

Appendix 7 BUDGET SETTING 2024-25 EQUALITY IMPACT ASSESSMENT (EIA)

Title of EIA		One Coventry Delivery – One Coventry Advice Model
EIA Author	Name	Gemma Tate
	Position	Programme Manager
	Date of completion	27.11.23 Updated 06/12/23
Head of Service	Name	Peter Barnett
	Position	Head of Service – Libraries and Migration
Cabinet Member	Name	Cllr David Welsh
	Portfolio	Housing and Communities

PLEASE REFER TO [EIA GUIDANCE](#) FOR ADVICE ON COMPLETING THIS FORM

SECTION 1 – Context & Background

1.1 Please tick one of the following options:

This EIA is being carried out on:

- New policy / strategy
- New service
- Review of policy / strategy
- Review of service
- Commissioning
- Other project (*please give details*)

1.2 In summary, what is the background to this EIA?

The council have historically commissioned external providers to deliver advice services to Coventry residents. As part of the One Coventry Delivery Model we are reviewing our approach and proposing the development of a One Coventry Advice Model which will look to deliver advice and support at the earliest opportunity and as efficiently as possible.

Working in a One Coventry way will strengthen how Council services and commissioned advice providers work together to ensure that residents can access the advice and support they need by:

- Maximising self-service opportunities for the majority of residents and using technology to drive automation
- Focussing resources on residents who need additional support and/or have multiple advice needs
- Proactively contacting households who have been identified as being in/or going to face significant financial difficulty to offer advice and support

Appendix 7 BUDGET SETTING 2024-25 EQUALITY IMPACT ASSESSMENT (EIA)

The Service review seeks to improve processes both internally and externally to create a more efficient way of delivering advice and information. There may be changes to commissioned and internally provided advice services as a result.

SECTION 2 – Consideration of Impact

Refer to guidance note for more detailed advice on completing this section.

In order to ensure that we do not discriminate in the way our activities are designed, developed and delivered, we must look at our duty to:

- Eliminate discrimination, harassment, victimisation and any other conflict that is prohibited by the Equality Act 2010
- Advance equality of opportunity between two persons who share a relevant protected characteristic and those who do not
- Foster good relations between persons who share a relevant protected characteristic and those who do not

2.1 Baseline data and information

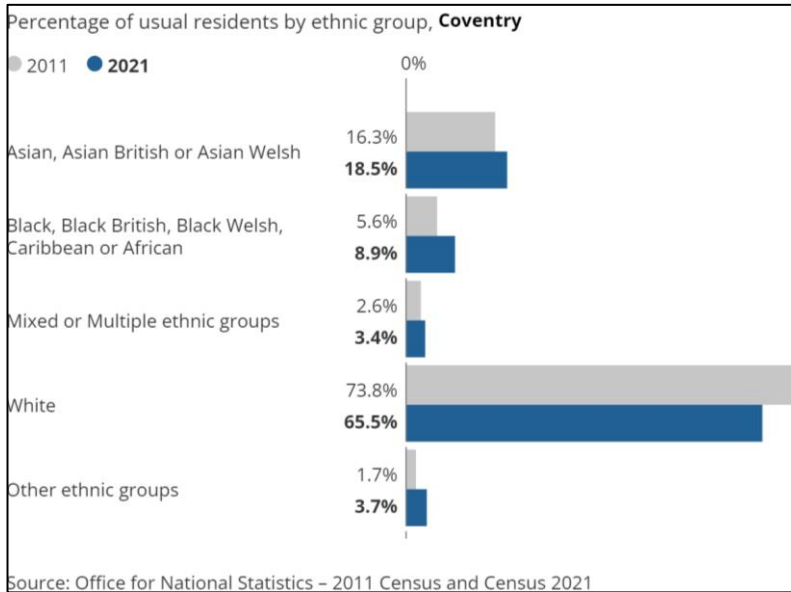
To gain an initial understanding of any potential impacts of the proposed changes data available for limited number of commissioned services available has been compared with Census 2021 data. It should be noted that as the data relates to a limited number of commissioned services only it may not be fully accurate and provides an indication only.

If the changes proposed are implemented, Coventry residents seeking advice, information and services could potentially be impacted. There could potentially be a disproportionate impact on people with the following protected characteristics:

Ethnicity Data

There has been a change in the ethnic composition of Coventry with an increase of ethnic minority groups being identified in the 2021 Census.

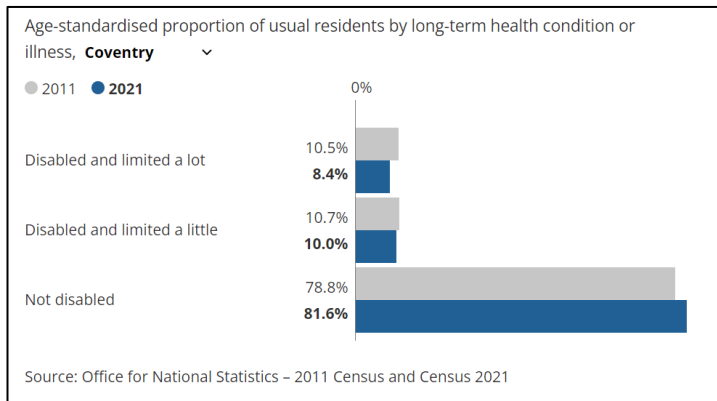
Appendix 7 BUDGET SETTING 2024-25 EQUALITY IMPACT ASSESSMENT (EIA)



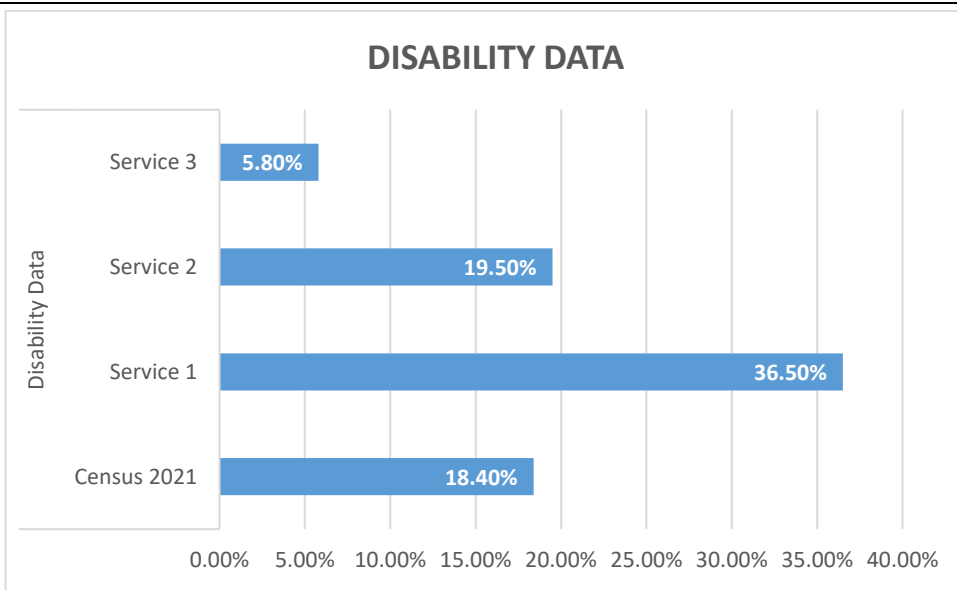
The commissioned services data shows the ethnic groups are accessing current services and that within some ethnic groups there is higher percentage accessing services when compared to city as a whole.

Disability

In 2021, 18.4% of Coventry residents were identified as being disabled. Based on the data available there are higher numbers of people with disabilities/long term illnesses currently accessing those services

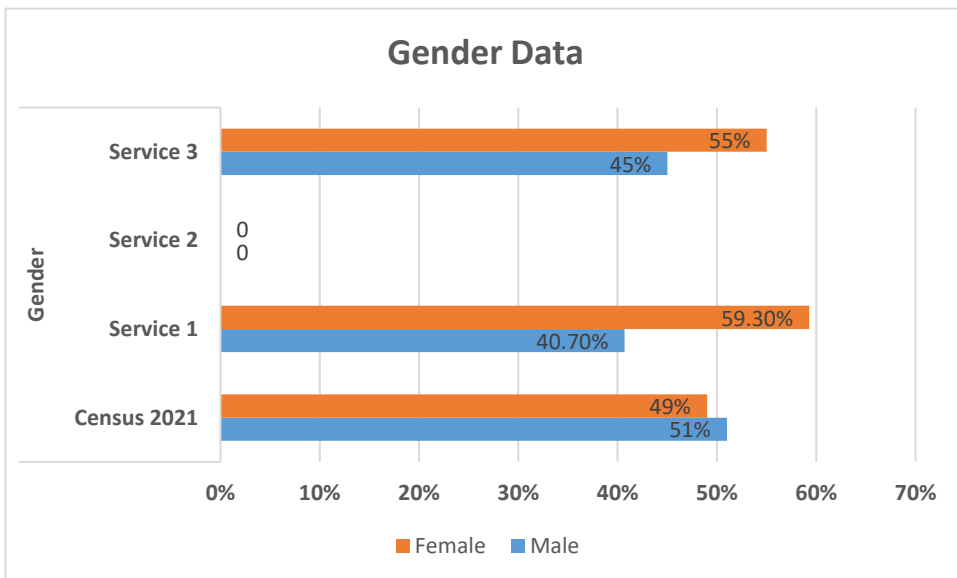


Appendix 7 BUDGET SETTING 2024-25 EQUALITY IMPACT ASSESSMENT (EIA)



Gender

The estimated male population of Coventry in 2021 is 51% of the population, whilst the estimated female population is 49% of the population. The available data shows that there is an underrepresentation of the male population where some have an overrepresentation of the female population when compared to Census data. Service 2 has insufficient data.



If proposed changes are implemented further data analysis of council and other commissioned service data will be used as part of any further analysis of equality impacts. Where needed, we will improve our data collection of monitoring data to ensure that we are able to monitor the equalities impacts.

2.2 On the basis of evidence, complete the table below to show what the potential impact is for each of the protected groups.

- Positive impact (P),

Appendix 7 BUDGET SETTING 2024-25 EQUALITY IMPACT ASSESSMENT (EIA)

- Negative impact (N)
- Both positive and negative impacts (PN)
- No impact (NI)
- Unknown impact (UI)

Protected Characteristic	Impact type P, N, PN, NI, UI	Nature of impact and any mitigations required
Age 0-18	PN	The proposed changes could potentially have a positive and negative impact on families with children. The new service model if implemented could have a positive impact as resources would focus on residents who need additional support and/or have multiple advice needs. And/or by proactively contacting households who have been identified as being in/or going to face significant financial difficulty to offer advice and support
Age 19-64	P	The proposed changes could have a positive impact on 19-64 years , as the data indicates that this age group are seeking information and advice.
Age 65+	P	According to the the data held, this population group have slightly lower support numbers than the population percentage from Census figures. The new service model if implemented would focus resources on residents who need additional support and/or have multiple advice needs. And/or by proactively contacting households who have been identified as being in/or going to face significant financial difficulty to offer advice and support
Disability	PN	The proposed changes could potentially have a positive and negative impact on people with disabilities. The new service model if implemented would focus resources on residents who need additional support and/or have multiple advice needs. And/or by proactively contacting households who have been identified as being in/or going to face significant financial difficulty to offer advice and support
Gender reassignment	NI	There is no positive or negative impact expected for this protected characteristic.
Marriage and Civil Partnership	NI	There is no positive or negative impact expected for this protected characteristic.
Pregnancy and maternity	P	The proposed changes could potentially have a positive impact on pregnancy and maternity. The new service model if implemented would focus resources on residents who need additional support and/or have multiple advice needs. And/or by proactively contacting households who have been identified as being in/or going to face significant financial difficulty to offer advice and support

Appendix 7 BUDGET SETTING 2024-25 EQUALITY IMPACT ASSESSMENT (EIA)

Race (Including: colour, nationality, citizenship ethnic or national origins)	PN	The proposed changes could potentially have a positive and negative impact. For people where English is not their first language, face to face advice and support can be important. If implemented the new service model will have face to face support available but this might be delivered in a different way.
Religion and belief	NI	There is no positive or negative expected for this protected characteristic.
Sex	PN	The proposed changes could potentially have a positive and negative impact on sex. From the initial data analysis , it shows that men are generally under-represented in using the advice services captured and women are over-represented. There will need to be further investigation into why this may be the case in order to improve numbers and access for men.
Sexual orientation	NI	There is no positive or negative expected for this protected characteristic.

2.3 Will there be any potential impacts in relation to health and/or digital inequalities?

This will be explored more fully over the coming months as the EIA is developed further.

3.0 Will there be any potential impacts on Council staff from protected groups?

A number of Council Services will be involved in the delivery of the One Coventry Advice Model. The specific impact is not yet known.

4.0 How will you monitor and evaluate the effect of this work?

Outcomes and monitoring criteria are being worked up. This will evaluate the impact of the work being delivered. Within these outcomes and monitoring data, equality data will be embedded.

5.0	Action Planning	
Issue Identified	Planned Action	Timeframe
Insufficient and inconsistent data collection of equalities data	Embed data collection into the processes of the new model	1 year

6.0 Completion Statement

**Appendix 7 BUDGET SETTING 2024-25
EQUALITY IMPACT ASSESSMENT (EIA)**

As the appropriate Head of Service for this area, I confirm that the potential equality impact is as follows:

- No impact has been identified for one or more protected groups
- Positive impact has been identified for one or more protected groups
- Negative impact has been identified for one or more protected groups
- Both positive and negative impact has been identified for one or more protected groups
- The potential impact of this proposal on protected groups is not yet known

7.0 Approval

Name of Director: Kirston Nelson	Date sent to Director: 06.12.23
Name of Lead Elected Member: Cllr D Welsh	Date sent to Councillor: