

## CARDIFF COUNCIL

**Equality Impact Assessment  
Corporate Assessment Template**



<p><b>Project Title:</b> WITS (Wales Interpretation and Translation Service): Transfer of hosting responsibilities from Gwent Police to City of Cardiff Council</p>
<p><b>New/Existing/Updating/Amending:</b> New</p>

<b>Who is responsible for developing and implementing the Project?</b>	
Name: Sarah McGill	Job Title: Director, Communities, Housing & Customer Services
Service Team: WITS (Wales Interpretation and Translation Service)	Service Area: Corporate Customer Services
Assessment Date: 09/12/16	

**1. What are the objectives of the Project?**

For the Wales Interpretation and Translation Service hosting responsibilities, to transfer from Gwent Police to City of Cardiff Council.

**2. Please provide background information on the Project and any research done [e.g. service users data against demographic statistics, similar EIAs done etc.]**

See **WITS (Wales Interpretation and Translation Service) transfer of hosting responsibilities from Gwent Police to City of Cardiff Council Cabinet Report** for more detail.

In 2009 the Welsh Government supported the development of a national Interpretation and Translation service (WITS) The service was designed for use by all public services in Wales and aimed to replace the profusion of separate translation arrangements with a “one-stop-shop” that would improve service quality and reliability.

The service is governed by a board made up of representatives from the partnership, which includes local authorities, police authorities, health boards and the probation service. Reports on performance of the service are received by all partners who attend the board on a quarterly basis. There are currently 37 partners signed up to the service.

This 24/7 support and booking service currently comprises 13 call centre staff, based at Maindee Police Station in Newport. When the service was established it was agreed that Cardiff Council would source the staff required through Cardiff Works. It was anticipated that if the service proved its sustainability and value then permanent posts would be established.

Gwent Police approached the City of Cardiff Council in 2015 to ask if the Council would consider taking over hosting responsibilities for the service. The key reason for the request was

## CARDIFF COUNCIL

### Equality Impact Assessment Corporate Assessment Template

that the police service, whilst absolutely appropriate as a service host for public sector provision, is not able to operate as a trading entity. The success of the service had led to requests for provision from organisations outside of the public sector and it was felt that an opportunity was being missed to develop the service for wider use.

The service would be located within the Communities, Housing and Customer Services Directorate and based at Willcox House which is operates on a 24/7 basis.

### 3 Assess Impact on the Protected Characteristics

#### 3.1 Age

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive]** on younger/older people?

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

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

The WITS service has a positive impact on all of the Protected Characteristics including age. It is acknowledged that sometimes older BME people will revert back to their mother tongue as they age and the WITS service can provide Interpretation or Translation for numerous languages.

This service has been developed as a 'one stop shop' improving access to public services for people who need to communicate in another language or accessible format. Following transfer of hosting responsibilities we will look to increase the partnership take up of public bodies across Wales, continuing to provide an effective, value for money service, which can reach even more individuals in communities who require access to this service.

Should the transfer not take place for any reason, the service could be at serious risk of being ineffectively managed, sustained and developed further which in turn could reduce this service's availability across Wales.

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

No action required at this time, the service will have a positive impact on people of all ages.

## CARDIFF COUNCIL

**Equality Impact Assessment  
Corporate Assessment Template**

**3.2 Disability**

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive]** on disabled people?

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

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

The WITS service has a positive impact on Disabled people. Aside from providing Interpretation and Translation services, British Sign Language is also available and requests for Braille can be met. This service has been developed as a 'one stop shop' improving access to public services for people who need to communicate in another language or format. Following transfer of hosting responsibilities we will look to increase the partnership take up of public bodies across Wales, continuing to provide an effective, value for money service, which can reach even more individuals in communities who require access to this service.

Should the transfer not take place for any reason, the service could be at serious risk of being ineffectively managed, sustained and developed further which in turn could reduce this service's availability across Wales.

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

No action required at this time, the service will have a positive impact for disabled people.

**3.3 Gender Reassignment**

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive]** on transgender people?

	Yes	No	N/A
<b>Transgender People</b> (People who are proposing to undergo, are undergoing, or have undergone a process [or part of a process] to reassign their sex by changing physiological or other attributes of sex)	X		

## CARDIFF COUNCIL

**Equality Impact Assessment  
Corporate Assessment Template**

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

This service has been developed as a 'one stop shop' improving access to public services for people who need to communicate in another language or format, regardless of gender identity. Following transfer of hosting responsibilities we will look to increase the partnership take up of public bodies across Wales, continuing to provide an effective, value for money service, which can reach even more individuals in communities who require access to this service.

Should the transfer not take place for any reason, the service could be at serious risk of being ineffectively managed, sustained and developed further which in turn could reduce this service's availability across Wales.

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

No action required at this time, the service will have a positive impact on gender identities.

### 3.4. Marriage and Civil Partnership

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive]** on marriage and civil partnership?

	Yes	No	N/A
Marriage	X		
Civil Partnership	X		

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

This service has been developed as a 'one stop shop' improving access to public services for people who need to communicate in another language or format. Following transfer of hosting responsibilities we will look to increase the partnership take up of public bodies across Wales, continuing to provide an effective, value for money service, which can reach even more individuals in communities who require access to this service.

Should the transfer not take place for any reason, the service could be at serious risk of being ineffectively managed, sustained and developed further which in turn could reduce this service's availability across Wales.

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

## CARDIFF COUNCIL

**Equality Impact Assessment  
Corporate Assessment Template**

No action required at this time, the service will have a positive impact for all regardless of marital status.

**3.5 Pregnancy and Maternity**

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive]** on pregnancy and maternity?

	Yes	No	N/A
Pregnancy	X		
Maternity	X		

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

This service has been developed as a 'one stop shop' improving access to public services for people who need to communicate in another language or format. Following transfer of hosting responsibilities we will look to increase the partnership take up of public bodies across Wales, continuing to provide an effective, value for money service, which can reach even more individuals in communities who require access to this service.

Should the transfer not take place for any reason, the service could be at serious risk of being ineffectively managed, sustained and developed further which in turn could reduce this service's availability across Wales.

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

No action required at this time, the service will have a positive impact for pregnant women and women in the maternity period.

**3.6 Race**

Will this Policy/Strategy/Project//Procedure/Service/Function have a **differential impact [positive]** on the following groups?

	Yes	No	N/A
White	X		

## CARDIFF COUNCIL

**Equality Impact Assessment  
Corporate Assessment Template**

Mixed / Multiple Ethnic Groups	X		
Asian / Asian British	X		
Black / African / Caribbean / Black British	X		
Other Ethnic Groups	X		

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

This service has been developed as a 'one stop shop' improving access to public services for people who need to communicate in another language or accessible format. The diversity of the population of Cardiff means there is a need for a service like WITS, as there are many different languages spoken in the city. Following transfer of hosting responsibilities we will look to increase the partnership take up of public bodies across Wales, continuing to provide an effective, value for money service, which can reach even more individuals in communities who require access to this service.

Should the transfer not take place for any reason, the service could be at serious risk of being ineffectively managed, sustained and developed further which in turn could reduce this service's availability across Wales.

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

No action required at this time, the service will be beneficial to those whose first language is not English.

### 3.7 Religion, Belief or Non-Belief

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive/negative]** on people with different religions, beliefs or non-beliefs?

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

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

As with Race, there is a diversity of Faith and Religions in Cardiff. This service has been developed as a 'one stop shop' improving access to public services for people who

## CARDIFF COUNCIL

**Equality Impact Assessment  
Corporate Assessment Template**

need to communicate in another language or accessible format. Following transfer of hosting responsibilities we will look to increase the partnership take up of public bodies across Wales, continuing to provide an effective, value for money service, which can reach even more individuals in communities who require access to this service.

Should the transfer not take place for any reason, the service could be at serious risk of being ineffectively managed, sustained and developed further which in turn could reduce this service's availability across Wales.

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

No differential impact identified, the service will be beneficial to those whose first language is not English.

**3.8 Sex**

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive]** on men and/or women?

	Yes	No	N/A
Men	X		
Women	X		

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

This service has been developed as a 'one stop shop' improving access to public services for people who need to communicate in another language or accessible format whether male or female. Following transfer of hosting responsibilities we will look to increase the partnership take up of public bodies across Wales, continuing to provide an effective, value for money service, which can reach even more individuals in communities who require access to this service.

Should the transfer not take place for any reason, the service could be at serious risk of being ineffectively managed, sustained and developed further which in turn could reduce this service's availability across Wales.

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

The service will have a positive impact on both men and women, no action required.

**3.9 Sexual Orientation**

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive]** on the following groups?

## CARDIFF COUNCIL

**Equality Impact Assessment  
Corporate Assessment Template**

	Yes	No	N/A
Bisexual	X		
Gay Men	X		
Gay Women/Lesbians	X		
Heterosexual/Straight	X		

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

This service has been developed as a 'one stop shop' improving access to public services for people who need to communicate in another language or accessible format regardless of their sexual orientation. Following transfer of hosting responsibilities we will look to increase the partnership take up of public bodies across Wales, continuing to provide an effective, value for money service, which can reach even more individuals in communities who require access to this service.

Should the transfer not take place for any reason, the service could be at serious risk of being ineffectively managed, sustained and developed further which in turn could reduce this service's availability across Wales.

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

The service will be beneficial to all regardless of sexual orientation.

### 3.10 Welsh Language

Will this Policy/Strategy/Project/Procedure/Service/Function have a **differential impact [positive]** on Welsh Language?

	Yes	No	N/A
Welsh Language	X		

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

This service has been developed as a 'one stop shop' improving access to public services for people who need to communicate in the Welsh Language or other languages. Following transfer of hosting responsibilities we will look to increase the partnership take up of public bodies across Wales, continuing to provide an effective, value for money service, which can reach even more individuals in communities who require access to this service.

Should the transfer not take place for any reason, the service could be at serious risk of



## CARDIFF COUNCIL

**Equality Impact Assessment  
Corporate Assessment Template**

being ineffectively managed, sustained and developed further which in turn could reduce this service's availability across Wales.

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

WITS can provide interpretation and translation in the Welsh Language, no action required.

**4. Consultation and Engagement**

What arrangements have been made to consult/engage with the various Equalities Groups?

As the transferring of host arrangements would have no impact on the service provided, this has not been necessary.

**5. Summary of Actions [Listed in the Sections above]**

<b>Groups</b>	<b>Actions</b>
Age	n/a
Disability	n/a
Gender Reassignment	n/a
Marriage & Civil Partnership	n/a
Pregnancy & Maternity	n/a
Race	n/a
Religion/Belief	n/a
Sex	n/a
Sexual Orientation	n/a
Welsh Language	n/a
Generic Over-Arching [applicable to all the above groups]	The WITS service will have a positive impact for all the Protected Characteristics therefore no action is necessary at this time. Should any negative impacts become apparent this EIA can be revisited for further consideration.

**6. Further Action**

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.

## CARDIFF COUNCIL

**Equality Impact Assessment  
Corporate Assessment Template**

**7. Authorisation**

The Template should be completed by the Lead Officer of the identified Policy/Strategy/Project/Function and approved by the appropriate Manager in each Service Area.

If completed by an officer of a voluntary organisation, please give details below:

Completed By : John Agnew	Date:
Designation: Corporate Customer Services Manager	09 December 2016
Approved By (if applicable): N/A	
Designation:	
Service Area:	

**For Council internal use only:**

- 7.1 On completion of this Assessment, please ensure that the Form is posted on your Directorate's Page on CIS - *Council Wide/Management Systems/Equality Impact Assessments* - so that there is a record of all assessments undertaken in the Council.

For further information or assistance, please contact the Citizen Focus Team on 029 2087 3059 or email [citizenfocus@cardiff.gov.uk](mailto:citizenfocus@cardiff.gov.uk)