

# Equalities Impact Assessment: Full Assessment

Before completing this form you should have completed an Equalities Screening Tool and had sign off from your Head of Service and the Fairness and Equality Team.

This Equality Impact Assessment should be completed where the Screening Tool identifies a potentially negative impact on one or more specific groups but it can also be used to highlight positive impacts.

## Summary of proposal

Name of proposal	Patrolling Services Contract (Renewal)
Reference number (if applicable)	
Service Area	Environmental Enforcement and ASB Services
Date assessment completed	24/10/2022

Before completing the EQIA please read the guidance and FAQs. For further help and advice please contact [equalities@islington.gov.uk](mailto:equalities@islington.gov.uk).

# 1. Please provide a summary of the proposal.

Please provide:

- Context on how the service currently operates (if relevant) and the scope of suggested changes
- The intended beneficiaries and outcomes of the proposal
- Reference to any savings or income generation

The Council is intending to procure a single supplier to deliver patrolling services in the borough.

The existing Patrolling Services contract was procured in 2017 in response to anti-social behaviour across Islington and at the cemeteries that the council operates through Islington and Camden Cemetery services (ICCS). The core function of the service is to provide a visible and recognisable uniformed presence, to detect, deter, disrupt and eliminate anti-social behaviour, crime and disorder.

As a frontline service, the service is public-facing and highly-visible, promoting community safety and providing reassurance for the borough's residents, businesses and visitors by demonstrating that public safety is a high priority for the council.

The service is both responsive and provides planned support, dealing with both one-off events and emergencies as the need arises, as well as providing support and assistance at public events in various roles.

In partnership with other agencies in the borough, such as the Metropolitan Police, council services, and Camden and Islington NHS Foundation Trust, the service provides assistance identifying and supporting vulnerable people, including homeless people and those with mental and physical disabilities, carrying out welfare checks as required, and taking appropriate action where necessary.

The service has proved to be effective in addressing anti-social behaviour and is popular with residents. Satisfaction levels are high, with the service identifying 'hotspot' areas in the borough, gathering evidence and intelligence on individuals involved in anti-social behaviour, and taking appropriate steps to address these issues.

As a predominantly responsive service, delivering best value will be a priority in the delivery of the contract. Officers will undertake regular contract reviews and informal discussion with the successful bidder in order to ensure that any potential for efficiency or for more targeted use of resources based on resident feedback, council priorities and any relevant developments in the borough, will be an integral part of the contract's delivery.

Economic, social and environmental sustainability will be considered as part of the quality element of the tender submission. The successful bidder will be required to outline in their tender submission not only the ways in which they will deliver economic, social and environmental sustainability as part of the contract's delivery, but also to make specific and measurable commitments to these areas in the form of proposals that will be delivered by the contractor during the life of the contract. This might include a commitment to recruiting

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locally, utilising the council's iwork service, offering apprenticeships, delivering specific initiatives in the borough, or identifying ways in which both the contract and the contractor's business can be delivered in a more sustainable way.

## 2. What impact will this change have on different groups of people?

Please consider:

- Whether the impact will predominantly be external or internal, or both?
- Who will be impacted – residents, service users, local communities, staff, or others?
- Broadly what will the impact be – reduced access to facilities or disruptions to journeys for example?

As a highly visible, uniformed service, the Patrolling Services contract provider will have a considerable responsibility, both in terms of working with and supporting some of the borough's most vulnerable residents, as well as representing the council across the borough. Residents, visitors to the borough, local communities and businesses based in the borough are all expected to have some kind of interaction with the service – whether directly working with the service, hearing of the service's work or seeing the service going about its work.

The service, by its nature, frequently comes into contact with some of the most vulnerable people in the borough, from people who are the perpetrators of anti-social behaviour, to people who are statistically more likely to be victims of anti-social behaviour, or have reason to be fearful of it and its impact.

While the service itself is intended to be generic in nature, it is clear that certain groups may be disproportionately impacted by the service. It has been recognised that any information or data collected regarding those who receive enforcement action must be robust and stand up to rigorous scrutiny to ensure there is no bias – conscious or otherwise – that could call the service into disrepute, and therefore it will be a requirement of the contract that the provider collect and assist in analysing data regarding the service, its activities and its outcomes.

It is therefore essential that the council outlines a clear expectation that the contract provider is committed to the council's equality objectives, as well as ensuring the contract is discharged in a way that both supports the council's corporate equality objectives, while also ensuring their work is carried out in line with the council's codes of conduct.

There have also been significant improvements in levels of enforcement since the start of the existing contract, particularly with officers issuing police ASB warning notices and the associated Police Early Intervention Process (EIP). The incumbent service provider was an early adopter of these notices, issuing more than the police when they were first rolled out. The use of these notices, and the associated processes that are in place with the Council and Police to track repeat recipients of these notices has been having a real impact on identifying individuals causing problems in the borough, which are now being successfully followed up by the police and relevant services/teams to ensure that vulnerable individuals involved in ASB receive support where needed, and where necessary enforcement and other actions are taken to reduce ASB in the borough. While the existing contract has shown success in reducing anti-social behaviour, it will be essential going forward to ensure equality data is collected in terms of ensuring there is consistency in action taken across all protected groups.

The service aims to identify vulnerable individuals. If during their patrols officers encounter any vulnerable individuals, they intervene and provide direct support where possible, and make referrals to support services where appropriate. Some examples of this are medical assistance being provided by the medic that works as part of the Nightsafe service (who can be called on if needed until ambulance services arrive), rough sleepers being referred to Streetlink, individuals on the street who are vulnerable due to excessive alcohol or drug consumption being provided with assistance and guidance to enable them to get home safely, capable guardianship for any safeguarding of children.

### 3. What impact will this change have on people with protected characteristics and/or from disadvantaged groups?

This section of the assessment looks in detail at the likely impacts of the proposed changes on different sections of our diverse community.

### 3A. What data have you used to assess impacts?

Please provide:

- Details of the evidence used to assess impacts on people with protected characteristics and from disadvantaged groups (see guidance for help)
- A breakdown of service user demographics where possible
- Brief interpretation of findings

An exercise is underway to gather equalities data in relation to ASB outcomes. Whilst no equalities data is currently being captured in relation to incidents reported to the ASB Reporting Line, means of matching ASB data sets with other equalities data sets (such as any equalities data Housing may hold regarding their tenants, and also whether Youth and Communities hold any equalities data about young people that they are working with) are being explored.

Some equalities data is captured on the ASB Warning forms. Whilst to date this data has not been shared with us by the police (who collate the ASB Warning data), we have now requested this data from them for the ASB Warnings issued by the current contractor. This data will then be reviewed to see if there are any areas of concern which need addressing.

The renewed contract will include specific requirements on collating and reporting equality data as a part of the contract's management. This will ensure that any intelligence collected as part of the contract's delivery can be assessed and used to improve the service, or to respond to any concerns about how the contract is being managed.

3B: Assess the impacts on people with protected characteristics and from disadvantaged groups in the table below.

Please first select whether the potential impact is positive, neutral, or negative and then provide details of the impacts and any mitigations or positive actions you will put in place.

Please use the following definitions as a guide:

Neutral – The proposal has no impact on people with the identified protected characteristics

Positive – The proposal has a beneficial and desirable impact on people with the identified protected characteristics

Negative – The proposal has a negative and undesirable impact on people with the identified protected characteristics

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced or negative impacts be eliminated or reduced?
Age	Neutral	Historically, younger people are more likely to be the perpetrators of anti-social behaviour, while older people are more likely to be concerned or fearful of anti-social behaviour. There is also a perception that younger people are causing issues when they are simply 'hanging around' that the service may be able to address.	The service takes proactive steps to ensure visible action is being taken to ensure people have confidence in the service's goal of reducing anti-social behaviour, while feeding intelligence back to service stakeholders and the police with the aim of reducing levels of such behaviour in the future, using robust data collected from the delivery of the service to achieve this.

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced or negative impacts be eliminated or reduced?
Disability (include carers)	Positive	The service proactively works to identify vulnerable people as a core part of the service's delivery, a considerable number of whom have a mental health impairment, to ensure they are supported or sheltered as appropriate.	The service will continue to take proactive steps to ensure that operational data is used to provide a responsive service based on the needs of individuals encountered as part of contract delivery. Where possible, officers will have access to training and information that will enable them to better meet the needs of these people, as well as signposting information to ensure they receive appropriate support in future.



Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced or negative impacts be eliminated or reduced?
Race or ethnicity	Neutral	<p>Anecdotal data suggests, as with young people in general, that people from a BAME background are treated with suspicion when there has been no wrongdoing, often due to lack of understanding or connections between groups.</p> <p>There is evidence that young black men in London are disproportionately more likely to be prosecuted for breaking public dispersal orders.</p>	<p>The service has a responsibility to not only reduce incidences of anti-social behaviour, but also to reduce fear and misconceptions of ASB in the local community. The service will work to collect useable data on ASB outcomes and warning notices issued and use this to assess its approach while continuing to take appropriate action where necessary.</p>

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced or negative impacts be eliminated or reduced?
Religion or belief (include no faith)	Neutral	While the service itself has no tangible impact on religion or belief, it is apparent that religious buildings in the borough are a potential target for hate incidents, such as criminal damage or graffiti.	Where appropriate, officers will have an understanding of religious issues they may need to consider as part of their work, while also recognising hate crime where it occurs and responding appropriately. The service will be proactive in ensuring such incidents, if they do occur, are responded to and dealt with swiftly.

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced or negative impacts be eliminated or reduced?
Gender and gender reassignment (male, female, or non-binary)	Neutral	While the service has no identifiable impact on gender or gender reassignment issues, it does have a tangible presence and the ASB patrols and Late-Night Levy patrols are able to provide support to vulnerable groups as part of its out of hours role, as well as to respond to instances of hate crime.	The service recognises the need to continue supporting vulnerable people as part of the contract's delivery. This will be supported by support and training, where practical and appropriate, to ensure the service provider is confident recognising and responding to issues affecting these groups.

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced or negative impacts be eliminated or reduced?
Maternity or pregnancy	Neutral	There has been no tangible impact identified on this group outside of the generic level of support delivered by the contract as standard.	
	Choose an item.		

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced or negative impacts be eliminated or reduced?
Sex and sexual orientation	Neutral	While the service has no identifiable impact on sex and sexual orientation, it does have a tangible presence and the ASB patrols and Late-Night Levy patrols are able to provide support to vulnerable groups as part of its out of hours role, as well as to respond to instances of hate crime.	The service recognises the need to continue supporting vulnerable people as part of the contract's delivery. This will be supported by support and training, where practical and appropriate, to ensure the service provider is confident recognising and responding to issues affecting these groups.
Marriage or civil partnership	Neutral	There has been no tangible impact identified on this group outside of the generic level of support delivered by the contract as standard.	

Characteristic or group	Positive/Neutral/Negative	What are the positive and/or negative impacts?	How will potential benefits be enhanced or negative impacts be eliminated or reduced?
<p>Other Age (e.g. elderly) (e.g. people living in poverty, looked after children, people who are homeless or refugees)</p>	<p>Positive</p>	<p>The service works closely with stakeholder organisations, such as the Metropolitan Police, in identifying vulnerable people, such as homeless people and those addicted to drink or drugs, to ensure these groups are catered for and supported, whether through targeted support or signposting to relevant organisations.</p>	<p>The service provides valuable data in terms of what's happening in the borough, that can be used to improve service delivery, or ensure there is targeted support for vulnerable individuals. This will continue as part of the renewed contract, with data used to improve outreach and ensure support is available where necessary.</p>

## 4. How do you plan to mitigate negative impacts?

Please provide:

- An outline of actions and the expected outcomes
- Any governance and funding which will support these actions if relevant

While there were no specific 'negative' impacts identified as part of this impact assessment, it is clear that the Patrolling Services contract has a clear and tangible impact on a number of specific groups, including the protected characteristics and other groups, such as homeless people, or people who are addicted to drugs and alcohol.

It is apparent from service data that the service has a considerable role to play in addressing crime, anti-social behaviour, and the fear of these. As a result, it is important that the service provider, working with the council, is equipped to respond to issues in the borough through high levels of training that will ensure the service provider can confidently work with a variety of different groups, as well as having access to resources that will support them in delivering the contract's requirements. This might involve an understanding of how to access translation and interpretation services as needed, or any specific awareness required to ensure they meet the needs of Islington's diverse communities.

This impact assessment has also identified a requirement that high quality data is essential in terms of outlining how the contract is being successfully delivered, while also ensuring that any initiatives intended to address anti-social behaviour or respond to the changing needs of the borough, have robust data from which the most appropriate and targeted decisions can be made, providing good value for money and improving community relations in the borough.

## 5. Please provide details of your consultation and/or engagement plans.

Please provide:

- Details of what steps you have taken or plan to take to consult or engage the whole community or specific groups affected by the proposal
- Who has been or will be consulted or engaged with
- Methods used or that will be used to engage or consult
- Key findings or feedback (if completed)

It is clear that there are myriad opportunities to engage with residents and obtain information on how the service can be improved. As a responsive service, residents have regular contact with the service provider and are also able to contact the service via the ASB Reporting Line, as well as recording information online via the council's website. The service provider also monitors incidents as part of its contract delivery, reporting these to the council on a regular basis.

As part of the contract's renewal, applicants wishing to submit a tender application must include specific information regarding their approach to equality and diversity, as well as outlining how they will support their staff, both in terms of ensuring their conduct reflects the council's equality and diversity values, as well as ensuring there is no internal discrimination taking place. The successful tenderer must satisfy the contract's evaluation panel that they have embedded equality in the way they deliver the contract, and have appropriate mechanisms to respond to complaints.

The renewed contract will also require the service provider to collect and publish data on how the service operates, and this includes breakdowns – where possible and practical – of protected characteristics in terms of those contacting the service, and those against whom enforcement action is undertaking. Discussions are taking place within the council to ensure there is an appropriate level of information sharing between the service and the police, in order to ensure actions on the ground reflect the issues that are being identified for action by the service, with robust data to support these decisions.



## 6. Once the proposal has been implemented, how will impacts be monitored and reviewed?

Please provide details in the table below.

Action	Responsible team or officer	Deadline
A combination of analysis of data provided by the service provider and that captured from service users will be monitored to ensure there are no negative or disproportionate impacts on groups with protected characteristics.		Inclusion in contract specification: 1/2023 Monitoring of contract: Ongoing throughout life of contract.

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Please send the completed EQIA to [equalities@islington.gov.uk](mailto:equalities@islington.gov.uk) for quality checking by the Fairness and Equality Team. All Equality Impact Assessments must be attached with any report to a decision-making board and should be made publicly available on request.

This Equality Impact Assessment has been completed in accordance with the guidance and using appropriate evidence.

Member	Name	Signed	Date
Staff member completing this form	Louise Reader		24/10/2022
Fairness and Equality Team			
Director or Head of Service	Besserat Atsebaha		