BUDGET SETTING 2024-25
EQUALITY IMPACT ASSESSMENT (EIA)

Title of EIA		Coventry Connects Programme
EIA Author	Name	Tracy Ledwidge & Janine Shortland
	Position	ICT Service Delivery Manager & Customer Services Assurance Manager
	Date of completion	23 November 2023 Updated 8 February 2024
Head of Service	Name	Adrienne Bellingeri
	Position	Head of Customer Services
Cabinet Member	Name	Councillor Brown
	Portfolio	Cabinet Member for Strategic Finance and Resources

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 Coventry Connects programme is a new programme aligned to organisational priorities and will involve different activity across the organisation (considering both external and internally focussed activity), through the delivery of various projects within the following initial workstreams:-

- Administration Re-design
- AI/RPA
- Data
- Digital Inclusion
- Digital Solution
- Infrastructure
- Organisational Improvement
- Resident Experience
- Service (re)design
- Volunteering
- Policy & Strategy

It will focus on best use of citywide resources, with resident/user voice and community collaboration at its heart, requiring the reprioritisation and refocus of current work activity, programmes and resources across the council to deliver radical change. Also, delivers solutions to support cost of living, health inequalities and green agendas.

Including #CovConnects a city wide, LA-led digital inclusion programme, working in partnership across the public private and VCSE organisations. #CovConnects provides a core offer of community digital drop-ins, National Databank distribution and the #CovConnects Device Bank. In addition to this, there is a diverse portfolio of bespoke digital inclusion initiatives, aiming to improve outcomes for Coventry residents with digital as the enabler.

Some of the programme aims are detailed below:-
- Increased resident satisfaction
- Improved interface/connectivity and data sharing internally and with partners
- Reduced transactional costs
- Removed duplication
- Increased self serve (internal and external users)
- Process automation
- Targeted support/earlier interventions to our most vulnerable/in need residents informed by data
- Appropriate use of finances
- Informed demand management

This EIA aims to ensure that all projects within this programme meets the Council's statutory equality duties and separate EIA's will be produced for each project.

SECTION 2 – Consideration of Impact

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

This will be looked at in detail once projects have been agreed. Each project will have its own EIA.

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),
- Negative impact (N)

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

Protected Characteristic	Impact type P, N, PN, NI	Nature of impact and any mitigations required
Age 0-18	PN	This will be looked at in detail once projects have been agreed.
Age 19-64	PN	This will be looked at in detail once projects have been agreed.
Age 65+	PN	This will be looked at in detail once projects have been agreed.
Disability	PN	This will be looked at in detail once projects have been agreed.
Gender reassignment	NI	
Marriage and Civil Partnership	NI	
Pregnancy and maternity	NI	
Race (Including: colour, nationality, citizenship ethnic or national origins)	PN	This will be looked at in detail once projects have been agreed.
Religion and belief	NI	
Sex	NI	
Sexual orientation	NI	

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

Potential Impact Yes – However unknown at present - will be looked at in further details once projects have been agreed and developmental work as started.

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

Potential Impact Yes – However unknown at present - will be looked at in further details once projects have been agreed and developmental work as started.

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

These will be considered in the design of all projects and where feasible (and where users have elected to disclose information) equality data will be tracked through engagement with processes

5.0	Action Planning

Issue Identified	Planned Action		Timeframe
n/a			

6.0   Completion Statement

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   ☒

7.0   Approval

Signed: Head of Service:	Date: 08/02/2024
Name of Director: Kirston Nelson	**Date sent to Director:** **08.02.24**
Name of Lead Elected Member: Cllr R Brown	**Date sent to Councillor:** **08.02.24**

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