

Committee Name and Date of Committee Meeting

Cabinet – 23 March 2020

Report Title

Crisis Support – Outcome of co-design for provision of crisis support 2020-2023

Is this a Key Decision and has it been included on the Forward Plan?

Yes

Strategic Director Approving Submission of the Report

Shokat Lal, Assistant Chief Executive

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Ward(s) Affected

Borough-Wide

Report Summary

At its meeting on 21 October 2019, Cabinet took a decision to seek a lead organisation and co-design for Crisis Provision for the years 2020/21; 2021/22; and 2022/23, under the provisions of the Rotherham Compact. This report provides detail of the process undertaken; the partners engaged; and outcome of the co-design.

It is recommended that approval be given to the outcome of the co-design and to award a service level agreement and grants to Voluntary Action Rotherham; LASER Credit Union; and FareShare Yorkshire for Crisis Provision for three years commencing on 1 April 2020.

Recommendations

1. That the outcome of the bidding process and co-design under the provisions of the Rotherham Compact, following the Cabinet decision of 21 October 2019, be received.

2. That approval be given to enter into a Service Level Agreement with, and make grants to, Voluntary Action Rotherham; LASER Credit Union; and FareShare Yorkshire for the delivery of crisis support, as set out in the co-design, working in partnership with other voluntary organisations for the three financial years 2020/21, 2021/22 and 2022/23 in the value of £100,000 per annum.

List of Appendices Included

Appendix 1 Initial Equality Screening

Appendix 2 Equality Analysis

Background Papers

Report to Cabinet – [Crisis Support \(Local Welfare Provision\)](#) – 21 October 2019

Consideration by any other Council Committee, Scrutiny or Advisory Panel

No

Council Approval Required

No

Exempt from the Press and Public

No

Crisis Support – Outcome of co-design for provision of crisis support 2020-2023

1. Background

- 1.1 At its meeting on 21 October 2019, Cabinet agreed to invite bids for a lead voluntary sector organisation to engage with partner organisations and the Council in a co-design for the future provision of crisis support over the medium term 2020/21 – 2022/23 in accordance with the provisions of the Rotherham Compact. Furthermore, it agreed to receive a further report detailing the outcomes of the co-design process and for approval of entering into service level agreements for delivery.
- 1.2 This report provides the outcomes of the co-design and recommendations.

2. Key Issues

- 2.1 Following the Cabinet decision, invitations to bid were published, which sought a lead organisation to bring together relevant voluntary sector organisations in Rotherham to co-design a scheme for co-delivery of crisis support.
- 2.2 Six organisations requested and were provided with bid information to lead the co-design. One bid was returned from Voluntary Action Rotherham (VAR), which is supported by FareShare Yorkshire and LASER Credit Union. These are the principal organisations, alongside local foodbanks, that deliver the current contracts for crisis support.
- 2.3 As part of the process, bidders were required to set how they would:
 - Lead on the collaborative co-design and service level agreement(s) for crisis support with third sector advice providers, taking forward the commitments set out in the Rotherham Compact;
 - Ensure that the strengths and expertise across providers are incorporated into the planning and delivery model, setting out services to be provided, how organisations are involved in the provision of services and application of resources, including leverage of external funds;
 - Maintain support for the Food in Crisis Partnership and other collaborative working throughout the lifetime of the service level agreement(s);
 - Act as the lead organisation for signatory to the service level agreement(s) or co-ordinate the signing of the service level agreement(s), as appropriate, for provision of the services and conditions of grant. Where the lead organisation is the signatory on behalf of the other third sector providers involved, the other providers will be co-signatories;
 - Prioritise the scope of services to be delivered to meet need;
 - Establish proactive and reactive provision assessing opportunities to expand provision where needed throughout the lifetime of the service level agreement(s);

- Work with the Council and other organisations to address linked issues around deprivation, making linkages to advice service provision and neighbourhood working.

2.4 The bids were also required to set out:

- The methodology for how the organisation will engage with the other third sector providers in the co-design and co-delivery;
- Partnership working around crisis support including the Food in Crisis Partnership and the approach to enhancing partnership working;
- Maintaining and developing the network of Community Food Members and other crisis food provision;
- Opportunity to provide non-food crisis provision alongside food;
- Crisis loans provision including how crisis loans can be best focussed including eligibility criteria etc;
- How residents may be supported when the crisis involves utility costs.
- Approach to linkages to advice services including support for use of “Refernet”;
- Approach to engagement with wider work in Rotherham around tackling deprivation and supporting neighbourhood working;
- Demonstration and commitment of management capacity to lead both the co-design and co-delivery, including receipt and management of the grant and grant compliance matters; and
- How the other third sector providers will be supported to participate in the integrated model of advice provision to commence in April 2020.

2.5 The bid submitted by VAR was assessed as fully compliant with the requirements.

2.6 Building on the history and experience of delivering crisis support, the key components for the co-design and core services to be provided have included:

- Interest free (crisis) loans to those in need;
- Provision of food and non-food items to Community Food Members, so they have the supplies to make up and provide emergency food parcels to those in need;
- Support for a partnership of ‘Food in Crisis’ groups / organisations, in order to provide a ‘joined up’ and holistic support, where there is a need to address food poverty;
- Provision of service provision data (to include such information as reasons for need) to provide intelligence to shape strategy, including prevention or escalation of need;
- Clarity of crisis support provision to referral agencies / front line workers, so the pathways to support are at least ‘fit for purpose’; and
- Co-ordination of appeals and donations to support the crisis provision.

2.7 The co-design process has been taken forward by the leading key agencies in the voluntary sector in Rotherham, supported by voluntary sector partners and statutory agencies, including members of the “Food in Crisis Partnership”. This includes as the key agencies Voluntary Action Rotherham (VAR), LASER Credit Union (LCU) and FareShare Yorkshire. It also includes approximately 70 organisations that refer those in need to Community Food Members (Food Banks) and to LASER Credit Union.

2.8 Details of the partners to the co-design and delivery are:

- **Voluntary Action Rotherham** (VAR) is a Registered Charity and Company Limited by Guarantee. The organisation was set up (40 years ago) specifically to provide support and services to the hundreds of Voluntary and Community Sector (VCS) groups in the Rotherham Borough; taking on the role of the ‘umbrella’ body for the Rotherham VCS. VAR has a membership base of over 800 organisations.
- **LASER Credit Union** (LCU) was set up in 2003, and has provided vital services to local communities, through which LASER has built up considerable expertise in the delivery of savings and loans, often to those excluded from mainstream provision. LASER Credit Union is regulated by the Financial Conduct Authority and authorised and regulated by the Prudential Regulation Authority. Laser Credit Union provides the existing crisis loan service and has utilised the experience developed to date as part of the co-design process.
- **FareShare Yorkshire** is part of the national FareShare Charity, with linkages to stakeholders, such as supermarkets and food producers. FareShare redistributes surplus good quality food that would otherwise have gone to waste to charitable organisations around the UK for the production of meals for those most in need. The organisation also provides educational, advice and training for staff, volunteers and clients of those organisations as well as to its own volunteers. FareShare have the national and local relationships, expertise and experience where supplies and distribution of food is involved. FareShare Yorkshire have been part of the existing crisis support provision in Rotherham, and have used the knowledge to date to inform the co-design work.
- There are over 20 Rotherham organisations and services that make up the **Food in Crisis Partnership** (FiC), and some of these, as appropriate have ‘signed up’ to the Community Food Member, FareShare model. The benefits of being part of the FiC Partnership are not just about receiving supplies of food, but discussing common issues, sharing wider expertise and other resources.

3. Options considered and recommended proposal

- 3.1 Options considered were part of the Cabinet decision taken on 21 October 2019. Cabinet approved the co-design option as the way forward.
- 3.2 The co-design sets out the service provision and arrangements for partnership working including links to other partnership arrangements and opportunities to inter-relate with related policy and service initiatives advice; neighbourhood working; and tackling deprivation.
- 3.3 The core services to be provided will include:
- Interest free (crisis) loans to those in need (further details below);
 - Provision of food and non-food items to Community Food Members, so they have the supplies to make up and provide emergency food parcels to those in need;
 - Support for a partnership of 'Food in Crisis' groups / organisations, in order to provide a 'joined up' and holistic support, where there is a need to address food poverty;
 - Provision of service provision data (to include such information as reasons for need) to provide intelligence to shape strategy, including prevention or escalation of need;
 - Clarity of crisis support provision to referral agencies / front line workers, so the pathways to support are at least 'fit for purpose'; and
 - Co-ordination of appeals and donations to support the crisis provision.

Crisis Loans

- 3.4 The aim of the current crisis loans service is to provide crisis loans to vulnerable people in Rotherham who find themselves in a crisis situation. The crisis loan should enable the individual to resolve their crisis. LCU will continue to ensure that provision going forward remains flexible and adaptive.
- 3.5 There are a number of reasons for an individual being in crisis and what is needed to resolve the crisis. LCU, therefore, has a flexible approach in its assessment of an individual's crisis and the financial support needed to resolve it. Crisis loans can be provided to purchase food, essential household goods (e.g. bed, mattress) and electrical goods (e.g. cooker, fridge-freezer, washing machine). Crisis loans can also be provided to pay urgent bills including the payment of / top up of essential utilities such as gas, electric and water.
- 3.6 The list is not exhaustive or restrictive as an individual is assessed based on the crisis and how to resolve it.
- 3.7 In the same way the reason for applying for a crisis loan is not restricted unnecessarily and can include death in close family; loss of money; broken electrical goods; eviction prevention (proof required); gas / electricity threat of cut off (proof required).

- 3.8 The minimum amount of a crisis loan is £40, and the maximum amount is £120 although exceptions can be made to a maximum of £250 for purchase of essential furniture or electrical goods, where payment can be arranged / made from LCU, direct to the supplier.
- 3.9 Crisis Loans are interest free.
- 3.10 There are no administration fees.
- 3.11 No credit reference searches are performed in assessment of crisis loans.
- 3.12 Eligibility for crisis loan Service (it should be noted that some eligibility criteria including being assessed as being able to repay are Regulatory requirements even for a crisis loan):
- Each applicant for a crisis loan should be a resident of Rotherham aged 18 and over;
 - Each applicant for a crisis loan should have a proven minimum income of £71 per week. LCU will ensure, however, that the minimum of £71 per week income does not have a detrimental effect on an individual's opportunity to apply for a crisis loan especially where it has been determined that they can make the repayments. This could relate to where an individual has had their benefits sanctioned at the point of application but would be able to make the repayments at a later date;
 - A crisis loan can only be provided if an affordable repayment plan is agreed with the individual, with a minimum repayment amount agreed;
 - Crisis loan repayments are deducted from a member's benefit which is paid into the member credit union account;
 - The number of loans that can be offered to an individual is at the discretion of LCU, the crisis being assessed, and on the individual's repayment history. Members cannot access a second loan until the first loan has been fully repaid; and
 - To process an agreed crisis loan the applicant must be a member of or become a member of LCU and have or open a membership account. The applicant, therefore, must be able to prove their identity and provide confirmation of their address and other such documentation such as proof of income.

How residents may be supported when the crisis involves utility costs

- 3.13 Residents that find themselves in crisis with utility may be referred for a crisis loan. The current service provides for those having problems paying for their utility bills and this will continue under the scheme running from April 2020. Individuals in receipt of a crisis loan becomes a member and has access to the following benefits of being a member:
- A cashiers facility;
 - An Engage Card provided by Contis group (Similar to a Visa debit Card);

- LCU's savings and loans products thereby helping individuals to manage their money more efficiently, build a savings culture, a credit score, reducing an individual's reliance on high cost lenders. Thereby helping an individual to become more financially included and less reliant on crisis loans in the future;
- An account that will enable LASER to assist an individual to budget by paying bills, including utility bills, on their behalf, much the same as a standing order operates in a bank account; and
- Where a crisis loan cannot resolve the issue, LCU will refer to the appropriate advice agency for support in dealing with their crisis.

Provision from FareShare Yorkshire

- 3.14 FareShare Yorkshire will supply signed up Community Food Members (food banks) (CFM's) through the provision of a regular volume of surplus food (Ambient and Fresh) it sources, to enable those organisations to provide Rotherham residents access to food in a crisis situation. The volume of food will be determined by the individual organisations demand, requirements in exchange for supplying data to the partnership which enable the underlying causes of crisis to be addressed.
- 3.15 FareShare will redistribute identified required items of non-food alongside food provision within the existing capacity of the current infrastructure (vans and warehouse space). These items will be sourced through either centralised acquisition (In kind Direct) or local partners and donation points. This type of provision is to ensure that the approach for individuals is as holistic as possible.
- 3.16 FareShare deals with surplus food meaning that product type naturally varies. However, FareShare will work with CFM's to understand the type, volume and regularity of food need and work proactively through its Local Food Sourcing programme to meet the demand. The food quality will be off the same standard as retail purchasing.
- 3.17 FareShare will be an active partner with the partnership to ensure its provision meets the needs of the service. It will also regularly be in weekly contact with CFM's to create the organisations food orders and confirm delivery arrangements.
- 3.18 The inclusion of more tailored food supplies including fresh and non-food items is an expansion of the service from the current "ambient" food provision.

Strategic support and use of data to support service provision meeting need and links to other provision

- 3.19 VAR will support the collation of data from CFMs and share this with RMBC in an appropriate format. VAR will support the Food in Crisis Partnership, which will include regular meetings to identify and address common issues. VAR will also:

- Support the provision of pathways to non-food items;
- Co-ordinate the information of 'food in crisis' provision for front line workers and provide information re the laser credit union loans to Food in Crisis members, referring agencies and groups and CFMs, as appropriate;
- Provide a co-ordination point for appeals and donations;
- Work with stakeholders to implement appropriate systems which will assist in clearer, more efficient and co-ordinated pathways to provision –for e.g. the implementation of Refernet system; and
- Identify and secure additional resources / funding to support the VCS members of FiC partnership and CFMs.

3.20 The Refernet system is already in use with advice providers in Rotherham.

3.21 Data collected will include relevant information, such as the number of CFMs, volume of food and non-food items received, and a breakdown of the anonymised data, i.e. reasons for referral, postcode, number of new referrals / number of food parcels and characteristics – such as household composition.

3.22 A potential area for development will be to suggest that the individuals in crisis can provide direct feedback via form and therefore feel included. This would not be compulsory feedback, but for those that are happy to do so, it will inform learning and will be used as evidence for any change required.

3.23 LCU will continue to collect and provide monitoring information as it does per its existing Service Level Agreement with RMBC. This information is used to measure:

- The use of the crisis loan service by number of loans granted and any peaks and troughs in its use, e.g. a higher number of crisis loans in January;
- Post code information to establish any trends in crisis loan demand by area;
- Data analysis of the reasons for applying for a crisis loan and analysis of what the loan has been granted for, i.e. what the loan money will be used for;
- The total repayments made, average affordable repayments and arrears analysis;
- Referrals into LCU and referrals out; and
- The number of loans declined and the reasons for this.

3.24 All data will be collected and summarised monthly.

3.25 Although all of the data will be useful, it is important that the process can measure what is important to those 'in need'. This will include how people can be supported at an earlier stage and supported to minimise them having to re-enter crisis support services. Some of this will be clarity of pathways and referrals for other related and personalised support services.

- 3.26 In addition to the reporting of data to the Council as part of monitoring returns, the data and other information, including learning and implementation, will contribute to:
- Six monthly reviews;
 - Schedule of FiC meetings;
 - Delivery partner meetings; and
 - Service user feedback and case study information.
- 3.27 The six monthly reviews will form an important part of ensuring that the services continue to meet any changing need over the three year period of the SLA.

Expected impacts and benefits from the co-designed service and partnership working

- 3.28 A key part of the co-design under the terms of the Rotherham Compact is how local organisations work together to improve the service offer and be better able to adapt to changing needs and demands over time. The impacts and benefits of the new agreement include:
- The delivery of Crisis Support Services being more holistic, streamlined and with clear referral pathways.
 - The delivery partners working more closely together and with its FIC partners, referring organisations and any other such parties that provide services and support to individuals that are in crisis.
 - That all referring organisations have a clear understanding of what services and support each other provides in order to ensure that referrals between parties are correct and right for the individual in crisis. That the individual in crisis receives a good and timely service from the parties involved in resolving the crisis.
 - In the short term FareShare expects that organisations food requirements will be met, and a reduced level of resources needed by those organisations to meet the demand. By working closely with the CFM's to understand fluctuations, type and emerging changes in demand we will address the underlying causes of crisis and prevent the reliance of food provision in the long term.

Data sharing and feedback

- 3.29 Data sharing and feedback will form an important part of the partnership working and ensuring best fit services and being able to refer people to the right services for them.
- 3.30 In the short term the existing data collection method will continue as partners manage a transition to a e-system based referral method to centralise data collection and analysis.
- 3.31 Movement to adopting the “referent” system which has client consent, data protection and referrer responsibility built into the referral form.

- 3.32 That any data shared between partners, can include personal data, as this will be required for measurement of client referrals and potentially overuse of the services by some individuals. Any client data will be transmitted in a secure way. LCU uses RMail which provides greater security and encryption than data transmitted by standard email.
- 3.33 Other feedback will be gathered and collated using 'feedback' methods including feedback forms, electronic communications feedback and via partner and stakeholder meetings and conversations.

Developing the service over the three year period

- 3.34 The services and partnership working will evolve over the three year life of the agreement using the data and information collected; the 6 monthly reviews; and new opportunities for referrals and service delivery. This includes aspiration to enable support to prevent people getting into crisis through working across a number of services and agencies.
- 3.35 It is envisaged that, over time, the majority of referrals for food in crisis support and crisis loan support to be actioned and administered via an electronic on line system. Partners have been investigating the use of Refernet and want to explore this further, including dialogue with CFM provider organisations and referring organisations.
- 3.36 There is an aim for support to be available at an earlier stage, before people entered a financial crisis situation; so that over time fewer people were experiencing financial crisis. This would require a multi-agency, co-ordinated and holistic approach. The core partners will work with stakeholders to identify and respond to the challenges of prevention and early intervention service provision.
- 3.37 Alongside prevention services, there also needs to be a greater understanding of the underlying factors that 'trap or force' people back into a cycle of financial crisis. We need to advocate for these services and support. This may in part be about making clear what already exists and working with partners to effect more robust and efficient systems – for example, Refernet, not only as a referral tool, but one that helps identify those most at risk and/or repeat risk of financial crisis.
- 3.38 As part of the delivery of the co-ordinated financial crisis provision an annual implementation plan will be produced. This will provide a visual pathway to services and a high-level three year plan.

Links to advice services; neighbourhoods and tackling deprivation

- 3.39 Advice services play an important and critical role for our communities and for people in need – specifically providing much needed advice on debt, benefits, housing and immigration. The Citizens Advice Bureau (CARD) is a member of the FiC partnership and VAR is a member of the Advice in Rotherham Partnership.

- 3.40 The partners' aim in the medium term is to incorporate the financial crisis support provision as part of the existing Refernet platform – so all the related and complimentary support services can be 'joined up' and referral via a common system. It is recognised that this means working with CFMs and wider stakeholders to meet their needs to be able to adapt to the new ways of working – including an appreciation and provision for their support needs. This may include sourcing and securing funding for IT needs, including hardware and training.
- 3.41 There is recognition and adaptation of services required at a locality and neighbourhoods levels – including the development of Primary Care Networks and the wider links and connectivity of services, including health. Deprivation continues to be a factor in Rotherham, with the most recent data showing a decline in a number of indices.
- 3.42 The commitment by the partners, as part of their service offer and development is to link in with all the partners and stakeholders to contribute to Rotherham strategies that aim to tackle deprivation, with a close working relationship with the Neighbourhoods team.

4. Consultation on proposal

- 4.1 A questionnaire was developed in partnership with some of the stakeholders. This was circulated to a wider group of stakeholders, which included:
- A range of RMBC services;
 - 'Food in Crisis' Partnership members (including represented Children Centres);
 - Services and organisations that refer people into either for emergency food parcel support and or Laser Credit Union loans;
 - Advice and support sector organisations;
 - In addition to the written / paper consultation, all 'Food in Crisis' Partnership members were invited to a consultation workshop organised for mid-January; and
 - Organisations and groups were also able to provide their feedback and comments by contacting the core partners by email or phone, via three named individuals.
- 4.2 The summary of the consultation findings are:
- Most of the respondents work / provide services and support to people who also require 'financial crisis' support such as an emergency food parcel and or financial advice / support.
 - Respondents provide a wide range of support to people, including:
 - Pre tenancy support;
 - Mental Health support;
 - Training / Education;
 - Showers, laundry, clothing;
 - 1:1 work with Children and Families;
 - Homelessness Prevention;
 - Domestic violence support; and

- Support to refugees and asylum seekers.

- 4.3 Some of the respondents provide targeted services for specific communities –for e.g. refugees and asylum seekers, domestic abuse victims, council housing tenants (this is not an exhaustive list)
- In terms of recording and monitoring equality of access to existing services; this was varied across organisations;
 - The composition of emergency food parcels required included all types of ambient foods (stored at room temperature, in sealed packages) to fresh food (including fruit and dairy). Culturally appropriate food was also required. For e.g. to cater for vegetarians and Muslims;
 - Additional items that may be required by those in a financial crisis, included clothes, baby equipment, 'white goods', small appliances, furniture, bedding, towels and toiletries. Toiletries were mentioned most frequently;
 - Greater awareness of the eligibility criteria for access to loans. There was some feedback suggesting that there should be ease of access to loans without ID or fixed abode;
 - Other support services and or areas / items that may be required included: travel expenses, smart clothing for interviews, budgeting support, addiction support, benefits advice, mental health support, housing, money for utilities, school uniform and personal hygiene items;
 - The responses to clarity of pathways to other support services, was mixed. Some felt these were clear, but some felt pathways to other services was confusing and or blurred. The issues of long waiting times and or restrictive services were also raised;
 - The types of services and support mentioned to prevent people being from requiring financial crisis support again, included: Benefit advocacy, Refugee advocacy, Crisis grants, emergency accommodation, financial advice / budgeting support, faster processing of benefits, debt advice and addiction support; and
 - The barriers to people being able to access crisis support services, were seen as high demand / stretched existing services (e.g. availability of housing), clarity of what support available, not wanting to ask for help / 'burying head in sand', no mental health crisis respite provision in Rotherham, mental health and addiction issues, experience / expectations and lack of trust in some services, availability of services, shame that comes with accepting charity, not meeting strict criteria, general economic conditions / 'working poor' and services waiting lists.
- 4.4 The consultations to date show clarity of the types of food that need to be provided as part of an emergency food parcel and the related non-food items required. In some areas there has been a mixed response to the consultation and this suggests a number of approaches, including working specifically with those organisations / services who feel where there are gaps in information or wider provision, and follow up further detailed consultations / communications with some to understand and unpack some of the issues.

5. **Timetable and Accountability for Implementing this Decision**

5.1 The service level agreements will come into force on 1 April 2020 and run until 31 March 2023.

6. **Financial and Procurement Advice and Implications**

6.1 The Council has provision for a budget allocation of £100,000 for each of the three financial years 2020/21, 2021/22 and 2022/23. The costs of the co-design programme of crisis support can be contained within this budget provision and therefore do not present an additional cost to the Councils current approved budget.

6.2 The standard Council SLA which includes all terms and condition relating to grant aided projects is being used. All three contracts will be paid quarterly in arrears.

6.3 The Council's funding will be used to provide the services and will include costs such as loan funding, service staffing, operating and overhead costs. The approach also seeks to bring in additional and match funding to provide complimentary or enhanced services. This approach enables services to remain open and flexible in terms of the detailed provision, responding to changing need over time. The specific allocations within the annual £100,000 budget would be as follows:

- LCU £60,000: The £60k per year over three years will enable LCU to provide a full loan service, including the provision of crisis loans and the related costs of managing/servicing those loans. The costs of servicing the loans includes cashflow cost related to the balance of the loan book (capital lent less repayments), any bad debt write off, arrears provision and direct costs of delivery (employment costs, security costs, overheads). All risk and any outstanding loan balances are held with LCU during and at the end of the contract.
- FareShare anticipates that the cost of provision to be circa £30,000 p/a to be reviewed annually; and
- VAR anticipates the contribution of its costs for services to be £10,000 per annum.

7. **Legal Advice and Implications**

7.1 The Council has the ability to provide support for people in need through various provisions including S. 1 of the Localism Act 2011 (c. 20) (Local authority's general power of competence); S. 17 of the Children Act 1989 (c. 41) (Provision of services for children in need, their families and others); among other provisions.

7.2 The Council should deliver support in accordance with all relevant legislation and ensure that specific attention is given to both the Human Rights Act 1998 and Equality Act 2010.

8. Human Resources Advice and Implications

8.1 There are no HR implications arising from this report.

9. Implications for Children and Young People and Vulnerable Adults

9.1 Many vulnerable families with children are helped through crisis provision. In 2018/19, of 5,867 people fed through “food in crisis”, 1,696 were recorded as being under 18 years. Three children’s centres are “community food members” providing foodbank facilities to communities. Children’s and Young People’s Services contributed to the consultation.

10. Equalities and Human Rights Advice and Implications

10.1 An Equalities Screening (Form A) was completed alongside the report to Cabinet on 21 October 2019. It recognised the requirement to address equalities as part of the co-design for the service provision going forward. An Equalities Analysis (Form B) has been completed.

10.2 As part of the consultation, stakeholders were asked to consider the equalities assessment of services. There has been a received a mixed response. This is to some degree understandable – as some services are targeted at particular sections of our communities – for example, services for asylum seekers and refugees, will by their nature result in the client group being predominantly from a range of different ethnicities. Domestic violence service users will in the main be female.

10.3 The current CFMs include organisations providing targeted services to BME, women and young people.

10.4 The analysis of the existing emergency food parcel provision as part of the co-design process shows that approximately one third of emergency food parcel beneficiaries are from BME communities, this compares the BME population being approx. 10% of the Rotherham population.

10.5 Going forward, the partners will work with stakeholders to understand and support where appropriate, that their services are open to all (accepting some have specific criteria) and non-discriminatory.

10.6 Specifically anonymised data re the ethnicity, gender and where available disability will be provided to monitor demand and usage of the services. This will help, as part of the review process, to identify and address any equalities issues throughout the period of the agreement; and that the relevant protected characteristics are fully addressed.

10.7 A separate “Equalities Action Plan” is not required given that addressing equalities is a core component in the monitoring and development of the service provision.

11. Implications for Ward Priorities

11.1 The service is Borough-wide and meets needs in the most deprived neighbourhoods.

12. Implications for Partners

12.1 The recommended option furthers the objective of partnership working through the provisions of the Rotherham Compact, engaging with the voluntary and community sector.

13. Risks and Mitigation

13.1. The principal risks associated with crisis provision are demand outstripping supply and budget. The experience of recent years suggests that £100,000 p.a. will be adequate for the future, but regular monitoring will continue to assess demand and resources. The front-line service provision is through partner organisations staff and volunteers.

14. Accountable Officers

Shokat Lal, Assistant Chief Executive

Jackie Mould, Head of Performance, Intelligence and Improvement,

Steve Eling, Policy Officer

Approvals obtained on behalf of Statutory Officers:-

	Named Officer	Date
Chief Executive	Sharon Kemp	09/03/20
Strategic Director of Finance & Customer Services (S.151 Officer)	Judith Badger	28/02/20
Head of Legal Services (Monitoring Officer)	Bal Nahal	02/03/20

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