priority debt and fuel poverty. The team created and deployed Fuel and Food Poverty Champions across Community Hubs to provide advice and support people with rising living costs.
15. The Money Advice Team launched a wide-reaching publicity campaign in Autumn 2022 to raise awareness of the support and help available from the service in light of the Cost-of-Living Crisis. The campaign included radio adverts, social media, adverts on Spotify, Wales Online and South Wales Echo articles, adverts on buses, the use of iVans in communities across Cardiff advertising in community languages. Every household in the city was also written to and received information on help available through the Money Advice Team and wider Advice Services. An updated campaign has been launched ahead of this year's winter pressures.
16. An increase in demand for support with specialist benefits led the Money Advice Team to bid for additional funding, to create a dedicated Disability Support Team earlier this year. The Team offers a variety of specialist advice and support with Child Disability Living Allowance, Employment and Support Allowances, Limited Capability with Universal Credit and Personal Independence Payments. The team can also help with completing claim forms, Mandatory Reconsiderations and appeals and where appropriate provide representation at tribunal hearings.
17. The Advice Service's dedicated **Advice Line** has tripled in size since the pandemic; with face-to-face provision stopping during lockdown, the

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Advice Services moved all support to the phone line to ensure that the needs of vulnerable residents could still be supported. However, on return to face-to-face support, it was evident customers still required the service especially for those struggling to leave their homes. Funding was secured to grow the service, to carry out low level initial advice on a range of topics including benefit checks, food bank vouchers, housing waiting list queries, and facilitate the completion of online applications. The Advice Line handled over 48,000 calls during 2022/23 with the most common queries concerning the Cost-of-Living Crisis and the Winter Fuel Support Scheme.

Contracted Advice Provision

18. The current Advice Contract is with the “Cardiff Advice Service”, which is a partnership between Citizens Advice and The Speakeasy Advice Law Centre. The current cost of the service is £300,000 per year. The contract is due to end on 31st March 2024.
19. In line with the Welsh Government’s Information and Advice Quality Framework, the contract currently provides 5 different levels of advice:

Information

Information “Describes a service which gives clients the information they need for them to know more and do more about their situation. It can include providing information about policies, rights and practices; and about local and national services that may be able to offer the client further help. Responsibility for any further action rests with the client”.

Guidance

Guidance “Describes a service which may discuss the advantages and disadvantages of different options without making specific recommendations. It may include making and receiving referrals, identifying emergencies and prioritising issues”.

Advice

Advice “Describes services which diagnose the client’s legal problem and any related legal matters; identifies options and relevant legislation and decides how it applies to a client’s specific circumstances; includes identifying the implications and consequences of such action and grounds for taking action; includes form filling; provides information on matters relevant to the problem such as advising on next steps and identifying dates by which action must be taken to secure the client’s rights. Advice may take place on more than one occasion.”

Advice with Casework

Advice with Casework “includes all elements of an advice service and also involves taking action on behalf of the client with third parties on the telephone, by letter or face to face”.

Specialist Casework

Specialist Casework “Describes services where the adviser or the service as a whole undertakes advice and casework at a level where

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very detailed knowledge of the law and case law is required. Usually this means it is delivered by advisers who have the necessary depth of legal knowledge and expertise to undertake representation for clients through the court or tribunal”.

The different types of advice provided under the contract are listed below:

- Welfare Benefits
 - Budgeting/Debt
 - Housing
 - Consumer Advice
 - Employment Advice
 - Immigration Advice
 - Family/Relationship Advice
 - Discrimination Advice
20. Having a single contract for Advice Services has worked well over the past 7 years, allowing for effective communication and clear contract management arrangements, including monthly Contract Monitoring Meetings between provider Account Managers and council Advice Managers.
21. Performance over the lifetime of the contract has been of a good standard. During 2022/23:
- 4,271 customers were supported under the contract
 - 1,191 for *Information & Guidance*
 - 753 for *Advice*
 - 925 for *Advice with Casework*
 - 1,402 for *Specialist Casework*
 - 93% of customers who were supported with Information, Guidance & Advice, had their issue resolved at first contact.
 - Over £2 million in weekly benefits gained.
 - 90% of Tribunal cases were successful.
 - 95% of customers surveyed were satisfied with the service.
22. The way in which customers access contracted and in-house advice provision has changed considerably over recent years. The introduction of a dedicated phone line has allowed people to access services more easily, which was particularly beneficial during the pandemic, allowing vulnerable customers to continue to receive support. As services return to pre-pandemic delivery, the demand for face-to-face provision has increased. The current contracted service is provided from Central Library Hub and accommodation is provided free of charge for this purpose. This includes both customer facing and back office provision. Both the Council's Advice Service and advice provided under the contract will continue to be co-located.
23. The current contract, awarded in 2016, saw the funding reduced on a phased basis, from £410,000 in Year 1 to £300,000 in Year 5. This reduction was based on the Council's in-house services providing a wide

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range of generalist advice, including signposting to other relevant services. The in-house services are not currently able to provide advice on more specialist matters including serious debt and immigration, hence the need for contracted provision in order to cover the gap in support. An element of independent advice is also required, for customers who do not wish to access council provision. The Council's Advice Service and current Advice Partner have worked together to prevent duplication of support provided to customers. Under the new contract, a robust triage process will be introduced to ensure that customers are directed to the correct level of support according to the nature of their enquiries, first time. It is anticipated that this additional triage will generate ongoing efficiencies, reducing the work of the external provider, and therefore it is proposed that the contract value should remain fixed during the period of the new contract.

Issues

24. As the current advice contract comes to an end on 31st March 2024, there is a requirement to recommission services ahead of this date.

Proposed External Advice Partner

25. As stated above, whilst the Council's Advice Services can provide a range of quality, robust advice to all residents of Cardiff, it is imperative that should citizens require more specialist or independent advice, this is available through a 3rd party, separate to the Council.
26. It is therefore proposed that an 'Advice Partner' is commissioned who will work with the Council to provide complimentary services and advice which isn't available through the Council's Advice Services such as Serious Debt, Independent Housing Advice and Immigration Advice.
27. Given the success of the current arrangements, it is proposed to continue with a single contract for Advice Services. However, bids will be welcomed from single providers, consortia or by a lead provider with subcontractors – which is the current arrangement.

Proposed Procurement Arrangements

28. It is proposed to carry out this recommissioning via open procurement, utilising sell2wales and in line with public contract regulations. The high level evaluation criteria will be based on 100% Quality, due to the yearly contract value being fixed for the duration of the contract.
29. The procurement process will include 'functional' and 'performance' related evaluation criteria. As part of the evaluation process, providers will provide a breakdown of their expected performance against key performance indicators identified in the Contract Specification. This will include
 - Number of Advisor Hours delivering direct provision
 - Number of Advisor Hours delivering telephone advice

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- Number of Volunteer Hours providing Information and Guidance and Generalist Advice
- Numbers assisted for Information & Guidance, Advices, Advice with Casework, Specialist Casework
- Percentage of individuals whose issue was resolved at first contact
- Percentage of individual whose first appointment is within allotted timescales
- Percentage of people satisfied with the service
- Amount of previously unclaimed benefit/grant successfully claimed additional ongoing benefit and additional lump sum awards
- Amount of Debt negotiated/written off
- Percentage of tribunal/court cases that are successful

Providers will be asked to submit an indicative unit cost per customer, for each level of support that is available under the contract, to ensure value for money.

30. In addition, providers will complete a series of methodology questions, which are broken down in the following sub criteria sections:
- Annual Service Level and Purchase of Additional Services – 40%
 - Equalities – 5%
 - Efficiencies, Effectiveness & Partnership Working – 20%
 - Outcomes and Quality Measures – 30%
 - Implementation – 5%
31. It is proposed that a 5 year contract will be awarded, with the option to extend for a further 2 years should this be required. It is anticipated that a longer term contract will provide stability and sustainability to the Advice Partner. The maximum value of the contract will be £2,100,000 over the 5 years plus 2 year extension period, equating to £300,000 per annum.
32. As set out above it is anticipated that effectively reducing the amount of support provided under the 'Information', 'Guidance' and 'Advice' categories, will allow an increase in the number receiving 'Advice with Casework' and 'Specialist Advice'. This will reduce further reduce duplication, making best use of resources, including staffing and cost savings. A Matrix will be included as part of the Contract Specification, setting out the minimum number of customers to be supported in each of the advice categories. It is expected the minimum level of Specialist Advice with Casework given will not fall lower than 20% of the overall number assisted.
33. Despite inflationary pressures, the proposed funding (£300,000pa) will remain the same each year throughout the lifespan of the new contract. This is due to the removal of duplication which will allow for a reduced target for the number of people being supported with lower level advice by the procured provision. The Advice Partner will work in partnership with the Council's Advice Team to ensure customers are accessing the correct level of provision from the right service.

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34. In addition to the Annual Contract Value above, the Council will continue to provide space within Council owned buildings free of cost where required, including front facing offices and back office space in Central Library Hub.
35. The incumbent Advice Partner would also be required to bid for additional funding from external sources to supplement the council funding, while not duplicating existing provision. There will also be the opportunity for the Council to award further work under the contract, should extra funding be available for advice purposes.

Consultation

36. With minimal proposed changes to the new contract and a high level of customer satisfaction (95% of customers 'extremely satisfied') with the current service, a public consultation was not considered necessary. However, to encourage feedback from partners, a face to face stakeholder consultation was held on 13th September 2023. Positive comments were received on the current 'One Stop Shop' model of delivery, having both the external contracted services and council services co-located under one roof. Partners also communicated positively about customers having access to independent advice, separate to Council Services.
37. The event encouraged open conversations on what needed to be improved and what would add value to a future contract. Partners expressed the requirement for fully face to face provision, both drop-in and appointment based, in Central Library Hub but also in other accessible locations. Partners also discussed the increased need for more specialist advice for complex cases, with less emphasis on general information and advice. A need for a more efficient referral system/advice pathway also came high on the agenda for partners, as a number found accessing provision confusing and not knowing which service took responsibility for what area of advice.
38. As a result of these recommendations, a new referral system will be put in place in readiness for the start of the new contract, together with a refreshed triage system to ensure customers are directed to the correct level of support first time. A full implementation programme will be required from the new provider which will include briefings for stakeholders and council front line staff, along with a joint publicity campaign with Council Services, to raise awareness of the support available. Accessible accommodation for face to face provision will be available to the provider as outlined in the Contract Specification.
39. An Equality Impact Assessment has been carried out on the above proposals; no issues were raised.

Reason for Recommendations

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40. To obtain agreement for the approach to the recommissioning of the Advice Services Contract, and to gain the necessary approval in order to commence the procurement process to invite tender from the open market.

Financial Implications

41. Revenue base budget funding is currently available at a level that would support the costs outlined in paragraph 31. In considering any tender returns as part of any delegation to be exercised, further financial advice will need to be sought including the approach to increasing costs over the term of the contract to ensure the commissioning of advice services is managed within the Medium-Term Financial Plan. In accordance with the issues highlighted in the report in respect to lessons learnt, clear performance metrics should be collated and reviewed to minimise duplication and ensure any additional requests for advice are managed in agreed in line with the provisions of the contract to ensure advice services remain within the budget available.

Where external grant funding is used to support advice services, any expenditure should be in accordance with the terms and conditions of that grant and be sustainable over the contract period being entered into.

Legal Implications (including Equality Impact Assessment where appropriate)

42. The report recommends Cabinet to approve the procurement of the external Advice Services (as detailed in the body of the report).

The report also recommends that authority is delegated to the Director of Adults, Housing & Communities in consultation with the Cabinet Member with responsibility for Tackling Poverty, Equality & Public Health, to determine all aspects of the procurement process (including approving the evaluation criteria to be used, commencement of the procurement process, the award of the contracts and all ancillary matters pertaining to the procurement). Full legal advice should be sought on the proposals, the procurement process and in relation to the drafting of the draft terms and conditions of contract, as the same are developed.

43. The report notes the completion of a stakeholder consultation. This gives rise to a legitimate expectation that the findings of the consultation shall be given due regard in the decision-making process.

44. Funding

It is understood that the some of the services may be reliant upon grant funding from various sources. The decision maker must be satisfied the proposed way forward complies with the conditions attached to the relevant grants/funding from the various sources.

45. TUPE

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It is noted that currently the existing provider for external Advice Services and accordingly, TUPE may apply to the award of the new contract. Legal advice should be sought in relation to any resulting TUPE implications.

46. Equality Duty

The Council has to satisfy its public sector duties under the Equality Act 2010 (including specific Welsh public sector duties) – the Public Sector Equality Duties (PSED). These duties require the Council to have due regard to the need to (1) eliminate unlawful discrimination, (2) advance equality of opportunity and (3) foster good relations on the basis of ‘protected characteristics’. The ‘Protected characteristics’ are: • Age • Gender reassignment • Sex • Race – including ethnic or national origin, colour or nationality • Disability • Pregnancy and maternity • Marriage and civil partnership • Sexual orientation • Religion or belief – including lack of belief.

47. Well Being of Future Generations (Wales) Act 2015

The Well-Being of Future Generations (Wales) Act 2015 (‘the Act’) places a ‘well-being duty’ on public bodies aimed at achieving 7 national well-being goals for Wales - a Wales that is prosperous, resilient, healthier, more equal, has cohesive communities, a vibrant culture and thriving Welsh language, and is globally responsible.

In discharging its duties under the Act, the Council has set and published wellbeing objectives designed to maximise its contribution to achieving the national wellbeing goals. The wellbeing objectives are set out in Cardiff’s Corporate Plan 2023-26. When exercising its functions, the Council is required to take all reasonable steps to meet its wellbeing objectives. This means that the decision makers should consider how the proposed decision will contribute towards meeting the wellbeing objectives and must be satisfied that all reasonable steps have been taken to meet those objectives.

The wellbeing duty also requires the Council to act in accordance with a ‘sustainable development principle’. This principle requires the Council to act in a way which seeks to ensure that the needs of the present are met without compromising the ability of future generations to meet their own needs. Put simply, this means that Council decision makers must take account of the impact of their decisions on people living their lives in Wales in the future. In doing so, the Council must:

- Look to the long term
- Focus on prevention by understanding the root causes of problems
- Deliver an integrated approach to achieving the 7 national well-being goals
- Work in collaboration with others to find shared sustainable solutions

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- Involve people from all sections of the community in the decisions which affect them

The decision maker must be satisfied that the proposed decision accords with the principles above; and due regard must be given to the Statutory Guidance issued by the Welsh Ministers, which is accessible using the link below: <http://gov.wales/topics/people-and-communities/people/future-generations-act/statutory-guidance/?lang=en>

48. General

The decision maker should be satisfied that the procurement is in accordance within the financial and budgetary policy and represents value for money for the council.

The decision maker should also have regard to, when making its decision, to the Council's wider obligations under the Welsh Language (Wales) Measure 2011 and the Welsh Language Standards.

HR Implications

49. There are no HR implications arising directly from this report.

Property Implications

50. There are no specific property implications in respect of the Advice Service Contract Recommissioning Report. Where there are any property transactions or valuations required to deliver any proposals, they should be done so in accordance with the Council's Asset Management process and in consultation with relevant service areas.

RECOMMENDATIONS

Cabinet is recommend to

51. To approve the overarching approach for the procurement of the external Advice Service provision.
52. To delegate authority to the Director of Adults, Housing & Communities in consultation with the Cabinet Member with responsibility for Tackling Poverty, Equality & Public Health, to determine all aspects of the procurement process (including finalising the evaluation criteria to be used, commencement of the procurement process, the award of the contracts and all ancillary matters pertaining to the procurement).

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SENIOR RESPONSIBLE OFFICER	Director Name: Jane Thomas
	Date submitted to Cabinet office 19/10/23

The following appendices are attached:

Appendix 1 – Single Impact Assessment

Single Impact Assessment

Cardiff Council



1. Details of the Proposal

What is the proposal?

Title: Advice Service Contract Recommissioning

Is this a new proposal or are you amending an existing policy, strategy, project, procedure or service?

New

Existing

Directorate/Service Area:

People & Communities / Adults, Housing & Communities

Who is developing the proposal?

Name: Hayley Beynon

Job Title: Operational Manager - Advice

Responsible Lead Officer (Director or Assistant Director):

Helen Evans; Assistant Director – Housing & Communities

Cabinet Portfolio:

Tackling Poverty, Equality & Public Health

Authorisation	
Completed By:	Hayley Beynon
Job Title:	Operational Manager – Advice
Date:	10/10/2023
Approved By:	Helen Evans
Job Title:	Assistant Director, Housing & Communities

Document History – do not edit.

The Single Impact Assessment (SIA) can be strengthened as time progresses, helping shape the proposal. Version control will provide a useful audit trail of how the SIA has developed. Draft versions of the assessment should be retained for completeness, however only the final version will be publicly available. Draft versions may be provided to regulators if appropriate.

Version	Author	Job Title	Date
1	Fiona Gibson	Senior Corporate Policy Officer	12/10/2022
2	Fiona Gibson	Senior Corporate Policy Officer	12/04/2023

2. Overview of the Proposal

What action is the Council considering and why?

Please provide a detailed outline of the proposal. This information will support your findings in the impact assessments.

1. To provide members with an update on the current arrangements for advice provision in the city; including an update on the Council Advice Service Teams, including the Money Advice Team and dedicated Advice Line.
2. To consider the re-procurement of the Advice Services Contract, to commence in April 2024.

Advice Services in Cardiff are currently provided through a mix directly delivered 'in-house' provision through the Council's Advice Services and via contracted out provision, currently delivered by Citizens Advice and The Speakeasy Advice Law Centre. The current contract for external Advice Services ends on 31st March 2024.

The amount of Advice given by in-house teams has increased over the past 7 years, due to team expansion and the realignment of internal teams to the Advice Service, with recent additions including Welfare Liasion (money and debt support for council contract holders) and Housing Advice Services.

Whilst the Council's Advice Services can provide a range of quality robust advice to all residents of Cardiff, it is imperative that should citizens require more specialist or independent advice, this would need to be accessed through a 3rd party, separate to the Council.

It is therefore proposed that an 'Advice Partner' is commissioned who will work with the Council's Advice Services, to provide complimentary services and advice which isn't available through the Council, such as Serious Debt, Independent Housing Advice and Immigration Advice.

What are the costs and/or savings?

What will the proposal cost and how will it be funded?

How might costs be reduced through involvement and collaboration, across Cardiff Council and/or with external stakeholders?

Are there savings and how will these be realised?

It is proposed that a 5 year contract will be procured for, with the option to extend for a further 2 years should it be required. The maximum value of the contract will be £2,100,000 over the 5 years plus 2 year extension period, equating to £300,000 per annum.

The contract will be funded through council general funds, however should there be opportunity to be able to utilise relevant grant funding, this will happen on a quarterly

basis. The Council's Advice Services dedicated Bid Writer will continuously look for appropriate funding to help support the costs of the contract.

Despite inflationary pressures, the proposed yearly funding (£300,000) will remain the same each year throughout the lifespan of the new contract and will not rise with the cost of living. The static funding is due to a reduced target of the number of people being supported by the procured provision and working in partnership with Council services to ensure customers are accessing the correct level of provision.

3. Impact Assessments

Which impact assessments do you need to complete to support your proposal?

The [Impact Assessment Screening Tool](#) provides advice tailored to your proposed policy, strategy or project regarding which impact assessments may be required and who to contact to find out more.

The screening tool is an online form with mainly multiple-choice questions which should take less than 10 minutes to complete.

Once the answers have been submitted, an automated email will be sent to you with the recommended next steps and details of who to contact for expert advice.

Put Yes or No next to each of the impact assessments listed below to indicate which ones are being carried out.

Impact Assessment	Page	To be completed: Y/N
A. Equality Impact Assessment	4	Y
B. Child Rights Impact Assessment	10	N
C. Welsh Language Impact Assessment	11	Y
D. Habitats Regulations Assessment	16	N
E. Strategic Environmental Assessment	17	N
F. Data Protection Impact Assessment	18	Y
G. Health Impact Assessment	19	N

For further information on all the above impact assessments including who to contact for advice, please visit the [Policy Portal](#).

A: Equality Impact Assessment

Guidance in completing this assessment can be accessed [here](#). Please consult the Equality Team for any further assistance with completing this assessment EqualityTeam@cardiff.gov.uk

Under the Equality Act 2010, “differential impact” means that people of a particular protected characteristic (e.g. people of a particular age) will be significantly more affected by the change than other groups.

Impact on the Protected Characteristics

Age

Will this proposal have a **differential impact [positive/negative]** on different age groups?

	Yes	No	N/A
Up to 18 years	Y		
18 - 65 years	Y		
Over 65 years	Y		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The Council’s Money Advice Team has recently implemented a dedicated provision for young people, to receive budgeting and benefit support and to specifically support Care Experienced Young People claiming Universal Basic Income. This has had a positive impact, allowing young people to receive support in Council Buildings across the city, but also in Youth settings including schools, young person’s accommodation and youth buildings.

The introduction of both the Council’s Advice Line and Advice Partner’s phone line has meant people are still able to access support who would ordinarily struggled to leave their homes or those who are vulnerabe. This has been an invaluable addition for mainly older people, although the demand for telephone support has increased across all age ranges.

What action(s) can you take to address the differential impact?

In addition to the support provided specifically to young people, the Money Advice Team also provides support to working age people and are currently supporting those who will be affected by the Universal Credit Managed Migration. The team will also be carrying out a campaign to raise awareness of the support available during winter months, including Winter Fuel Payments and Warm packs.

The tender Quality Questions will include a section around how the providers will engage with people of different age groups and what support they will provide to encourage people to seek support.

Disability

Will this proposal have a **differential impact [positive/negative]** on disabled people?

	Yes	No	N/A
Hearing Impairment	Y		
Learning Disability	Y		
Long-Standing Illness or Health Condition	Y		
Mental Health	Y		
Neurodiversity	Y		
Physical Impairment	Y		
Substance Misuse	Y		
Visual Impairment	Y		
Other	Y		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The procured provision will have a positive impact on disabled people; in line with the Welsh Government's Information and Advice Quality framework, the contract will provide five different levels of advice:

- Information
- Guidance
- Advice
- Advice with Casework
- Specialist Casework

The different types of advice under the contract will include:

- Welfare Benefits
- Budgeting/Debt
- Housing
- Consumer Advice
- Employment Advice
- Immigration Advice
- Family/Relationship Advice
- Discrimination Advice.

The contracted provision will be provided primarily from Central Library Hub and via the phone line, but regular reviews will be carried out on demand to determine whether the provision will need to be provided from other areas in the city, to reach as many communities as possible.

The Council's Advice Services provide support in communities across Cardiff, including Hubs, Council and Community Buildings, Food Banks, Schools, Supported Accommodation settings. The team also hosts pop up events in shopping centres, Hospitals, supermarkets and busy high streets.

What action(s) can you take to address the differential impact?

Both the Advice Partner and Council Advice Services will work collaboratively to host Advice Roadshows, targeting areas of the city according to need.

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Gender Reassignment

Will this proposal have a **differential impact [positive/negative]** on transgender people?

	Yes	No	N/A
Transgender People (Transgender people are people whose gender identity or gender expression is different from the gender they were assigned at birth.)			n/a

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

What action(s) can you take to address the differential impact?

Marriage and Civil Partnership

Will this proposal have a **differential impact [positive/negative]** on marriage and civil partnership?

	Yes	No	N/A
Marriage	Y		
Civil Partnership	Y		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The procured advice contract will have a positive impact on Marriage/Civil Partnership, as the provider will have capability to provide advice and support on Family and Relationship Advice, including advice on separating/relationship breakdown and child arrangements.

What action(s) can you take to address the differential impact?

This is a positive impact, as currently the Council's Advice Services are not able to provide this type of advice.

Pregnancy and Maternity

Will this proposal have a **differential impact [positive/negative]** on pregnancy and maternity?

	Yes	No	N/A
Pregnancy			N/A
Maternity			

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

What action(s) can you take to address the differential impact?

Race

Will this proposal have a **differential impact [positive/negative]** on the following groups?

	Yes	No	N/A
White	Y		
Mixed / Multiple Ethnic Groups	Y		
Asian / Asian British	Y		
Black / African / Caribbean / Black British	Y		
Other Ethnic Groups	Y		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The Council's Advice Services are able to deliver a wide range of advice in Communities across the city, and have staff who can speak a number of community languages. The Into Work Advice Service (part of the Council's Advice Services) has recently implemented the Cardiff Works Ready programme and the Cardiff Works for You subsidised placement scheme, which has had a positive impact on people from under-represented communities, who have little or no work experience.

The Cardiff Works Ready programme provides additional support to become employment ready by accessing Adult Learning courses and one-to-one mentoring. The Cardiff Works for You subsidised placement initiative was launched to provide Cardiff Council temporary employment opportunities for people from under-represented communities who would normally struggle to secure employment. The initiative fully funds the first month's salary cost to allow candidates to gain work experience within the Council.

What action(s) can you take to address the differential impact?

By fully aligning the Into Work and Cardiff Works teams, there has been some fantastic outcomes for those seeking work. Additional external funding was secured to appoint Community Engagement Officers. Their role is to connect with communities that are under-represented in the current workforce and engage with younger people. The Community Engagement Officers have carried out a programme of events in the Southern Arc of the city, working with community groups to raise awareness of the types of roles available and the support on offer for those who have little or no work history.

Several specific BME Jobs Fairs have taken place in local mosques, Grangetown Pavilion and Grange Gardens. From the involvement of the Community Engagement Officers across the Into Work team, and the work with the Race Equality Taskforce, the percentage of BME applicants applying and successfully entering into the Cardiff Works pool has increased from just 7% in June 2021, to 37% at the end of March 2023. Whilst the increase has been welcomed by the whole service, a programme of further engagement events has already commenced to further increase the diversity in the pool.

Religion, Belief or Non-Belief

Will this proposal have a **differential impact [positive/negative]** on people with different religions, beliefs or non-beliefs?

	Yes	No	N/A
Buddhist			N/A
Christian			N/A
Hindu			N/A
Humanist			N/A
Jewish			N/A
Muslim			N/A
Sikh			N/A
Other belief			N/A
No belief			N/A

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

What action(s) can you take to address the differential impact?

Sex

Will this proposal have a **differential impact [positive/negative]** on male, female or non-binary persons?

	Yes	No	N/A
Male persons			N/A
Female persons			N/A
Non-binary persons			N/A

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

What action(s) can you take to address the differential impact?

Sexual Orientation

Will this proposal have a **differential impact [positive/negative]** on people with different sexual orientations?

	Yes	No	N/A
Bi			N/A
Gay			N/A
Lesbian			N/A
Heterosexual			N/A
Other			N/A

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

What action(s) can you take to address the differential impact?

Socio-economic Duty

Is the change anticipated to reduce or contribute to inequality of outcome as a result of socio-economic disadvantage? (e.g. will the change negatively impact on those on low-incomes or those living in deprived areas?)

	Yes	No	N/A
Socio-economic impact		N	

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

The change will positively impact on those from low-incomes/living in deprived areas, through increased amount of advice provision and the level of advice given.

Increased visibility in deprived communities has already begun with a scheduled community engagement programme; the Council’s Advice Services has already seen an increase of 30% in the number of people engaging with provision over the past 12 months.

What action(s) can you take to address the differential impact?

Welsh Language

Will this proposal have a **differential impact [positive/negative]** on the Welsh language?

	Yes	No	N/A
Welsh language	Y		

Please give details/consequences of the differential impact, and provide supporting evidence, if any.

A wide-reaching bilingual communications campaign was launched in Autumn 2022 to raise awareness of the support available from both the Advice Partner and council services, for those affected by the Cost of Living Crisis. This included promoting the different types grants, discounts, discretionary funding available and dispelling myths on help available to those not just on benefits.

The campaign included radio adverts, social media, spotify adverts, Wales Online and South Wales Echo articles, adverts on buses, the iuse of iVans in communities across Cardiff. Every household in the city was also written to and received information on help available. The number of people contacting the team increased by 58% in the 3 months after the website and publicity launch (Regular, ongoing publicity continues to be carried out to further promote the services.

The new provider will be required to use a bilingual online system and promote the use of Welsh Language, , and ensure the option of Welsh correspondence is offered.

What action(s) can you take to address the differential impact?

We will ensure all promotional materials, advertising and marketing campaigns are billginual, together with the presence of Welsh speaking staff.

We will ensure recruiting managers are aware of the requirement of bilingual adverts and the need for Welsh essential posts.

Consultation and Engagement

What arrangements have been made to consult/engage with equality/ community organisations, especially those who are representative of those you have identified as being likely to be affected?

A face to face stakeholder consultation was held on 13th September 2023, with key partner organisations; a presentation was given on the current contract provision and the proposed recommissioning, followed by round table discussions. Positive comments were received around the current model of delivery, with having a presence in Central Library Hub and the new additional of the Telephone Advice and the 'One Stop Shop' feel of having both Council Services and the Advice Contract Provider located under one roof. Partners also expressed positively at having access to independent advice away from Council Services.

The event encouraged open conversations on what needed to be improved and what would add value to a future contract. Partners expressed the requirement for fully face to face provision, both drop-in and appointment based, in Central Library Hub but also in other accessible locations. Partners also discussed the increased need for more specialist advice for complex cases, with less emphasis on general information and advice. A need for a more efficient referral system/advice pathway also came high on the agenda for partners, as a number found accessing provision confusing and not knowing which service took responsibility for what area of advice.

As a result of these recommendations, a new referral system will be put in place in readiness for the start of the new contract, together with a refreshed triage system to ensure customers are directed to the correct level of support first time. A full Implementation programme will be required from the new provider which will include briefings for stakeholders and council front line staff, along with a joint publicity campaign with Council Services, to raise awareness of the support available. Accessible accommodation for face to face provision will be available to the provider as outlined in the Contract Specification.

Summary of Actions (Listed in the sections above)

	Actions
Age	In addition to the support provided specifically to young people, the Money Advice Team also provides support to working age people and are currently supporting those who will be affected by the Universal Credit Managed Migration. The team will also be carrying out a campaign to raise awareness of the support available during winter months, including Winter Fuel Payments and Warm packs.

	The tender Quality Questions will include a section around how the providers will engage with people of different age groups and what support they will provide to encourage people to seek support.
Disability	Both the Advice Partner and Council Advice Services will work collaboratively to host Advice Roadshows, targeting areas of the city according to need.
Gender Reassignment	N/A
Marriage & Civil Partnership	N/A
Pregnancy & Maternity	N/A
Race	<p>B By fully aligning the Into Work and Cardiff Works teams, there has been some fantastic outcomes for those seeking work. Additional external funding was secured to appoint Community Engagement Officers. Their role is to connect with communities that are under-represented in the current workforce and engage with younger people. The Community Engagement Officers have carried out a programme of events in the Southern Arc of the city, working with community groups to raise awareness of the types of roles available and the support on offer for those who have little or no work history.</p> <p>Several specific BME Jobs Fairs have taken place in local mosques, Grangetown Pavilion and Grange Gardens. From the involvement of the Community Engagement Officers across the Into Work team, and the work with the Race Equality Taskforce, the percentage of BME applicants applying and successfully entering into the Cardiff Works pool has increased from just 7% in June 2021, to 37% at the end of March 2023. Whilst the increase has been welcomed by the whole service, a programme of further engagement events has already commenced to further increase the diversity in the pool.</p>
Religion/Belief	N/A
Sex	N/A
Sexual Orientation	N/A
Socio-economic Impact	N/A
Welsh Language	We will ensure all promotional materials, advertising and marketing campaigns are bilingual, together with the presence of Welsh speaking staff.

	We will ensure recruiting managers are aware of the requirement of bilingual adverts and the need for Welsh essential posts. .
Generic/ Over-Arching (applicable to all the above groups)	N/A

Next Steps

Any recommendations for action that you plan to take as a result of this Equality Impact Assessment (listed in Summary of Actions) should be included as part of your Service Area's Business Plan to be monitored on a regular basis.

Where the Equality Impact Assessment shows negative impacts, you must append the form to the Cabinet or Officer Decision Report.

On completion of this Assessment, please ensure that the whole form is submitted to the Equality Team mailbox so that there is a record of all assessments undertaken in the Council EqualityTeam@cardiff.gov.uk

B: Child Rights Impact Assessment

The aim of a Child Rights Impact Assessment is to put children and young people at the forefront of decision-making. The assessment helps officers to consider how the rights of children and young people may be affected by a proposed policy or project.

Click [here](#) to start a Child Rights Impact Assessment.

You will receive an automated email containing a link to your Child Rights Impact Assessment template and the Child Friendly Cardiff Team will be in contact to support you.

Guidance for Local Government prepared by Unicef is available here:
[Child Rights Impact Assessment - Child Friendly Cities & Communities \(unicef.org.uk\)](https://www.unicef.org/uk/child-rights-impact-assessment)

For further information or assistance in completing the Child Rights Impact Assessment, please contact the Child Friendly Cardiff Team ChildFriendlyCardiff@cardiff.gov.uk

Next Steps

Where it is considered that a Child Rights Impact Assessment is required, you must append the form to the Cabinet or Officer Decision Report.

C: Welsh Language Impact Assessment

Please consult with Bilingual Cardiff for any assistance with completing this assessment
Bilingualcardiff@cardiff.gov.uk

Welsh Language Standards 88-97

Standard 88

Will this proposal have a **differential impact [positive/negative]** on:

	Yes	No	N/A
The opportunities for persons to use the Welsh language?	Y		
Treating the Welsh language no less favourably than the English language?		Y	

Please give details/ consequences of the differential impact, and provide supporting evidence, if any.

The Council uses both Cardiff Works and the procured Agency Worker Supplier contract to recruit for agency and temporary workers for Council roles; both recruitment pathways require the same effort in recruiting Welsh speakers for the Local Authority.

Standard 89

Could this proposal be formulated or re-formulated, so that it would have positive effects, or increased positive effects, on:

The opportunities for persons to use the Welsh language?

Cardiff Works provides candidates for temporary placements within the Council. The team are actively seeking potential workers who are able to speak Welsh – and have held dedicated Welsh Speaker recruitment fairs to increase the number of Welsh speakers within the Cardiff Works pool.

All publicity campaigns are bilingual, and do not treat Welsh language documents any less favourably than English language documents.

The new contract holder will be required to use a bilingual online system and promote the use of Welsh Language. The team will ensure that the supply chain under the neutral vendor is aware of the Council's commitment to the Welsh Language, and ensure the option of Welsh correspondence is offered.

Treating the Welsh language no less favourably than the English language?

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Standard 90

Could this proposal be formulated or re-formulated to ensure that it does not have adverse effects, or a decreased adverse effect, on:

The opportunities for persons to use the Welsh language?
As above.

Treating the Welsh language no less favourably than the English language?

Standard 91

When consulting on the proposal, were views considered, and sought, on the effects (both positive and negative) that it would have on:

The opportunities for persons to use the Welsh language?
The Welsh Language Act has been considered when completing the procurement pack; a quality question has been included, as part of the pre-tender report, and has been designed to ensure all tenders submitted guarantee that all online systems, advertising, forms, websites, training and correspondence are bilingual, as well as ensuring that their supply chain also adheres to the standards.

Treating the Welsh language no less favourably than the English language?

Standard 92

Did the consultation seek and give consideration to views on how the proposal could have positive, or increased positive effects, on:

The opportunities for persons to use the Welsh language?
As above.

Treating the Welsh language no less favourably than the English language?

Standard 93

Did the consultation seek and give consideration to views on how the proposal could have no adverse effects, or decreased adverse effects, on:

The opportunities for persons to use the Welsh language?
As above.

Treating the Welsh language no less favourably than the English language?

Standard 94

If the proposal includes the awarding of grants, has consideration been given to the guidance presented in Cardiff Council's Policy on Awarding Grants in Compliance with the Welsh Language Standards with regard to:

The opportunities for persons to use the Welsh language?
N/A

Treating the Welsh language no less favourably than the English language?

Standard 95

If research was undertaken or commissioned to assist with the development of the proposal, did it give consideration to whether it would have a **differential impact [positive/negative]** on:

The opportunities for persons to use the Welsh language?
N/A

Treating the Welsh language no less favourably than the English language?

Standard 96

Did the research undertaken or commissioned to assist with the development of the proposal give consideration to how it could have a positive effect, or increased positive effects, on:

The opportunities for persons to use the Welsh language?
N/A

Treating the Welsh language no less favourably than the English language?

Standard 97

Did the research undertaken or commissioned to assist with the development of the proposal give consideration to how it could have no adverse effect, or decreased adverse effects, on:

The opportunities for persons to use the Welsh language?
N/A

Treating the Welsh language no less favourably than the English language?

Material and Services

In addition to the impact assessment to ensure that the proposal meets the requirements of the Welsh Language Standards, consideration must also be given to the supporting materials and services that may be required.

These include (please click on the hyperlinks to view detailed information about the requirements under the Welsh Language Standards):

- [Correspondence](#) - receiving and replying (emails, letters, online communication).
- [Telephone](#) – receiving and answering calls.
- [Meetings & Public Events](#) – public meetings or events, group meetings, consultation, individual meetings.
- [Public Messages – electronic – video](#)

- [Signs, Notices & Display Material](#)
- [Publicity & Advertising](#)
- [Producing Public Documents](#) - policies, strategies, annual reports, corporate plans, guidelines, notices, codes of practice, consultation papers, licences, certificates, rules, brochures, leaflets, pamphlets or cards, ticket/vouchers.
- [Producing Forms](#)
- [Reception Services](#)
- [Websites, Apps and Online Services](#)
- [Social Media](#)
- [Self Service Machines](#)
- [Education Training Courses](#)
- [Public Address Announcements](#)

Are all supporting materials and services compliant with the requirements of the Welsh language standards?

Yes, for the Council's Advice Services and the current contract holder; however this will need to be confirmed with the new Supplier at the tender stage.

Cardiff Council's Welsh Language Skills Strategy

This strategy may be viewed here and additional guidance documents have been produced to support its implementation:

- [Assessing Welsh Language Skills and Identifying Welsh Essential Roles](#)
- [Recruitment, Selection, and Interview Procedures and the Welsh Language](#)

Do you have access to sufficient Welsh speaking staff to support the delivery of the proposal in compliance with the requirements of the Welsh language standards?

Yes; 25% of the Advice Services staff-force (including Cardiff Works and the Agency Work Contract) are Welsh Speakers.

Next Steps

Where it is considered that a Welsh Language Impact Assessment is required, you must append the form to the Cabinet or Officer Decision Report.

A copy must also be emailed to Bilingual Cardiff Bilingualcardiff@cardiff.gov.uk

D: Habitats Regulations Assessment

	Yes	No
Will the proposal affect a European site designated for its nature conservation interest*, or steer development towards an area that includes a European site, or indirectly affect a European site?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

** Only two European sites designated for nature conservation interest lie within Cardiff's boundaries – the Severn Estuary and Cardiff Beech Woods, but be aware if your project affects an area close to a neighbouring authority.*

If the answer is 'Yes', then a screening exercise may need to be conducted to determine if a Habitats Regulations Assessment is required or not.

Contact the [Biodiversity Team](#) who will guide you through the process.

E: Strategic Environmental Assessment

	Yes	No
Does the strategy, policy or activity set the framework for future development consent?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

	Yes	No
Is the strategy, policy or activity likely to have significant environmental effects (positive or negative)?	<input type="checkbox"/>	<input checked="" type="checkbox"/>

If you have answered 'Yes' to both of the above questions, then a full Strategic Environmental Assessment Screening is needed.

Contact the [Sustainable Development Unit](#) who will guide you through the process.

F: Data Protection Impact Assessment

	Yes	No
Will the proposal involve processing information that could be used to identify individuals?	<input checked="" type="checkbox"/>	<input type="checkbox"/>

If the answer is 'Yes', then a Data Protection Impact Assessment may be required.

Click [here](#) to read the guidance and start the Data Protection Impact Assessment process if needed.

For further information, contact the [Data Protection Service](#).

G: Health Impact Assessment

A Health Impact Assessment helps to develop policies and projects that consider the mental, physical and social health and well-being of a population during planning and development. Considering health inequalities and their impacts on local communities is an essential part of any Health Impact Assessment.

Health Impact Assessments will become a statutory requirement for public bodies in specific circumstances in the future. These circumstances have yet to be published by Welsh Government.

For further information and advice, please contact the Wales HIA Support Unit.

Website: [Home - Wales Health Impact Assessment Support Unit \(phwwhocc.co.uk\)](http://phwwhocc.co.uk)

Email: WHIASU.PublicHealthWales@wales.nhs.uk