

**APPENDIX 15 - BUDGET SETTING 2024-25  
EQUALITY IMPACT ASSESSMENT (EIA)**

<b>Title of EIA</b>		<b>One Coventry Delivery – One Coventry Advice Model</b>
<b>EIA Author</b>	Name	<b>Gemma Tate</b>
	Position	<b>Programme Manager</b>
	Date of completion	<b>First completed 27.11.23 Updated 06/12/23 Updated 08/02/24</b>
<b>Head of Service</b>	Name	<b>Peter Barnett</b>
	Position	<b>Head of Service – Libraries and Migration</b>
<b>Cabinet Member</b>	Name	<b>Cllr David Welsh</b>
	Portfolio	<b>Housing and Communities</b>

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 through effective triage processes.
- Proactively contacting households who have been identified as being in/or going to face significant financial difficulty to offer advice and support

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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

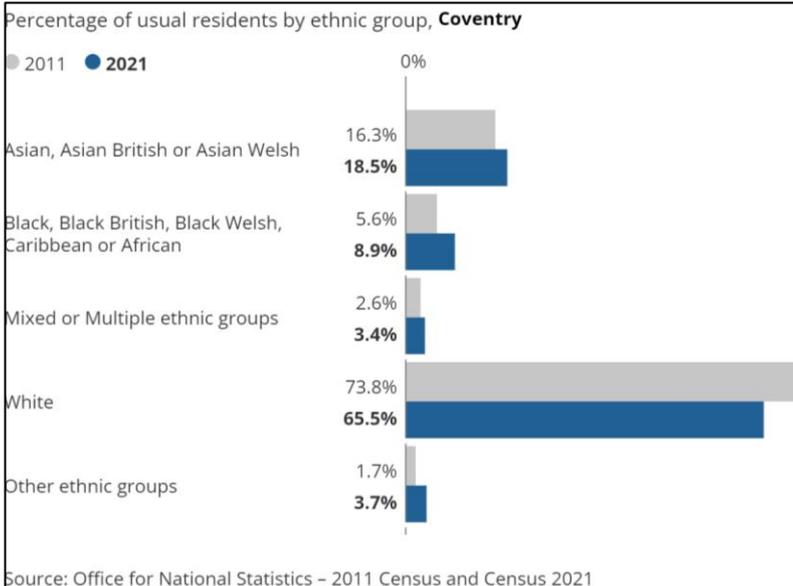
To gain an initial understanding of any potential impacts of the proposed changes data from a limited number of commissioned services (from 2021/22) has been compared with Census 2021 data. It should be noted that as the data relates to a limited number of commissioned services only it may not be fully 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.

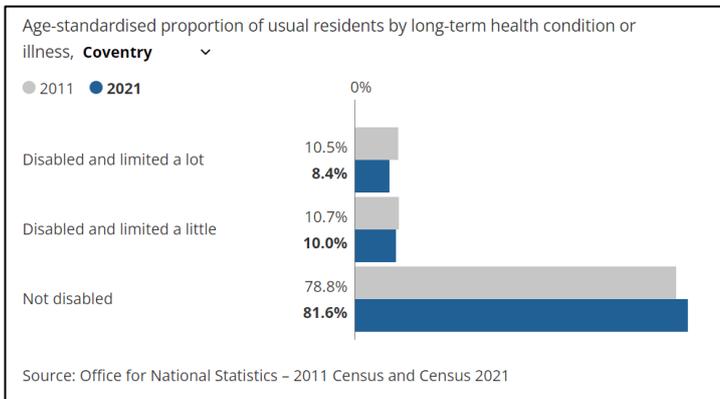
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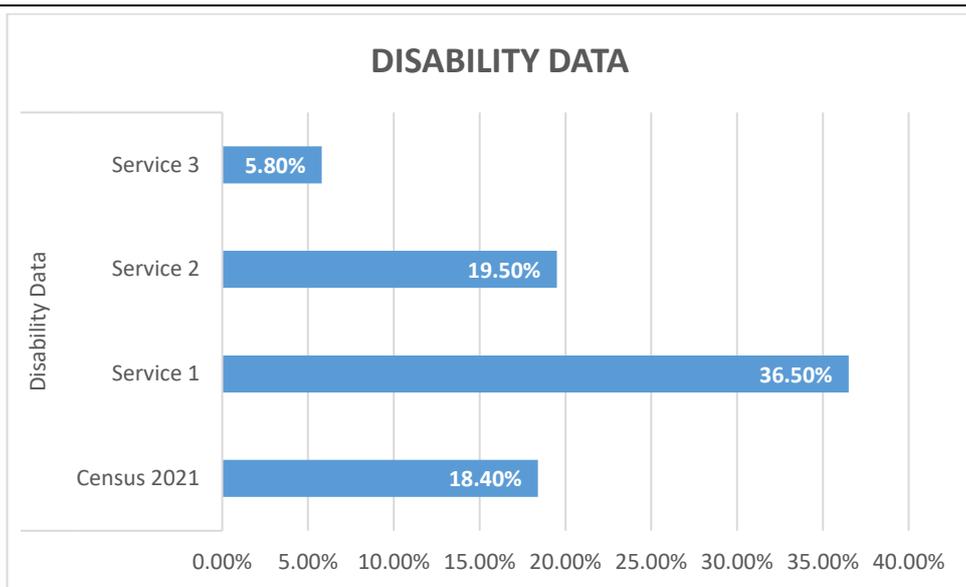
The commissioned services data shows the ethnic groups are accessing current services and that within some ethnic groups there is higher percentage accessing services when compared to city as a whole.

### 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

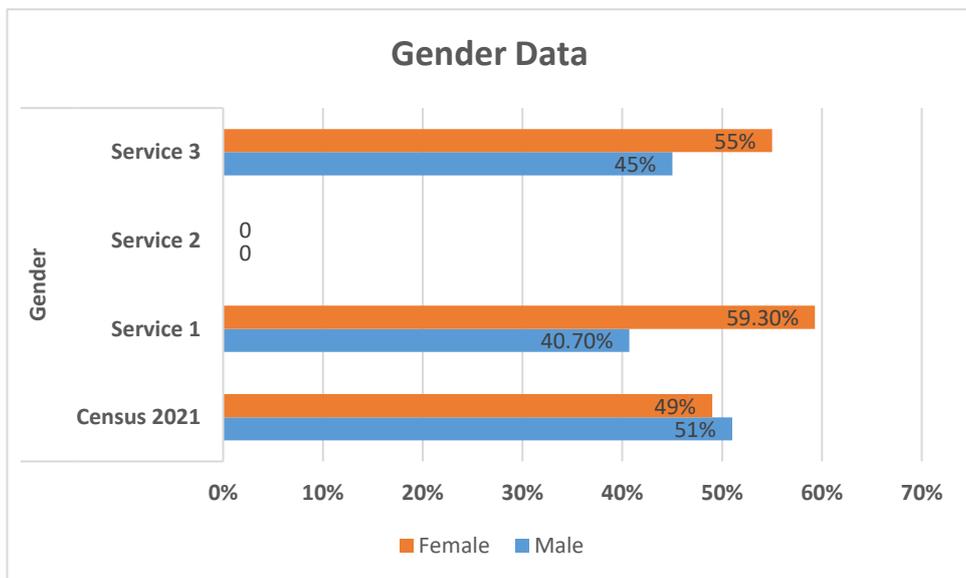


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### Gender

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, including where residents have declined to self report or stated unknown. Where needed, we will improve our data collection of monitoring data to ensure that we are able to monitor the equalities impacts.

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**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)

<b>Protected Characteristic</b>	<b>Impact type</b> P, N, PN, NI, UI	<b>Nature of impact and any mitigations required</b>
Age 0-18	<b>PN</b>	<p>The proposed changes could potentially have a positive and negative impact on families with children. A new service model if implemented could have a positive impact as resources would potentially 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.</p> <p>In order to understand and monitor any potential positive or negative impact of any future changes, improved age related data collection is needed.</p>
Age 19-64	<b>PN</b>	<p>The proposed changes could have a positive and negative impact on 19-64 years , current data indicates that this age group are seeking information and advice more frequently than other age ranges.</p> <p>A new service model if implemented could have a positive impact as resources would potentially 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.</p> <p>In order to understand and monitor any potential positive or negative impact of any future changes, improved age related data collection is needed.</p>
Age 65+	<b>PN</b>	<p>The proposed changes could have a positive and negative impact on aged 65+ According to the the data currently held, this population group have slightly lower support numbers than the population percentage from Census figures.</p> <p>A new service model if implemented could have a positive impact as resources would potentially focus on residents who need additional support and/or have multiple advice needs. And/or by proactively</p>

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		<p>contacting households who have been identified as being in/or going to face significant financial difficulty to offer advice and support.</p> <p>In order to understand and monitor any potential positive or negative impact of any future changes, improved age related data collection is needed.</p>
Disability	<b>PN</b>	<p>The proposed changes could potentially have a positive and negative impact on people with disabilities.</p> <p>A new service model if implemented could have a positive impact as resources would potentially 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.</p> <p>In order to understand and monitor any potential positive or negative impact of any future changes, improved disability related data collection is needed.</p>
Gender reassignment	<b>NI</b>	There is no positive or negative impact expected for this protected characteristic.
Marriage and Civil Partnership	<b>NI</b>	There is no positive or negative impact expected for this protected characteristic.
Pregnancy and maternity	<b>PN</b>	<p>The proposed changes could potentially have a positive impact and negative on pregnancy and maternity.</p> <p>A new service model if implemented could have a positive impact as resources would potentially 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.</p> <p>In order to understand and monitor any potential positive or negative impact of any future changes, improved pregnancy and maternity related data collection is needed.</p>
Race (Including: colour, nationality, citizenship ethnic or national origins)	<b>PN</b>	<p>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.</p> <p>A new service model if implemented could have a positive impact as resources would potentially 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.</p>

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		In order to understand and monitor any potential positive or negative impact of any future changes, improved race related data collection is needed.
Religion and belief	<b>NI</b>	There is no positive or negative expected for this protected characteristic.
Sex	<b>PN</b>	<p>The proposed changes could potentially have a positive and negative impact on sex.</p> <p>A new service model if implemented could have a positive impact as resources would potentially 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.</p> <p>From the initial data analysis , it shows that men are generally under-represented in using the advice services captured and women are potentially over-represented due to family breakdown. There will need to be further investigation into why this may be the case in order to improve numbers and access for men.</p> <p>In order to understand and monitor any potential positive or negative impact of any future changes, improved sex related data collection is needed.</p>
Sexual orientation	<b>NI</b>	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?**

As a Marmot City, we will ensure that as we develop a One Coventry Advice Model we support the Marmot Principle “Ensure a healthy standard of living for all.”and consider how resources are potentially targeted to support those in most need.

This will be explored more fully over the coming months as the EIA is developed further and in conjunction with the Coventry Connects Programme.

**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.

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

Outcomes and monitoring criteria are being worked up. This will be used to evaluate the impact of the work being delivered and this will be regularly reviewed to support changes to service delivery and ongoing equality impacts. Within the outcomes and monitoring data, equality data will be embedded.

This equality impact assessment will be reviewed if this proposal is implemented following approval of the final budget report.

5.0 Action Planning		
Issue Identified	Planned Action	Timeframe
Further identification of any equalities impacts of service re-design	Use other data sources and/or national and local research findings to support the development of a future model. This will include further collaboration with the advice sector to inform further EIA development.	During service re-design phase
When and how equalities data is captured	During service re-design, collaborate with the advice sector and Council services to understand the point at which equalities information is captured.	During service re-design phase and including in any future commissioning processes
Insufficient and inconsistent data collection of equalities data	Embed data collection into the processes of the new model. Consideration will be needed as to how commissioned advice services collect and report equalities information across their different funding streams, particularly where interventions can only be targeted to specific protected characteristics.	1 year

### 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  x
- The potential impact of this proposal on protected groups is not yet known

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**7.0 Approval**

<b>Name of Director: Kirston Nelson</b>	<b>Date sent to Director: 08/02/24</b>
<b>Name of Lead Elected Member: Cllr D Welsh</b>	<b>Date sent to Councillor: 09/02/24</b>