

BRISTOL CITY COUNCIL**Equality Impact Assessment (EqIA) - Part Two - Full Assessment**

This form has been developed to use as a guide when conducting a full equalities impact assessment (EqIA) on a policy, project, service, contract or strategy. It is the second part of the EqIA form. Part One - Screening should be completed first, but both forms should be viewed as a continuous process. This form includes questions to be answered by the person/team conducting the EqIA and suggested questions to be asked of key stakeholders during consultation.

It is important to consider all available information when assessing the impact of a new or changed policy or function and whether it meets the particular needs of different equalities groups. Please attach examples of any monitoring information, research and consultation reports that you have used to assess the potential impact on the seven equalities strands and any other identified groups to your record of this EqIA process.

NB - Only fill in the sections that are relevant

Name of policy, project, service, contract or strategy being assessed	Commissioning VCS Infrastructure Support
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Directorate and Service	Neighbourhoods
Names and roles of officers completing the assessment	Keith Houghton - Planning and Commissioning Manager Gillian Douglas- Equalities & Community Cohesion Manager, Neighbourhoods Directorate
Main contact telephone number	Keith Houghton - 0117 922 4746
Date	22nd March 2010

2. Consideration of available data, research and information

	Key questions	Notes	Are actions needed? By whom? How is it going to be done?
2.1	<p>What further quantitative (numbers) data do you already have (eg census, employee data, customer data etc) about those who use or will be affected by the policy, project, service, contract or strategy?</p> <p>What gaps are there in the data?</p> <p>What else do you need?</p>	<p>VCS Support Needs Survey (October 2009) sets out the different priorities for VCS Infrastructure support for each Equalities communities' Voluntary and Community groups: It describes what sort issues they want support for and how they would prefer to have support services delivered to be most helpful. This distinguishes between different priorities by:</p> <p>BME; Refugee/Asylum Seeker; Women; Disabled-led/Services to Disabled people; Older People; Young People; Lesbian, Gay, Bisexual and Transgender; Faith</p>	<p>The results will be reflected in the Specification for the new services and supplied to potential providers to enable them to develop their proposals to address the different needs of equalities VCS set out in the Needs Assessment. This will be done by the Specification Development Group.</p>

2.2	<p>What further qualitative (how people feel) data do you already have (eg customer satisfaction surveys, previous consultations, staff surveys etc) about those who use or who will be affected by the policy, project, service, contract or strategy?</p> <p>What gaps are there in the data?</p> <p>What else do you need?</p>	<p>The VCS Support Services Needs Assessment includes qualitative information derived from workshops with: Refugee/Asylum VCS groups; Somali VCS groups; Disabled-led and Services-to-Disabled VCS groups</p>	<p>We ensured that all VCS Equalities Groups were included in Consultation activities in October 2009 - January 2010, especially where there are gaps in the initial Needs Assessment. In particular we deepened understanding of BME groups; Faith; Women; LGBT; Older; Young People VCS Groups and followed up initial Needs Assessment consultation with Refugee/Asylum groups; Somali Groups and Disabled-led/Services-for-Disabled Groups - by Project Manager</p>
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3. Formal consultation (include within this section any consultation you are planning along with the results of any consultation you undertake)

	Key questions	Notes	Are actions needed? By whom? How is it going to be done?
3.1	<p>Who do you need to consult with?</p> <p>Do you have a plan for how to find</p>	<p>We consulted on the VCS Infrastructure Support Services</p>	<p>- designed and produced specific Equalities VCS flyers advertising</p>

	<p>the right people?</p> <p>You need to consider how you will consult with service users and/or communities widely but also how you will reach consultees who may not respond to or be able to access your main consultation activities. This will mean targeted consultation.</p> <p>Also consider the benefits and challenges of bringing consultees together who may have very different or even opposing views of the policy in question. This could present challenges but could also encourage different groups to consider each others' points of views and experiences and might build understanding prior to the policy being implemented.</p>	<p>Draft Commissioning Strategy with the following Equalities VCS groups:</p> <p>Women; Young People; Older People; BME; Somali; Refugee/Asylum Seeker; Lesbian, Gay, Bisexual, Transgender; Faith; Disabled-led and Services-for-Disabled People.</p> <p>Along with an Snap on-line Response form which was available we set up and advertised specific consultation sessions for all the above groups and we arranged to attend specific existing Equalities VCS forums eg. Consortium of Black Groups (COBG); Bristol Multi-Faith Forum; Somali Forum</p>	<p>Consultation events</p> <ul style="list-style-type: none"> - distributed by e-mail and post through Equalities Forums; through VCS groups listings; via current Infrastructure Providers websites/e-bulletins (Voscur; Black Development Agency; The Care Forum; Volunteering Bristol; Bristol Community Accountancy Project; Avon and Bristol Law Centre); contacted specific forums to arrange consultation sessions: Consortium of Black Groups; Somali Forum; Refugee Action; Bristol Multi-Faith Forum <p>-by Project Manager</p>
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3.2	<p>What method / form of consultation can be used? What is your plan and timetable for this? This will need to be done before progressing to 3.3.</p>	<p>Snap on-line comment form; specific consultation events; visits to pre-existing meetings (see above).</p> <p>Timetable: 19th October 2009 - 22nd January 2010</p>	<p>See above.</p> <p>-by Project Manager - in collaboration with above organisations/groups</p>

You must ensure that you record all the main areas of concern raised by equality and customer groups during consultations and how you will address these concerns. You may wish to use this template:

Group consulted	Date, Venue and number of people attending consultation	Area of concern from Group	How will this be addressed and fed back to the group?
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	Key questions	Notes	Are actions needed? By whom? How is it going to be done?
3.3	What consultation has actually been carried out as part of this EqIA and with which groups? What did you do?	The following consultations have taken place as part of the above Consultation process: Women; Young People; Older People; BME & Consortium of Black Groups; Somali; Refugee/Asylum Seeker; Lesbian, Gay, Bisexual, Transgender; Faith; Disabled-led and Services-for-Disabled People.	This has been done. The comments from all consultations are recorded in the Consultation record, with BCC's responses. Attached to this EIA.

3.4	Were there any main issues arising from the consultation? You may want to progress straight to 4.1 and answer under specific equality strands	Yes -see below	

4. Assessment of impact/Final Report

Based on the data you have analysed, and the results of consultation or research, list below how the policy will or does work for each equalities group. Identify any differential impact and consider whether the policy/function meets any particular needs of each of the seven equalities groups.

If you do identify any adverse impact you must:

- a) Seek legal advice as to whether it is or is potentially discriminatory, and
- b) Identify steps to mitigate any adverse impact

Include any examples of how the policy or service helps to promote race, disability, gender and lesbian, gay and bisexual equality.

		Impact or potential impact/Helps to promote equality
4.1	<p>Gender (incl. Transgender) – identify the impact/potential impact of the policy on women, men and transgender people</p> <p>Proposed measures to mitigate any adverse impacts</p>	<p>Consultation has been conducted with awareness of the Council’s duty in this commissioning to eliminate unlawful discrimination and harassment around gender and to promote equality of opportunity between men and women (Sex Discrimination Act 1975 (amended))</p> <p>neutral impact but want to enhance promotion of understanding of women’s gender-specific issues and equality as part of specification for service.</p> <p>Women's VCS Consultation raised a number of issues which will be reflected in the Specification for the new VCS Infrastructure support services. An example is: increase women's leadership training.</p> <p>See attached Comments from Equalities VCS Groups on VCS Infrastructure Support Services Draft Consultation, 19th October 2009 – 22nd January 2010</p>

		<p>Transgender issues are mainly represented by LGBT groups. Transgender people may have a fear that their issues will be overlooked but they will be included in LGBT section</p>
4.2	<p>Disability - identify the impact/potential impact of the policy on disabled people (ensure consideration of a range of impairments including visual and hearing impairments, mobility impairments, learning disability etc)</p> <p>Proposed measures to mitigate any adverse impacts</p>	<p>Consultation has been conducted with awareness of the Council's duty in this commissioning to eliminate unlawful disability discrimination and harassment; promote equality of opportunity for disabled people; promote positive attitudes towards disabled people and encourage participation by disabled people in public life; to take account of disabled person disabilities, even where that involves treating them more favourably. (Disability Discrimination Act 2005)</p> <p>Inclusion of needs of disabled-led and services for disabled people organisations throughout consultation has enabled BCC to specify outcomes influenced by voices of disabled groups and reflect emerging public policy from Putting People First strategy.</p> <p>Disability-led and Services-for-Disabled People VCS Consultation raised a number of issues which will be reflected in the Specification for the new VCS Infrastructure support services. Issues of enabling representation and having a strong Disability Equality perspective at the heart of the new services will be reflected in the Specification. Several key issues included the need to ensure representation services co-ordinate the voices of Disabled people, rather than speak on behalf of them; and the emerging needs of User Led Groups to develop to deliver the</p>

		<p>Putting People First programme.</p> <p>Commissioned services will need to be flexible and accessible to Disabled users.</p> <p><u>See attached Comments from Equalities VCS Groups on VCS Infrastructure Support Services Draft Consultation, 19th October 2009 – 22nd January 2010</u></p>
4.3	<p>Age – identify the impact/potential impact of the policy on different age groups</p> <p>Proposed measures to mitigate any adverse impacts</p>	<p>The needs of older and younger people's VCS groups are reflected in Needs Assessment and subsequent consultation on service model and specification development .</p> <p>Both the Older People's VCS and Young People's VCS Consultation raised issues which can support these sectors which will be reflected in the Specification for the new VCS Infrastructure support services.</p> <p><u>See attached Comments from Equalities VCS Groups on VCS Infrastructure Support Services Draft Consultation, 19th October 2009 – 22nd January 2010</u></p>
4.4	<p>Race – identify the impact/potential impact on different ethnic/racial groups.</p>	<p>Consultation has been conducted with awareness of the Council's duty in this commissioning to eliminate unlawful racial discrimination, to promote equality of opportunity and to promote</p>

<p>Proposed measures to mitigate any adverse impacts.</p>	<p>good relations between people of different racial groups (Race Relations (Amendment) Act 2000)</p> <p>Potential negative impact: competitive tendering or competitive grant process could result in current BME-specific Infrastructure service failing to win funding/contract.</p> <p>The process for engaging BME communities in Needs Assessment means we have gained a good insight into their needs and further, BME-specific consultation on service model and the Draft Commissioning Strategy has deepened that understanding. The Service Specification will focus on outcomes required for BME VCS, as expressed in the consultation. Also, increased effectiveness of voice and representation of BME VCS within specification should result in positive benefits for BME communities.</p> <p>BME-specific consultation raised issue on Somali access to and effectiveness of services to Somali VCS and needs of Refugee/Asylum VCS which will be reflected in the Service Specification.</p> <p>The other BME consultation events (Refugee/Asylum groups; the BME-specific event and the Consortium of Black Groups) raised many issues. The issue of BME-led Consultation will be reflected in the Specification as needed to be led by BME-providers.</p>
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		<p>The Specification will require a minimum level of benefit for BME VCS. It is difficult to establish the exact benefit for BME VCS from all current services. Minimum level of current services is at least: 100 individual BME Groups accessing and benefiting from Capacity Building Services and/or training opportunities. Minimum of 80 (mixture of 'open door' and bookable) advice surgeries provided around constitutions, funding and sustainability, marketing, business development. Min. 10 BME SME's accessing intensive support services. A minimum of 100 hot-desk sessions accessed by BME VCSES.</p> <p>While new services may be described and delivered differently, the above will be shared with bidders for the new services as a guide. They will be required to come forward with proposals to maintain and/or enhance this provision.</p> <p>The need for community development work was particularly highlighted by BME VCS groups. This will be reflected in the Specification itself, which will enhance community development work but will also address the problem reflected above in describing the impact of services and how they've benefitted BME groups by delivering a consistent way of describing outcomes and benefit to support service improvement for BME - and all - groups.</p> <p>Issues of cultural competence around BME groups have been raised during the consultation and this will be reflected in the Specification and provider bids will have to demonstrate how they</p>
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		<p>propose to address and meet these issues.</p> <p>The new services will be focused on delivery of effective outcomes for BME VCS groups and required to develop a way of demonstrating outcomes across the whole range of services. This has emerged as a need from BME groups through consultation. BME groups will be consulted during delivery of the new services to assess how they feel the services are benefitting them and to enable commissioners to make adjustments during the course of the Funding Agreement. This was also a request made during the Consultation process.</p> <p>See attached Comments from Equalities VCS Groups on VCS Infrastructure Support Services Draft Consultation, 19th October 2009 – 22nd January 2010</p>
4.5	<p>Sexual orientation - identify the impact/potential impact of the policy on lesbians, gay men, bisexual and heterosexual people</p> <p>Proposed measures to mitigate any adverse impacts</p>	<p>The LGBT VCS Consultation raised issues which will be reflected in the Specification for the new VCS Infrastructure support services, in particular the need to make LGBT issues central, to support LGBT groups and have consistent monitoring around sexual orientation of service users in new services.</p> <p><u>See attached Comments from Equalities VCS Groups on VCS Infrastructure Support Services Draft Consultation, 19th October 2009 – 22nd January 2010</u></p>

4.6	<p>Faith/belief – identify the impact/potential impact of the policy on people of different religious/faith groups and also upon those with no faith.</p> <p>Proposed measures to mitigate any adverse impacts</p>	<p>Needs of Faith VCS raised in the Consultation - in particular the links between VCS Infrastructure and Faith Groups which need to be strengthened - will be reflected in the Specification.</p> <p><u>See attached Comments from Equalities VCS Groups on VCS Infrastructure Support Services Draft Consultation, 19th October 2009 – 22nd January 2010</u></p>
4.7	<p>Any other groups? eg. Children leaving care, Carers etc</p>	
4.8	<p>Are there additional measures that could be adopted to further equality of opportunity in the context of this policy/service/function and to meet the particular needs of equalities groups that you have identified?</p>	
4.9	<p>Community cohesion Is there a potential impact on community relations that could result from the implementation of this policy?</p>	<p>Increasing effective delivery to refugee/asylum seeker and newly arrived communities VCS groups and supporting their development will enable their voices to be included and</p>

	<p>Could the policy have implications for community tensions and how different groups perceive and respond to each other?</p> <p>Detail how you will mitigate any risk to community cohesion e.g. by addressing people's perceptions of the fairness of the policy, by bringing people together to understand the policy, through your communications plan etc.</p>	<p>experiences to be reflected at strategic levels in the city.</p> <p>Community Cohesion will be an element which the Specification will ask providers to address in their proposals. For example, the needs of groups to be brought together from different parts of the city has been raised in consultation. Training around Community Cohesion and diversity and improved effectiveness was a key need raised in the Needs Assessment and will be taken into the Specification.</p>
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It is essential that you now complete your action plan and impact assessment register. They are a vital component of your equalities impact assessment.

Include all of the measures that you will take to improve the service/function for equalities communities, eg. staff training, positive action, revisions to the policy, monitoring of your action plan etc.

Once you have completed the forms, please keep a copy as a record of the processes you have been through in carrying out the EqIA. Please sign and date, keep one copy of both and send one to the Corporate Equalities Team.

Action Plan

Recommendation	Key activity	Progress milestones	Officer Responsible	Progress
Setting up of Specification Development Group, including representation from 5 VCS groups (2 from Equalities VCS)	Invitation to VCS groups to join the Specification Development Group.	Invites out and Group constituted: Dec 2009	Project Manager	Done: group started meeting 12 th January 2010. work on-going
Collation of all Consultation responses, distinguishing those from VCS Equalities groups	Identify and respond to comments from Equalities VCS Groups.	Final version on website: 22 nd March 2010	Project Manager	Done
Sharing Equalities groups comments with Specification Development Group	Design Specification to reflect Equalities VCS comments as agreed in Consultation response	March/April 2010	Project Manager	On track

Recommendation	Key activity	Progress milestones	Officer Responsible	Progress
Draft Specification for approval by Project Board	Agree Specification model, produce draft with record of how it reflects Equalities comments. Check Draft with BCC Equalities Officers and Legal. Forward to Project Board for final approval	End April 2010	Project Manager	On track

Signed

Keith Houghton

Signed



Lead Officer
 Equalities Contact: Gillian Douglas
 Date 15th March 2010

Directorate

Date 22nd March 2010

Equalities Adviser/Officer or

Comments from Equalities VCS Groups on VCS Infrastructure Support Services Draft Consultation 19th October 2009 – 22nd January 2010
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Equalities VCS Group	Consultation comments	City Council responses
BME VCS		
Outcomes for BME VCS	infrastructure need to deliver outcomes for BME VCS, including small BME organisations	The City Council accepts this point and will feed it into the Specification Development Group.
	VCS infrastructure providers must assess the needs of BME groups	The City Council accepts this point and will feed it into the Specification Development Group.
	model is brilliant but need to see evidence of impact	The City Council accepts this point and will feed it into the Specification Development Group.
	BME organisations need to work with BME and non BME VCS to enable and improve communication and collaboration – based around trust and confidence and transparency	The City Council accepts this point and will feed it into the Specification Development Group.
	VCS Infrastructure needs to understand needs and be able to deliver services tailored to specific communities	The City Council accepts this point and will feed it into the Specification Development Group.
BME-led delivery	could be a BME-led organisation delivering but not essential. Most important thing is that the deliverer has the skills and understanding	The City Council appreciates these points, particularly that effective outcomes for BME groups are the most important issue. Some other opinions from BME groups have stressed the importance of BME leadership for specific elements of infrastructure support. See below
	important thing is the end result for BME communities not the organisation providing the support	

	Equalities VCS Group	Consultation comments	City Council responses
		service should represent/mirror the community	The City Council will feed it into the Specification Development Group.
		- VCS needs small grass roots groups BME group status should be 'enshrined' not run by other non-BME groups.	It is accepted that a thriving third sector includes small grassroots community groups. A distinction will be made between BME representation and voice (BME-led) and other services, which could be generic or BME led.
		want BME Led Representation. Young people require role models – someone they can identify with	The Cabinet Report will not now propose the Single Main Provider as a preferred Delivery Model. The City Council supports this point and will feed it into the Specification Development Group
		Influence of BME is key	The City Council accepts this point and will feed it into the Specification Development Group.
		Must be culturally competent and understand the sophistication of various needs within single BME groups e.g. Somali Community. Potentially very different / diverse	The City Council accepts this point and will feed it into the Specification Development Group.
		Representation / influencing must be delivered by BME led groups. This is an issue of empowerment	The City Council accepts this point and will feed it into the Specification Development Group.
		Must be BME influence on the formulation of questioning / framework of all strategic decisions	The City Council accepts this point and will feed it into the Specification Development Group.
		Must be translation and appropriate language	The City Council accepts this point and will feed it into the Specification Development Group.
		Networking with BME groups should be BME led	The City Council accepts this point and will feed it into the Specification Development Group.

	Equalities VCS Group	Consultation comments	City Council responses
		Must be cultural sensitivity around legal provision – BME specific groups are best placed to deliver this	The City Council accepts that legal support should be culturally appropriate/competent but does not accept that legal provision must be delivered by BME services.
		Representation and empowering needs to be provided by a BME group – consultation needs to be done from within BME community	The City Council accepts this point and will feed it into the Specification Development Group.
		Voice and influence elements need to have a specific BME presence	
		Networking needs to be facilitated by BME groups and policy and issue and equalities mentoring	A distinction will be made between BME representation and voice (BME-led) and other services, which could be generic or BME led.
		Legal issues and issues relating to religion etc need to be understood in training – cultural awareness	The City Council accepts this point and will feed it into the Specification Development Group.
		Modelling leadership so that VCS groups can move ahead, catering for BME VCS groups	The City Council notes this point
		delivery could be by a mixture - important that support is inclusive	The City Council accepts this point
		Empathy needed – non BME people have not experienced racism	The City Council notes this point
		Must be role-models with shared identities / experiences	The City Council notes this point
		Need for community development role – strand that can be contracted out	The City Council will reflect this point in the Specification for potential providers to respond to in their proposals.
		Small grassroots VCS BME organisations need accessible help	The City Council will reflect this point in the Specification for potential providers to respond to in their proposals

	Equalities VCS Group	Consultation comments	City Council responses
		Similarity and sameness (peer) led services important to Somali community	A distinction will be made between BME representation and voice (BME-led) and other services, which could be generic or BME led.
		A BME provider needs to be an enabler, not acting to better themselves strategically	The City Council notes this point
	Delivery Model/Service Model from BME perspectives	The proposed plan does little to address the particular experience of BME and other equalities communities in Bristol. This is so because it sets up an agenda that merges complex histories and experiences into a standardised model. The very "one size fits all" approach that policies such as the Local Area Agreement (LAA) attempt to move away from. With this in mind, we would ask the council how it intends to honour the thinking behind the LAA policy in the establishment of such a proposal.	The City Council's Draft Commissioning Strategy proposed a model which focused on co-ordination and integration of services to promote ease of access, legibility of the services on offer and clarity about outcomes for VCS groups. The Draft Commissioning Strategy explicitly acknowledged that it needed to refine the model in the light of feedback, particularly from Equalities communities. This happened during the Consultation and the responses are recorded here. Far from insisting on a 'one size fits all' approach the Consultation highlights the specific needs of different communities and the Specification will reflect those. Delivery proposals will need to outline how a set of services will respond to those different needs but deliver the benefit of integrated services and measurement of impacts.
		Does the model contradict a national recommendation that consortia models should be used not a single provider	The Cabinet Report will not propose a preferred Delivery Model but will focus on delivery a co-ordinated, coherent set of unified VCS Infrastructure Support Services for the city. BCC accept this could be

	Equalities VCS Group	Consultation comments	City Council responses
		Worry that model is <u>political</u> imposition, that BME won't be represented/ have influence. ' 1 horse race'.	delivered by a consortium approach. Real impact for BME groups will be an essential requirement of the new services.
		Is the model final, can it be changed?	In response to the Consultation the Cabinet Report will not propose a preferred Delivery Model but will focus on delivery a co-ordinated, coherent set of unified VCS Infrastructure Support Services for the city.
		VCS infrastructure providers must work with community organisations with right skills to deliver	The City Council accepts this point - and will feed it into the Specification Development Group.
		how can BME orgs compete in a procurement process with more established organisations with more capacity?	BCC accept a co-ordinated, coherent set of unified VCS Infrastructure Support Services could be delivered by a consortium approach. This, and the requirements for BME VCS which will be included in the Specification gives BME organisations a clear opportunity to contribute to delivery proposals.
		What is the distinction between a single service/service provider?	The Cabinet Report will not now propose the Single Main Provider as a preferred Delivery Model. The distinction is that the draft Commissioning Strategy proposes that all VCS Infrastructure support services are badged under a single brand but a number of providers can contribute to providing the different service elements.

	Equalities VCS Group	Consultation comments	City Council responses
		How can 1 group run several disparate others?	It is very common for a number of providers to join together to deliver services against a specification and for one of them to act as the Lead Organisation.
		What will be the criteria for selecting a single provider?	The criteria will be worked through by the Specification Development Group and finalised by the Project Board. They will be influenced by ideas from this consultation. The selection criteria will be published at the start of the purchasing phase.
		There should be a focus on 'outcomes' as a starting point not <u>assuming</u> a particular top-down model.	The Cabinet Report will not now propose the Single Main Provider as a preferred Delivery Model. Draft Outcomes for the VCS Infrastructure Support Service were part of the Draft Commissioning Strategy and have been re-worked as a result of feedback from that process. Specific service support needs however were also expressed in the Needs Assessment and are reflected therefore in the Draft Commissioning Strategy. The Outcomes and Performance Indicators are being developed through the Specification Development Group and will form the basis of the Specification.
		Will a single provider overrule/undermine delivery of other groups due to bias? Has its own agenda?	The Cabinet Report will not now propose the Single Main Provider as a preferred Delivery Model.
		Are there any other options if BME groups reject the proposed model?	The Cabinet Report will not now propose the Single Main Provider as a preferred Delivery Model.

	Equalities VCS Group	Consultation comments	City Council responses
		Should have been consultation / debate with BME communities when the model was created – more efficient	The proposed service model and proposed delivery models in the Draft Commissioning Strategy reflect the conversations which came out of the Needs Assessment process. The Draft Strategy Consultation process was the opportunity for everyone to comment on them. The City Council has been influenced by comments to change the Final Commissioning Strategy, as reflected in this consultation record
		BCC should research the effects of different models on BME communities	The Cabinet Report will not now propose the Single Main Provider as a preferred Delivery Model. But the Specification Development Group will take up a number of points raised through the consultation with BME groups and will specify effective outcomes which must be delivered for BME groups.
		The term “single provider” has negative implications as it implies only one provider of all services.	The City Council accepts this point
		BCC tends to make decisions without taking lead from BME communities	The City Council is genuinely seeking opinions on the Draft Commissioning Strategy and is very much open to being influenced. A number of consultation events were set up with BME VCS groups to achieve this. The evidence of this influence is in the changes to the Final Strategy and responses recorded in this consultation record.

	Equalities VCS Group	Consultation comments	City Council responses
		There is a precedent of single provider disadvantaging BME VCS groups	The Cabinet Report will not now propose the Single Main Provider as a preferred Delivery Model.
		Commissioning – other local authorities at different points – has the BME sector lost out in other models adopted elsewhere?	The City Council is aware that the Race Equality duty applies both to public bodies and to bodies that perform functions of a public nature.. The City Council will expect providers to comply with Race Equality and any other Equality duties that apply to public bodies. This will be made clear in the Specification.
		How does this fit under NI4? (Have not been asked or been able to influence)	The Consultation on the Draft Commissioning Strategy is the opportunity to influence. Information on the Consultation and the on-line response system was sent to 1,500 VCS groups in the city. The consultation event at which this remark was made has influenced the Final Commissioning Strategy, as recorded in this consultation record.
	Oversight and accountability for BME groups	Funders of infrastructure must get feedback from smaller BME orgs to ensure that infrastructure orgs are effective	The City Council accepts this point and will consider it in the design of Contract Management
		new VCS infrastructure support must be accountable to the VCS community.	The City Council accepts this point and will consider it in the design of Contract Management
		Is the council devolving responsibility and how will BME needs be regulated?	The City Council sees its responsibility as commissioning a clear set of services to deliver against the agreed Outcomes. The needs of BME VCS have been articulated in the Consultation and will be built into the Specification. Overview of delivery for BME groups will be included in the design of Contract Management.
		What scrutiny is involved so that the BME groups / communities do not lose out	The City Council sees its responsibility as commissioning a clear set of services to deliver against the agreed Outcomes. The needs of BME VCS have been articulated in the Consultation and will be built into the Specification. Overview of delivery for BME groups will be included in the design of Contract Management.

	Equalities VCS Group	Consultation comments	City Council responses
		What remedy would there be if one community was being disadvantaged?	Ultimately the City Council will hold Contract Management responsibility and would take responsibility for requiring redress if a consistent issue of disadvantage is identified.
		want to see measurable progress in terms of trust and belief in the transparency of the operations	The City Council accepts this point and will consider it in the design of the Specification and Contract Management
	Specialist services	Issue around BME access/knowledge regarding ICT/online services.	The City Council accepts this point and will consider it in the design of the Specification
	Community Development	Better communication / community engagement – making sure issues of translation are addressed / community groups are consistently consulted	The City Council accepts this point and will consider it in the design of the Specification
		Emphasis on community engagement development for BME groups	The City Council accepts this point and will consider it in the design of the Specification.
		All materials must be accessible to BME communities, achievable via sub-contracting through existing structures	The City Council accepts the first point. It is up to providers to negotiate their relationships in developing their delivery proposals to meet the Outcomes in the Specification.
	reach of services	All materials must be accessible to BME communities, achievable via sub-contracting through existing structures	The City Council accepts the first point. It is up to providers to negotiate their relationships in developing their delivery proposals to meet the Outcomes in the Specification.
		Service delivery must tailor to all the varied BME groups not just one single BME group or a single provider	The City Council accepts this point and will consider it in the design of the Specification

	Equalities VCS Group	Consultation comments	City Council responses
		Delivery should be targeted and understand that there is an inequality between BME and others about accessing consultation processes and resources – level playing field	The City Council accepts this point and will consider it in the design of the Specification
		smaller BME organisations need to get the support they need	The City Council accepts this point and will consider it in the design of the Specification
	understanding and addressing racism and race equality	Experience of issues faced by BME VCS groups is key: do other providers have this?	The City Council accepts this point and will consider it in the design of the Specification to ensure effective outcomes for BME groups
		Must be empathetic. Must be able to demonstrate an understanding of a community	
		Single provider must be subject to scrutiny to identify any possible (race) discrimination or any other discrimination	The Cabinet Report will not now propose the Single Main Provider as a preferred Delivery Model but this point is accepted to apply to any model of providers and will be build into Contract Management
		How transparent will this body be – will it fulfil duties of Race Relations Act?	The Cabinet Report will not now propose the Single Main Provider as a preferred Delivery Model. The Race Equality duty applies both to public bodies and to bodies that perform functions of a public nature.. The City Council will expect providers to comply with Race Equality and any other Equality duties that apply to public bodies. This will be made clear in the Specification.
		Services need to demonstrate how they will deliver a race equality agenda	The City Council accepts this point and will take it up in the design of the Specification. Contract Management processes will ensure that providers

	Equalities VCS Group	Consultation comments	City Council responses
		Provider must be transparent / accountable not a monopoly. How / who will regulate what it does re Race Relations	demonstrate delivery outcomes and benefits for BME VCS groups
		No mention of the culture/values of a single provider/ organisation..... 1 provider should be open and value/understand diverse communities	The City Council supports this position. Point noted and will be referred to the Specification Development Group. The Cabinet Report will not now propose the Single Main Provider as a preferred Delivery Model.
	Concern for future of current providers	Worry that commissioning could impact on BDA	The City Council acknowledges this point. In seeking proposals for the future service provision there is no guarantee that any particular provider will be successful in the selection process.
		Much of BDA's work is scrutiny – this element could be watered down	The Specification will require that Representation activities must deliver demonstrable benefit for BME VCS groups.
		If the organisation is from outside Bristol it would cause outrage from BDA and network of organisations	In seeking proposals for the future service provision there is no guarantee that any particular provider will be successful in the selection process. The City Council accepts that local knowledge and locally-based delivery are important for successful delivery and the Specification will require providers to demonstrate their ability to deliver this.

	Equalities VCS Group		Consultation comments		City Council responses
			What will happen to current VCS infrastructure groups if they have to take direction from a single national (not Bristolian) provider		The Cabinet Report will not now propose the Single Main Provider as a preferred Delivery Model. It is possible that a non-Bristol provider could negotiate a delivery consortium with existing VCS providers. This is a matter for providers to decide for themselves in responding to the Specification.
	service levels and effectiveness		Service levels must be increased / improved on existing output of provision		The City Council will forward this point to the Specification Group. The Specification will seek to guarantee the current level of delivery as a minimum
			needs to help greater collaboration and consultancy within areas/neighbourhoods. Less duplication and more efficiency		The City Council accepts this point and will take it up in the design of the Specification.
			BME communities need greater resources to achieve equality		The Specification will focus on the delivery of effective outcomes for BME VCS groups from Infrastructure Support Services. Proposals will be assessed against how effectively they will deliver those outcomes and how they propose to use their resources to achieve it.
			BME VCS groups must be able to work together and with external groups		The City Council accepts this point and will take it up in the design of the Specification.
	new communities		New communities need to get access to the services – all of them, not simply Somali VCS groups.		The City Council accepts this point and will take it up in the design of the Specification.

	Equalities VCS Group	Consultation comments	City Council responses
	Somali VCS	New communities: there's a gap between them and the current VCS support services. This needs to be closed	The City Council accepts this point and will take it up in the design of the Specification.
		In the present system Somali groups don't get beyond the 'enquiry point'.	The City Council notes this point. The Specification will require demonstrable outcomes for Somali VCS groups.
		Starting point is lower for new Somali groups – that's part of the reason why Somali groups don't go further, there's no specialist understanding of our needs and the low point we're starting from. Somali expertise is needed.	
		We need confidence the new services will really deliver for Somali groups. Possibly have Somali representation in evaluating proposals to deliver the new service?	The City Council notes this point and will refer it to the Specification Development Group to consider in designing Evaluation criteria and methods.
		How will we be able to tell if the new VCS Infrastructure services are having an effective impact on Somali groups once they started?	The City Council notes this point and will take it up in the design of the Contract Management process.
		There need to be clear checks during contract period by BCC to get feedback from Somali – and other new communities	
		Services have to create independent services - not nurture dependence. Monitoring system has to measure for greater effectiveness.	The City Council notes this point and will take it up in the design of the Contract Management process
	Refugee Asylum VCS	Developing/using properties, access funding to renovate and then rent properties out.	The City Council notes this point and will refer it to the Specification Development Group for consideration

	Equalities VCS Group	Consultation comments	City Council responses
		VCSOs finding more about different communities in the city.	The City Council notes this point and will refer it to the Specification Development Group for consideration
		Learning about 'British'/other cultures, develop a programme. (British life and language') opportunities for sharing cultures, build confidence/ knowledge.	The City Council notes this point and will refer it to the Specification Development Group for consideration
		an 'enquiry' line/email etc. What about interpretation/translation	The City Council notes this point and will refer it to the Specification Development Group for consideration
		Need for initial support and also ongoing support/training for managing finance/book keeping/payroll/budgets.	The City Council notes this point and will refer it to the Specification Development Group for consideration
	Women's VCS	need help to connect to other women's groups across barriers to get a stronger voice	The City Council notes this point and will refer it to the Specification Development Group for consideration
		want women's leadership training	The City Council notes this point and will refer it to the Specification Development Group for consideration
		bring women together more, encourage training for new women leaders	The City Council notes this point and will refer it to the Specification Development Group for consideration
		bring women from different communities together more	The City Council notes this point and will refer it to the Specification Development Group for consideration
		promote benefits of volunteering for women more - support childcare,	The City Council notes this point and will refer it to the Specification Development Group for consideration
		find range of ways for women to influence	The City Council notes this point and will refer it to the Specification Development Group for consideration

	Equalities VCS Group	Consultation comments	City Council responses
		gender issues in VCS - low pay, underpaid staff affects women a lot - discuss raise awareness of these issues	The City Council notes this point and will refer it to the Specification Development Group for consideration
	Disabled-led & Services-for-Disabled VCS		
	Values	Everything should be delivered from a disabled equality perspective	The City Council supports this point and will refer it to the Specification Development Group for development
		The Distinct differences and issues between Disabled led Organisations and Services for Disabled People organisations need to be understood clearly.	The City Council notes this point and will link it to the point below.
		Require that Single Main Provider has to show how it's taking forward the ULO principles and good practice and the most advanced / forward thinking of principles around Disability Equality and the Putting People First agenda.	The City Council notes this point and will refer it to the Specification Development Group for development
		Personalisation agenda and individual budgets: how is VCS infrastructure working alongside the PPF agenda?	The City Council notes this point and will refer it to the Specification Development Group for development
		the main provider organisation should have absolutely no mandate for 'representing' disabled people – they have to facilitate disabled groups doing that for themselves	The City Council supports this point and will refer it to the Specification Development Group for development
		Not getting disability 'lost in a general equalities agenda' – issues are distinct	The City Council notes this point and will refer it to the Specification Development Group for consideration

	Equalities VCS Group	Consultation comments	City Council responses
	Awareness	VSC Infrastructure – need to know more about Disability issues.	The City Council notes this point
		Influencing other VCS to work better, not only decision makers.	The City Council notes this point and will refer it to the Specification Development Group for development
		Contribute to Awareness raising	
		Awareness raising – getting media coverage: using the power of the Single Main Provider Organisation to get media focus.	The City Council notes this point and will refer it to the Specification Development Group for development
	Model	There should be an obligation in the specification to commission/sub-contract out. Tailored training – lots of Disability organisations earn funding from tailored training – how do they deliver into this??	The City Council notes this point and will refer it to the Specification Development Group for development. Consortia delivery may enable specialist providers to deliver into the services
	Representation	Have a percentage of disabled people on the board of the Main Provider Organisation or co-ordinating group?	The City Council notes this point and will refer it to the Specification Development Group for development
		the main provider organisation should have absolutely no mandate for 'representing' disabled people – they have to facilitate disabled groups doing that for themselves	The City Council supports this point and will refer it to the Specification Development Group for development
		Representation - how to avoid the Single Main Provider becoming <u>the</u> voice of the whole sector	The City Council notes this point. Representation will be about enabling the varied voices of the sector to be heard.
	Services needs	Assistance with venues; finding them	The City Council notes this point and will refer it to the Specification Development Group for development
		Fundraising: centralised fundraising capacity	The City Council notes this point and will refer it to the Specification Development Group for development

	Equalities VCS Group	Consultation comments	City Council responses
	Faith VCS		
		Needs of faith groups need to be understood by VCS Infrastructure	The City Council notes this point and will refer it to the Specification Development Group for development
		Bristol Multi Faith Forum could inform VCS Infrastructure	The City Council notes this point
		Lots of faith groups don't have much infrastructure	The City Council notes this point
		Faith groups don't identify as "VCS" groups	The City Council notes this point
		Statutory sector has to adjust to faith groups which want to contribute to decision making	The City Council notes this point
	LGBT VCS		
	Service needs	support and development to minority BME groups eg: LGBT BME sector needed.	The City Council notes this point and will refer it to the Specification Development Group for development
		Community Development: there's a lack of on-going contact now from BCC's Community Development Workers.	The City Council notes this point
		Lack of challenge from Community Development Worker. – focused on outcomes.	The City Council notes this point
		Physical resources: desire for LGBT centre.	The City Council notes this point
		LGB VCS: creating space to support LGB VCS – needs to be a physical space – LGB centre.	The City Council notes this point
		Get conversation between VCS and statutory services on VCS and purpose of funding eg: 'funding outcomes' to push to resolve social issues.	The City Council notes this point

	Equalities VCS Group	Consultation comments	City Council responses
		Want to build capacity of LGB VCS.	The City Council notes this point and will refer it to the Specification Development Group for development
		Support LGB network/forums.	The City Council notes this point and will refer it to the Specification Development Group for development
		All monitoring has LGB on it; all literature is LGB-aware.	The City Council notes this point and will refer it to the Specification Development Group for development
		Bring LGB VCS groups together to influence the VCS service in delivery.	The City Council notes this point and will refer it to the Specification Development Group for development
		Equalities to be cross-stranded throughout delivery regardless of agency delivering.	The City Council notes this point and will refer it to the Specification Development Group for development
		Want to see guidance on Equalities requirement – Infrastructure to account for range of groups.	The City Council notes this point and will refer it to the Specification Development Group for development
		Equalities groups – getting same level of service.	The City Council notes this point and will refer it to the Specification Development Group for development
		Equalities – consistent standards from all partners and providers in delivery.	The City Council notes this point and will refer it to the Specification Development Group for development
		LGB Equalities is high on the agenda	The City Council notes this point and will refer it to the Specification Development Group for development
		Need criteria for prioritising its effort in terms of gaps in the city – therefore, 'overserve' groups in more need.	The City Council notes this point and will refer it to the Specification Development Group for development
	Older Peoples VCS		

	Equalities VCS Group	Consultation comments	City Council responses
	Values	VCS support services have to be enabling	The City Council notes this point and will refer it to the Specification Development Group for development
	Values	one-stop shop is an improvement - support idea of a gateway into services	The City Council notes this point
	Services	want funding support on writing bids	The City Council notes this point and will refer it to the Specification Development Group for development
		But need to be aware of Conflicts of interest if VCS Infrastructure is asked to support bid-writing from competing organisations?	The City Council notes this point
		consultation to learn from 'failed bids'	The City Council notes this point and will refer it to the Specification Development Group for development
		development of buildings needed - good rentals, affordable, disabled access	The City Council notes this point and will refer it to the Specification Development Group for development
	Community Development	outreach - community development service important to older people's VCS	The City Council notes this point and will refer it to the Specification Development Group for development
	representation	outreach - community development service important to older people's VCS	The City Council notes this point and will refer it to the Specification Development Group for development
		influencing city issues like improving uneven pavement	The City Council notes this point and will refer it to the Specification Development Group for development
		have to have confident representation at strategic levels	The City Council notes this point and will refer it to the Specification Development Group for development

	Equalities VCS Group	Consultation comments	City Council responses
		representation of Elders on management of VCS infrastructure	The City Council notes this point and will refer it to the Specification Development Group for development
		representation of disabled people on management of VCS infrastructure and staffing	The City Council notes this point and will refer it to the Specification Development Group for development
		effective BME representation in staffing and management	The City Council notes this point and will refer it to the Specification Development Group for development
	Young People's VCS		
	Model	Good idea – voluntary sector should sort its problems out	The City Council notes this point
		Great idea: single management provider	The City Council notes this point. The Cabinet Report will not propose a preferred Delivery Model but will focus on delivery a co-ordinated, coherent set of unified VCS Infrastructure Support Services for the city.
	Services	How to let people know about one-stop route: MARKETING	The City Council notes this point.
		Delivery: Voluntary-led groups – delivery in weekends/evenings -have to be represented.	The City Council notes this point and will refer it to the Specification Development Group for development
		Swift responses needed particularly for young peoples led groups.	The City Council notes this point and will refer it to the Specification Development Group for development
		Email bulletins have just one – with charitable links.	The City Council notes this point and will refer it to the Specification Development Group for development
		Making sure SMP can demonstrate, then can recruit/involve young people – apprentice roles.	The Cabinet Report will not now propose the Single Main Provider as a preferred Delivery Model. But The City Council notes this point

	Equalities VCS Group	Consultation comments	City Council responses
		Share advertising about what groups doing and in area.	The City Council notes this point and will refer it to the Specification Development Group for development
	representation	Does VCS Infrastructure support service have a campaigning role? Information raising.	The representation role includes raising issues and advocating change and development and also information sharing
		Being an equal partner with statutory sector.	The City Council notes this point and will refer it to the Specification Development Group for development
	Selection of provider	Young people involved in recruitment.	The City Council notes this point and will refer it to the Specification Development Group for development