

## Equality Impact Assessment (EIA) Template – Part 1

<b>Policy title and purpose (brief outline):</b>	<b>Commission on Public Service Governance and Delivery.</b>  <b>The Commission was established to look hard, honestly and objectively at the way public services are governed and delivered in Wales, and how they may be improved.</b>
<b>Name of official:</b>	<b>Adam Webster</b>
<b>Department:</b>	<b>Local Government</b>
<b>Date:</b>	<b>23/01/2014</b>
<b>Signature:</b>	<b>A. Webster</b>

**1. Please provide a brief description of the policy/decision.**

**For example what is the overall objective of the policy/decision, what are the stated aims (including who the intended beneficiaries are), a broad description of how this will be achieved, what the measure of success will be, and the time frame for achieving this?**

**The overall objective of the Commission is to investigate the way public services are governed and delivered in Wales and recommend how they can be improved for the benefit of everyone in Wales, in a sustainable manner. The Commission will be publishing its findings in a final report to the Government by the end of 2013. The Commission's remit stated that the Commission were too:**

- *“gather and provide an objective, authoritative assessment of the extent to which current arrangements for public service governance and delivery in Wales meet the needs and aspirations of people today and provide a sustainable basis for the future***
- *propose an optimal model of public service governance and delivery for Wales, that will ensure that efficient, effective and accessible services are provided to the citizen; and support continuous improvement in those services against the background of financial and demand pressures***
- *and, as part of this, to engage with those who provide and use public services.”<sup>1</sup>***

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<sup>1</sup> Remit for the Commission: <http://wales.gov.uk/topics/improvingservices/public-service-governance-and-delivery/remit/?lang=en>

**2. We have a legal duty to engage with people with protected characteristics under the Equality Act 2010 (please refer to Annex A of the EIA guidance) identified as being relevant to the policy. What steps have you taken to engage with stakeholders, both internally and externally?**

**As part of the Commission's work a comprehensive engagement process was initiated:**

- 1. An open call for written evidence was directly issued to over 1000 organisations and individuals and was also made available online. The call for written evidence engaged both service users and service providers. The service user call for evidence was drafted in consultation with Welsh Government social researchers to ensure it was accessible to a broad audience. Participation Cymru helped cascade the call of evidence to a broad variety of stakeholders beyond those directly involved in the provision of public services.**
- 2. An intensive programme of formal Commission meetings taking oral evidence.**
- 3. Research reviews through the Public Policy Institute was also commissioned and there was an active search for and take up of research, performance information and reviews by others from as diverse a range of sources as could be secured.**
- 4. A series of public drop-in meetings around Wales, this included attendance at the Royal Welsh Show and the National Eisteddfod.**

**As part of this formal gathering of evidence, we also received specific responses from groups which advocate improvements for those with protected characteristics, such as:**

**Chwarae Teg, Diverse Cymru, Dyfodol i'r Iaith, Mentrau Iaith Cymru, National Federation of Women's Institutes Wales,**

**Welsh Language Commissioner, Children's Commissioner for Wales and the Older People's Commissioner.**

**A full description of the Commission's engagement process and events can be found in the final report.**

**<http://wales.gov.uk/topics/improvingservices/public-service-governance-and-delivery/report/?lang=en>**

**<http://wales.gov.uk/topics/improvingservices/public-service-governance-and-delivery/report/?skip=1&lang=cy>**

**3. Your decisions must be based on robust evidence. What evidence base have you used? Please list the source of this evidence e.g. National Survey for Wales. Do you consider the evidence to be strong, satisfactory or weak and are there any gaps in evidence?**

**The Commission's evidence base was very strong. As well as holding a formal consultation process as described above, the Commission considered a wide range of reports, research and analysis covering public service governance and delivery in Wales, the rest of the UK and internationally. The Commission also commissioned its own research into specific issues via Cardiff Business School and considered the 2013 National Survey for Wales.**

**The Commission's recommendations will take account of all the evidence received.**

***It is important to note any opportunities you have identified that could advance or promote equality.***

### **Impact**

**Please complete the next section to show how this policy / decision / practice could have an impact (positive or negative) on the protected groups under the Equality Act 2010 (refer to the EIA guidance document for more information).**

**Lack of evidence is not a reason for *not* progressing to carrying out an EIA. Please highlight any gaps in evidence that you have identified and explain how/if you intend to fill these gaps.**

#### **4.1 Do you think this policy / decision / practice will have a positive or negative impact on people because of their age?**

*Because the performance of public services affects all citizens, a less complex, more citizen-focused and higher performing public services will positively affect all citizens, irrespective of their age. Yet citizens who are more likely to use public services are 'younger people' (i.e. education) and 'older people' (i.e. health and social care) and therefore improvements driven by the Commission's recommendations will have a major positive impact on these groups.*

Age	Positive	Negative	None / Negligible	Reasons for your decision (including evidence) / How might it impact?
Younger people <i>(Children and young people, up to 18)</i>	<b>Yes</b>			See above.
People 18-50	<b>Yes</b>			See above.
Older people (50+)	<b>Yes</b>			See above.

## 4.2 Because they are disabled?

*Those that are disabled rely on public services to provide the services they need to live an independent life. The reduction in complexity, the increased capacity of organisations to provide persistent specialist care, the improvement in responsiveness, more joined - up services, a greater citizen – focus and an overall improvement in performance has the potential to be of real benefit to disabled people and their families.*

Impairment	Positive	Negative	None / Negligible	Reason for your decision (including evidence) / How might it impact?
Visual impairment	<b>Yes</b>			See above.
Hearing	<b>Yes</b>			See above.

impairment				
Physically disabled	<b>Yes</b>			See above.
Learning disability	<b>Yes</b>			See above.
Mental health problem	<b>Yes</b>			See above.
Other impairments issues	<b>Yes</b>			See above.

### 4.3 Because of their gender (man or woman)?

*As all genders use public services, simpler, responsive, citizen-focused, higher performing public services will benefit all citizens irrespective of their gender. As Chwarae Teg stated in their evidence to the Commission, women are more likely than men to be service users and account for two-thirds of the public sector workforce. Therefore improvements in public services should benefit the female gender. .*

<b>Gender</b>	<b>Positive</b>	<b>Negative</b>	<b>None / Negligible</b>	<b>Reason for your decision (including evidence)/ How might it impact?</b>
Male	<b>Yes</b>			See above.
Female	<b>Yes</b>			See above.

### 4.4 Because they are transgender?

Transgender	Positive	Negative	None / Negligible	Reason for your decision (including evidence) / How might it impact?
			Yes	See above.

#### 4.5 Because of their marriage or civil partnership?

*Although all citizens will benefit from public service improvement it will not specifically impact on the institutions of marriage or civil partnerships.*

Marriage and Civil Partnership	Positive	Negative	None / Negligible	Reason for your decision (including evidence)/ How might it impact?
Marriage			Yes	See above.
Civil Partnership			Yes	See above.

#### 4.6 Because of their pregnancy or maternity?

*Those that are experiencing pregnancy and maternity rely on public services. A reduction in complexity, an increased capacity for organisations to provide persistent specialist care, more responsive, citizen-focused, and higher performing public services will especially benefit those that are experiencing pregnancy and maternity.*



<b>Pregnancy and Maternity</b>	<b>Positive</b>	<b>Negative</b>	<b>None / Negligible</b>	<b>Reason for your decision (including evidence) / How might it impact?</b>
Pregnancy	<b>Yes</b>			See above.
Maternity (the period after birth)	<b>Yes</b>			See above.

#### **4.7 Because of their race?**

*All citizens use public services and the universality of public services mean that all citizens, irrespective of their race, religion, beliefs or sexual orientation will benefit from better public services. Less complex, more responsive, citizen-focused, higher performing public services will mean that all will benefit. A better system of public services will also mean that current disparities in the performance of public services will be eliminated.*

*Those citizens who identify themselves of a similar race are more likely to use similar services from a similar location. Currently, due to the problems identified in the Commission's report, there is a 'postcode lottery' of service provision with disparities in performance between different services and different locations: should a particular race find themselves on the 'losing side' of the lottery they will greatly benefit from a more uniformed, superior provision of public services. This will be beneficial to all citizens as every citizen will be able to enjoy world class public services no matter where they reside, what service they require or what their race is.*

<b>Race</b>	<b>Positive</b>	<b>Negative</b>	<b>None / Negligible</b>	<b>Reason for your decision (including evidence) / How might it impact?</b>
Ethnic	<b>Yes</b>			See above.

minority people e.g. Asian, Black,				
National Origin (e.g. Welsh, English)	<b>Yes</b>			See above.
Asylum Seeker and Refugees	<b>Yes</b>			See above.
Gypsies and Travellers	<b>Yes</b>			See above.
Migrants	<b>Yes</b>			See above.
Others	<b>Yes</b>			See above.

#### **4.8 Because of their religion and belief or non-belief?**

*As stated above, the universality of public services means that all citizens, irrespective of their religion, belief or non-belief, will benefit from public service improvement. A better system of public services will also mean that current disparities in the performance of public services will be eliminated.*

*Those citizens of a similar religious or (non)belief group are likely to use similar services from a similar location. Currently, due to the problems identified in the Commission's report as described above, there is a 'postcode lottery' of service provision with disparities in performance between different services and different locations: should a particular religious or (non)belief group find themselves on the 'losing side' of the lottery they will greatly benefit from a more uniformed superior provision of public services. This will be beneficial to all citizens as every citizen will be able to enjoy world class public services no matter where they reside, what service they require or what their religion or (non)beliefs are.*

Religion and belief or non – belief	Positive	Negative	None / Negligible	Reason for your decision (including evidence)/ How might it impact?
Different religious groups including Muslims, Jews, Christians, Sikhs, Buddhists, Hindus, Others (please specify)	<b>Yes</b>			See above.
Belief e.g. Humanists	<b>Yes</b>			See above.
Non-belief	<b>Yes</b>			See above.

#### 4.9 Because of their sexual orientation?

*Although all citizens will benefit from better public services, due to the universality of public services, improvement will not benefit one particular sexual orientation.*

Sexual Orientation	Positive	Negative	None / Negligible	Reason for your decision (including evidence)/ How might it impact?
Gay men			<b>Yes</b>	See above.
Lesbians			<b>Yes</b>	See above.
Bi-sexual			<b>Yes</b>	See above.

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**4.10 Do you think that this policy will have a positive or negative impact on people’s human rights? Please refer to point 1.4 of the EIA Annex A - Guidance for further information about Human Rights.**

*Although the provision and performance of public services do not directly correspond to Human Rights, the universal nature of public services chimes with the overarching ethos of Human Rights that all people are equal. All citizens can benefit from improvement in public services. Furthermore, this would enable all citizens to access the services they need to live a fulfilling life where all basic necessities are met.*

<b>Human Rights</b>	<b>Positive</b>	<b>Negative</b>	<b>None / Negligible</b>	<b>Reason for your decision (including evidence) / How might it impact?</b>
Human Rights including Human Rights Act and UN Conventions			Yes	See above.

***If you have identified any impacts (other than negligible ones), positive or negative, on any group with protected characteristics, please complete Part 2.***

***Only if there are no or negligible positive or negative impacts should you go straight to part 2 and sign off the EIA.***



## Equality Impact Assessment – Part 2

### **1. Building on the evidence you gathered and considered in Part 1, please consider the following:**

#### **1.1 How could, or does, the policy help advance / promote equality of opportunity?**

For example, positive measures designed to address disadvantage and reach different communities or protected groups?

Those who will benefit the most from improved public services are those who rely on them the most, although public services are vital for all communities, groups and citizens. By reducing complexity, modifying the scale of some organisations, improving the culture and leadership and making services more responsive to the citizens they serve, through better governance, scrutiny and delivery models, the Commission hopes that the performance of all public services will improve. All citizens will be able to benefit from this change, especially those who rely on public services the most.

#### **1.2 How could / does the policy / decision help to eliminate unlawful discrimination, harassment or victimisation?**

One of the problems which currently exists within public services in Wales is a huge discrepancy in performance between different areas and different services: by reducing the 'postcode lottery' of service performance it should help address discrimination as discrepancy will be reduced.

### **1.3 How could/does the policy impact on advancing / promoting good relations and wider community cohesion?**

Public services are often the bedrock of communities: by improving the performance and reducing complexity for the user across the whole sector and the whole of Wales, all of those within the community and between different communities will be able to benefit from this improvement. This shared benefit will help to promote good relations between those who share a protected characteristic and those who do not and provide for wider social cohesion.

Moreover, the Commission have noted the importance of greater citizen focus and co-production where citizens and communities identify their needs and work collaboratively to help shape the services they receive. Further tools to improve social cohesion within communities are an improvement in community councils and the suggestion of neighbourhood teams. The Commission's report places the citizen and community at the heart of its recommendations - this will promote good relations and wider social cohesion.

## **2. Strengthening the policy**

**2.1 If the policy is likely to have a negative effect ('adverse impact') on any of the protected groups or good relations, what are the reasons for this?**

**What practical changes/actions could help reduce or remove any negative impacts identified in Part 1?**

N/A

**2.2 If no action is to be taken to remove or mitigate negative / adverse impact, please justify why.**

**(Please remember that if you have identified unlawful discrimination (immediate or potential) as a result of the policy, the policy must be changed or revised.)**

### **3. Monitoring, evaluating and reviewing**

**How will you monitor the impact and effectiveness of the policy?**

List details of any follow-up work that will be undertaken in relation to the policy (e.g. consultations, specific monitoring etc).

The Commission handed their final report to the Welsh Government on January 20 2014. The Welsh Government will make an official response in due course.

Any action which the Welsh Government undertakes will be subject to an equality impact assessment.

The results of all impact assessments where the impact is significant will be published on the Welsh Government's website.

#### 4. Declaration

**\*Please delete as appropriate:**

**The policy *\*does* have a significant impact upon equality issues**

<b>Official completing the EIA</b>
Name:
Adam Webster
Department:
Local Government
Date:
23/01/14
Signature:
A Webster
<b>Head of Division (Sign-off)</b>
Name:
<b>Judith Cole</b>
Job title and department:
<b>Secretariat, Commission on Public Service Governance &amp; Delivery. Local Government and Public Service Department</b>
Date:
<b>23/01/14</b>
Signature:
J. Cole
Review Date: February 2014.