

Appendix 2: Warwickshire County Council (WCC) Equality Impact Assessment (EIA) for HRS Redesign Version 1

The purpose of an EIA is to ensure WCC is as inclusive as possible, both as a service deliverer and as an employer. It also demonstrates our compliance with Public Sector Equality Duty (PSED).

1. Background to your proposed activity and the reasons for it.

Warwickshire County Council commissions housing related support from external providers. The services are for people aged 16+ and who require support and training to develop skills and competencies that will enable them to gain or maintain a tenancy and avoid homelessness. There is no statutory duty on WCC to provide these services.

The current services are organised under the following contracts:

1 - Floating Support for those in their own or temporary accommodation. There are three floating support services: generic services for young people aged 16- 25 years; generic services for adults 25+; and a specialist service for people with disabilities (including those with severe and enduring mental illness/conditions)

2 - Accommodation-based support. There are two services: one for Young People 16 – 25 years; and one for Adults aged 25+

- Housing and support are delivered together. It should be noted that WCC contracts pay for the cost of support only, not property/rental costs. All rental costs, including housing management, are paid via housing benefit claims payable by the relevant LHAs and/or customer contributions where applicable.
- The support is aimed at those without accommodation and at risk of significant harm or serious exploitation
- The support for these customers includes extended cover out of office hours and at weekends. All young people 16 -17 accommodation-based support includes 24/7 staffing.
- Accommodation types include hostel like provision; houses of multiple occupancy; shared houses; and self-contained flats.

The current Medium Term Financial Strategy requires the budget to be reduced by £1m per annum from 2024.

A proposed service redesign will seek to make the services more efficient and reduce the cost per intervention, but there will still be an impact on the total number of people that the services can support with reduced contract fees.

2. Proposed activity including a summary of the main actions.

The proposed plan is to reduce the budget by equal proportions across all services in order to achieve the required level of savings. To partially mitigate the impact, service efficiency improvements are planned:

- fewer contracts, leading to reductions in contract overheads and re-referrals;
- adding a flexible range of shorter housing-related support and interventions that respond to individual needs as efficiently as possible and give earlier, focused support for customers who do not need longer term support; and
- reducing the maximum duration of support.

These efficiencies are not expected to fully mitigate the budget reduction, so there will be a likely reduction in the total number of people receiving the services. The proposal to reduce the number of floating support contracts from 3 to 2 includes ending the floating support service specifically for people with disabilities. Support services for people with disabilities will still be commissioned through the 2 new proposed floating support services.

In developing these proposals, we have worked closely with our key strategic partners including housing teams in the five District and Borough Councils; Warwickshire Probation Service, Warwickshire County Council Adult Social Care and Support and Children and Families Service. Together we looked at how we could deliver a more efficient and cost-effective service through re-design and ensure people who need services get the right service at the right time. The views of customers and other information from a service Needs Assessment have also been considered.

The commissioners will carry out a full Public Consultation exercise in May/June 2023. The findings will inform the final service design to be proposed to WCC Cabinet and, if approved, tendered for contracts to start in January 2025.

We will consult on four Commissioning Proposals and this EIA

Part One

Proposal 1: Reducing the spend by equal proportions and allocating the available budget at same proportions for young people and adult services as current contract arrangements

We propose to reduce the amount we spend on accommodation and floating services by equal proportions. The total budget spend will reduce by £1m, but the proportions of our budget that we spend on each service area would be unchanged – we will continue to spend approximately 50% on accommodation-based services and 50% on floating support services.

Proposal 2 - Stop commissioning the separate floating support service for people with disabilities and meet those needs within two redesigned and inclusive floating support services, one for young people aged 16-25 and one for people aged 25+ years

We propose to stop commissioning the separate service for people with disabilities, but people with disabilities will be able to apply for support from the two new services in the same way. The proportion of the total budget that would have been spent on the separate service for people with disabilities will all be added to the money spent on the two new floating support services. Each of the two new services will be able to meet the same range of customers' needs as the current three services combined.

Proposal 3 - Introduce a flexible range of shorter support options and interventions that respond to individual needs as efficiently as possible and give earlier, focused support for customers who do not need longer term support

We propose to keep the option of both self-referral and referral by organisations on behalf of an individual.

We propose this change for all floating support services, young people 16-25 years and adults 25+.

We propose to introduce:

- A. Early signposting where people can be supported to find help from other services which may be able to support them.
- B. A new Brief Intervention of between 1 and 5 telephone and/or face to face support sessions. This is targeted to help resolve people's situations and support their self-help, so they are enabled to remain independent. Self-help (telephone and online support) could include district and borough housing services and support services such as Citizen's Advice, Drug and Alcohol Services, Local Community Organisations and Social Care.
- C. A new 12-week short term transition/ resettlement/enablement floating support service for those whose needs can be met in this time.

Proposal 4 - Reduce the maximum duration of services

In order to maximise the resource, we will have and continue to support as many customers as possible, we aim to increase the throughput of customers.

We are proposing to reduce the maximum duration of a service intervention for an individual.

We propose to:

- Reduce the maximum duration of floating support for people aged 16-25 from 24 to 12 months
- Reduce the maximum duration of floating support for people aged 25+ from 12 months to 9 months
- Reduce the maximum duration of Accommodation-based support from 24 months to 18 months

Part Two

Consultation on the Equalities Impact Assessment.

3. Who is this going to impact and how?

The plan will impact on those citizens who seek support services, as they may not be offered a service if the commissioned provider has no available capacity at the time. The impact could be a delayed service start, or, if this is not appropriate, the citizen may be advised of other agencies which could offer support. This would mean that the citizen would need to engage with other support themselves.

Our service user data and needs assessment shows that the people who seek support are:

1. Care Leavers
2. Mothers and babies
3. People with Disabilities including Physical, Learning and Sensory Disabilities
4. People with Mental Health Needs
5. People with drug and alcohol issues
6. People with experience of the criminal justice system
7. People who are Homeless
8. People with experience of institutional living such as prison or long stay hospital or children's residential care service who are, or may be, unable to take care of themselves or protect themselves from significant harm or serious exploitation; or represent a threat of harm to their community
9. Young People 16 +

Section Two: Evidence

Please include any evidence or relevant information that has influenced the decisions contained in this EIA. This could include demographic profiles; audits; research; health needs assessments; national guidance or legislative requirements and how this relates to the protected characteristic groups and additional groups outlined in Section Four.

A – Quantitative Evidence

This is evidence which is numerical and should include the number people who use the service and the number of people from the protected characteristic groups who might be affected by changes to the service.

Protected Characteristics across services

Age

Table 1: Age Distribution in Warwickshire population and Service Users

	16-18	18-25	26-35	36-40	41-50	51-60	61+
Floating Support	0%	3%	40%	16%	19%	14%	7%
YP Accommodation	16%	82%	2%	0%	0%	0%	0%
Adult Accommodation	0%	2%	33%	18%	32%	14%	0%
Warks Population ONS 2021	4%	9%	16%	8%	16%	18%	30%

Gender

Table 2: Gender Distribution in Warwickshire population and Service Users

	Male	Transgender	Female
Floating Support	40%	0%	60%
YP Accommodation	51%	2%	47%
Adult Accommodation	88%	0%	12%
Warks Population ONS 2021	51%	0.35%	49%

Table 3: Customer Vulnerabilities by Gender

Vulnerability	Male	Female
Alcohol	13%	8%
Drugs	18%	9%
Mental health	26%	28%
Learning disability	7%	6%
Domestic abuse	4%	13%
Physical health	14%	12%
Physical/sensory disability	3%	3%
Risk of harm from others	6%	13%
Poses risk of harm to others	6%	3%
Other vulnerability	3%	5%

Pregnancy

The accommodation-based services can accept pregnant women but there is insufficient data available to understand if there are any issues around access.

Ethnicity

The data is incomplete for service users – no information for 20% of that population. Further data collection is required in order to fully evaluate.

Table 4: Ethnicity Distribution in Warwickshire population, Service Users and main applicants owed a prevention or relief duty (Oct-Dec 2021)

Ethnicity	% of Warwickshire Total Population	% of Service Users	% of main applicants owed a prevention or relief duty (Oct-Dec 2021)
White	89%	90%	79%
Black / African / Caribbean / Black British	0.8%	5%	3%
Asian / Asian British	4.6%	3%	2%
Mixed / Multiple ethnic groups	1.5%	0.5%	3%
Other ethnic groups	0.40%	1.5%	1%
Not known ⁸	3.7	N/A	12%

See <https://data.warwickshire.gov.uk>

Ethnicity data is from the 2011 Census.

There are some differences between the percentages of people in the general population and the service users identifying as Black or Asian. These will be considered when redesigning services.

Religion & Beliefs:

Further work is required in this area to better understand if there are barriers for customers in accessing services based on religion or belief. WCC will work with services under the new contract/s to develop good quality data collection tools which will support this going forward.

Sexual Orientation:

Further work is required in this area to better understand if there are barriers for customers in accessing services based on sexual orientation. WCC will work with services under the new contract/s to develop good quality data collection tools which will support this going forward.

Care Leavers:

4% of Warwickshire population (ONS 2021) were 16-18yrs. As of 31.12.22 there were 249 16/17yr olds 'in care' and eligible to receive a service from Leaving Care (240 children) or who had left care and were already receiving leaving care support (9 children). This is a rate of 189 per 10,000 of the 16-17 Warwickshire population. However, 38% of these children are unaccompanied asylum-seeking children (UASC) and less likely to access services.

Care leavers make up a small proportion of the services' customers: on average 7% of customers across all services during a 1yr reporting period are care leavers. Between April 21 – April 22, 31% of St Basils young people customers and 14% of P3 young people customers were care leavers. A reduction in local services may result in more young people being accommodated in services that are a greater distance from their support networks/connections, education centres and/or employment.

Current customers who are offenders:

42% of Accommodation-based service users are Ex-offender Single Males aged 26-54; 6% are Ex-offender Single Females aged 26-54

B – Qualitative Evidence

This is data which describes the effect or impact of a change on a group of people, e.g., some information provided as part of performance reporting.

Over June and July 2022, engagement sessions with customers from P3 generic and intensive floating support, P3 additional street outreach service, P3 accommodation services and Together (disability floating support) were conducted. These engagement sessions were carried out in person for P3 customers and over the phone for Together customers as this was agreed to be more accessible. Young people were less willing to engage, not all young people that expressed an interest to engage did engage.

The engagement sessions were used as a follow up from the engagement work that Homeless Link were commissioned to carry out in 2018. Homeless Link were commissioned to carry out a needs assessment and undertake engagement work to support the retendering of services. New contracts were originally scheduled to be let from August 2021 but due to the impact of the Covid 19 pandemic contracts were extended and will now end in July 2024. Due to this extension and the changes made to services due to the Covid 19 pandemic it was agreed that it was necessary to gather current customers' feedback. The engagement sessions were guided by questions which used data and information from 2018 engagement work. This is to explore if the views and feedback still reflect the feedback gathered in 2018 or if opinions had changed over the pandemic.

During the engagement sessions, 54 customers across the commissioned services were involved in discussions. This report brings together the major findings from the 2022 engagement and comparisons with the 2018 engagement. The report will inform the re-commissioning processes and decision making to ensure what is being commissioned is reflective of customers' feedback and needs.

The engagement told us:

1. Services were felt to be easy to access.
2. The mixed model (face to face and via phone) approach to communication was most valued.
3. 68% of customers who engaged in sessions reported that they were referred through other organisations and professionals.
4. Afternoon weekday provision best met customers' needs.
5. Accommodation services are valued by the customers.
6. Having a starting from strengths approach through strong working relationships between support worker and customer is key to reaching positive outcomes for individuals.
7. Recruiting the right staff (value-based recruitment) and ensuring adequate training and support to have local knowledge and trauma informed approach was key. There needs to be a focus on providers' understanding of mental health and domestic abuse and building those relationships appropriate organisations in the community.
8. High level of support needs around mental health and wellbeing and awareness of staff to meet these needs was crucial for customers' engagement within support services and other services they worked with.
9. The current service offer is meeting the needs of the community with some minor additions which are outlined in appendix 2.
10. Signposting and maintaining relationships with other key agencies remain a strong important element of the support.
11. Young people who responded to the 2022 survey were very positive about the support received and their support workers, especially those receiving floating support.
12. Feeling safe, supported and respected was important to young people.
13. Young people like to receive information by text and email and from their support worker.
14. Young people thought standard and cleanliness of accommodation was important.
15. Young people thought it was important that support workers understood mental health issues.
16. Young people thought waiting times to access accommodation could be improved.

Before this, in Autumn 2021 an on-line survey was undertaken with key stakeholders to understand the support needs of young people and adults and to consider what other support is available to people locally.

1. Twenty-six people completed the survey which represented twenty-two different organisations/teams across Warwickshire. Responses were received from: the five Local Housing Authorities; criminal justice organisations, voluntary and community sector organisations including national and local housing-focused charities; Registered Providers, WCC Mental Health and Wellbeing commissioner, WCC Family Information Service (FIS).
2. Only three of the twenty-six respondents felt that the needs of vulnerable people who are homeless or at risk of homelessness are being met.
3. While there was evidence of each organisation referring on or signposting individual cases to other agencies, indicating an awareness of the other services, there was also a sense that multi-agency client-centered working and ‘wrap-around’ support could be improved.
4. Organisations told us they refer people to their local housing authority when homeless or at risk of losing their home whether they have a legal duty to refer or not.
5. Having a holistic trauma informed approach and starting from strengths was seen as important to maximise engagement of vulnerable people.
6. The majority of respondents felt support services should offer ‘high level support’ defined as - ‘operating as link workers to facilitate multi-agency involvement and engage with services’ aimed at those with multiple needs.
7. When considering the likely impact of a reduction in service, respondents felt the largest impact on their organisations would be seen as a result of a reduction in young people’s support services.
8. There were a number of suggestions about community assets that could be available to support people, but these were not generally viewed as having sufficient resource or expertise to meet the needs of people with complex needs.

WCC decisions about the design of future support services from August 2024 should be informed by further meaningful engagement with key stakeholders.

Section Three: Engagement

Has the proposed activity been subject to engagement or consultation with those it’s going to impact, taking into account their protected

Phase one: Engagement with our current customers and stakeholders

Homeless Link: engagement work undertaken prior to the pandemic in preparation for re-tendering, which was then paused (Homeless Link Report 2019-2020) and feedback from people using services through the quality and performance monitoring, including quarterly returns, annual reports, case studies, compliments and complaints in the last financial year 2021-2022.

Stakeholder Event – January 2020: 37 stakeholders, including current providers and partner agencies attended an event to consider the effectiveness of current services, what works well, what could be better and any gaps in service.

<p>characteristics and socio-economic status?</p>	<p>Engagement with Districts and Boroughs – January 2020: Commissioners met individually with representatives of District and Borough Housing Departments to review current service offer and potential partnership working for future services.</p> <p>Engagement 2022: As detailed above during June and July 2022 engagement sessions were completed.</p> <p>Stakeholder Task and Finish: In Autumn 2021 an on-line survey was undertaken with key stakeholders to understand the support needs of young people and adults and to consider what other support is available to people locally.</p> <p>26 people completed the survey which represented 22 different organisations/teams across Warwickshire. Responses were received from: the five Local Housing Authorities; criminal justice organisations, voluntary and community sector organisations including national and local housing-focused charities; Registered Providers, WCC Mental Health and Wellbeing commissioner, WCC Family Information Service (FIS).</p> <p>The questions asked about the type of activity provided by the organisations, how they support people who are homeless or at risk of homelessness; how they view the contribution of the services and what they feel would be the impact of a reduction in the support service offer.</p> <p>Phase 2: Public Consultation Public consultation will be conducted May-July 2023 to seek views on the proposed options for the support service.</p>	
<p>If YES, please state who with.</p>	<p>YES, engagement with current customers and public consultation.</p>	
<p>If NO engagement has been conducted, please state why.</p>		
<p>How was the engagement carried out?</p>	<p style="text-align: center;">Yes / No</p>	<p>What were the results from the engagement?</p>
<p style="text-align: center;">Focus Groups</p>	<p style="text-align: center;">Yes</p>	<p>See Section B – Qualitative Evidence above – what the engagement told us.</p>
<p style="text-align: center;">Surveys</p>	<p style="text-align: center;">Yes</p>	
<p style="text-align: center;">User Panels</p>		

Public Event	Yes	
Displays / Exhibitions		
Other (please specify)	1:1 face to face discussions and phone conversations with customers Redesign workshops with Key Stakeholder redesign workshops, with key stakeholders (Housing teams in the five District and Borough Councils, Warwickshire Probation Service, Warwickshire County Council Adult Social Care and Support and Children and Families Service and the Family information Service).	
Has the proposed activity changed as a result of the engagement?	Yes	Engagement 2022 informed re-design.
Have the results of the engagement been fed back to the consultees?	Yes	Verbal feedback to providers to pass onto customers and thanks. Reports to housing board of stakeholder engagement and customer engagement.
Is further engagement or consultation recommended or planned?	Yes	Public consultation May – July 2023
What process have you got in place to review and evaluate?	We are working with business intelligence to support the analysis of the public consultation. We have built in 5 weeks' time to support this.	

Section Four: Assessing the Impact

Protected Characteristics and other groups that experience greater inequalities

Proposal 1: Reducing the spend by equal proportions and allocating the available budget at same proportions for young people and adult services as current contract arrangements

Service reductions will have a negative impact on current customers and the service offer, and this will include young people, customers with disabilities, and mental health needs and customers who are Black / African / Caribbean / Black British (because this latter group is more heavily represented in the cohort receiving support than in the Warwickshire population at large).

The specification will clearly outline that providers are to respond to and provide ongoing support to customers through an inclusive and non-discriminatory approach.

	Impact type (+) (=) (-) or (+&-)	Nature of impact
Age	(-/+) 	There will be fewer customers supported through the young people accommodation services. There will be fewer customers supported through the adults' accommodation service. These customers may still require accommodation support services which may increase pressure in other areas, some of which may not be available to some age groups due to the nature of the service. Having two separate services will ensure the needs of people in transition is met adequately so we don't anticipate a negative impact on transitions.
Disability: Consider: <ul style="list-style-type: none"> Physical disabilities Sensory impairments Neurodiverse conditions (e.g., dyslexia) 	(+&-)	The disabilities contract for floating support is currently separate. In the new contract all adults floating support will be provided by one provider and young people floating support will be provided by another provider. We expect an inclusive service to be provided and for providers to be adequately trained to support these customers, which will be clearly outlined in the service specification.

<ul style="list-style-type: none"> • Mental health conditions (e.g., depression) • Medical conditions (e.g., diabetes) 		Depending on the outcome of the tender, customers may need to move providers and will need to be supported through this process.
Gender Reassignment	(=)	This won't directly impact. The specification will also outline training requirements to ensure providers have sufficient training to support the wide range of potential customers. Providers will be required to work with customers through their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments.
Marriage and Civil Partnership	(=)	This won't directly impact. The specification will also outline training requirements to ensure providers have sufficient training to support the wide range of potential customers. Providers will be required to work with customers through their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments.
Pregnancy and Maternity	(-)	Adult accommodation services are aimed at single residents. This may have negative impacts on pregnant women or adults with children who require accommodation services. Young people accommodation currently has a mother and baby's hostel. With service reduction the number of mothers supported may decrease, negatively impacting the number of mothers and babies accessing the service. Providers will be required to work with customers through their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments.
Race: Including: <ul style="list-style-type: none"> • Colour • Nationality • Citizenship • Ethnic or national origins 	(=)	The ethnicity of customers of the services reflects the ethnicity of main applicants owed a prevention or relief duty as homeless, however this is disproportionate to the population of Warwickshire. The specification will also outline training requirements to ensure providers have sufficient knowledge to support the wide range of potential customers.
Religion or Belief	(=)	The number of people using the services at present are representative of the religious make up of Warwickshire. This won't directly impact. The specification will also outline training requirements to ensure providers have sufficient training to support the wide range of potential customers.

Sex	(-)	Single men are large users of the adult's accommodation service. It is likely these customers will therefore see a greater impact under this proposal; however, impact is likely to be experienced by all genders. These customers may still require accommodation support services which may increase pressure in other areas, some of which may only provide gender specific services.
Sexual Orientation	(=)	The number of people using the services at present are representative of the diverse sexual orientation of England. There will be no direct impact from this proposal in regard to sexual orientation. The specification will also outline training requirements to ensure providers have sufficient training to support the wide range of potential customers.
Vulnerable People: <ul style="list-style-type: none"> • Individuals who suffer socio-economic disadvantage • Armed Forces (WCC signed the Armed Forces Covenant in June 2012) • Carers • Homeless • People leaving Prison • People leaving Care 	(=&-)	With services being reduced it may increase the number of individuals being at risk of homelessness, made homeless or continue to be homeless. Ex-offenders are a large percentage of the cohort using accommodation service. The reduction in these services may result in them being homeless or not being able to access accommodation or services. People experiencing socio-economic disadvantage will be negatively impacted as they may not be able to access the services if they require them due to smaller provision. Reduced services for young people. 16-25 may need to access alternative accommodation services or struggle to access support services. This could negatively impact care leavers, meaning they will have to find alternative accommodation for this cohort of young people. Providers will be required to work with customers though their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments.
Health Inequalities (HI) Many issues can have an impact on health: is it an area of deprivation, does every population group have equal access, unemployment, work conditions, education, skills, our living situation, rural, urban, rates of crime etc	(-)	Increase in homelessness which can negatively impact individuals' health. Decrease in service may result in some customers who require support not accessing this which can increase stress and anxiety around housing situation. An impact assessment will need to be completed to highlight the mitigations for this group of customers and to consider alternative routes and accommodation with other key stakeholders. This work will be completed with the children's social care teams. Providers will be required to work with customers though their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments.
Other Groups If there are any other groups		None

Proposal 2: Stop commissioning the separate floating support service for people with disabilities and meet those needs under the two inclusive floating support services, one for people aged 16-25 and one for people aged 25+

We propose to stop commissioning the separate service for people with disabilities, but those people will be able to apply for support from the two new services in the same way, and the two new services will each be able to meet the same range of customers' needs as the current services.

The proportion of the total budget that would have been spent on the separate service for people with disabilities will all be added to the money spent on the two floating support services.

The specification will clearly outline that providers are to respond to and provide ongoing support to customers through an inclusive and non-discriminatory approach.

	Impact type (+) (=) (-)) or (+&-)	Nature of impact
Age	(+&-)	Currently the Disability support service is open for all ages from 16+. The breakdown of 16 - 25 years old with a disability using the service is 19%, with the remaining 81% of customers with a disability being over 25 years. The proposal to offer inclusive services will ensure services remain available to support people from 16yr+ with disabilities.
Disability Consider: <ul style="list-style-type: none"> • Physical disabilities • Sensory impairments • Neurodiverse conditions (e.g. dyslexia) • Mental health conditions (e.g. depression) • Medical conditions (e.g. diabetes) 	(+&-)	The disabilities contract for floating support is currently separate. In the new contract we propose that the needs of people with disabilities will be met by two inclusive services – 16 -25 years old floating support and 25 + floating support. We expect these services will offer a personalised service that meets individual needs of customers, inclusive of those with disabilities. The specification will also state that staff teams will be adequately trained to support the range of customers who may require support. Providers will be required to work with customers through their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments.

Gender Reassignment	(=)	This service redesign won't directly impact. The specification will also outline training requirements to ensure providers have sufficient training to support the wide range of potential customers. Providers will be required to work with customers though their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments.
Marriage and Civil Partnership	(=)	This service redesign won't directly impact. The specification will also outline training requirements to ensure providers have sufficient training to support the wide range of potential customers. Providers will be required to work with customers though their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments.
Pregnancy and Maternity	(+&-)	This service redesign won't directly impact. Providers will be required to work with customers though their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments.
Race: Including: <ul style="list-style-type: none"> • Colour • Nationality • Citizenship • Ethnic or national origins 	(=)	Data on ethnicity needs to be improved before clear conclusions can be drawn. However there are suggestions in available data that there are difference in the proportions of people identifying as Asian or Black in the general population compared with the current service users.
Religion or Belief	(=)	The number of people using the services at present are representative of the religious make up of Warwickshire, however data collection across current services is not consistent. Further work is required in this area to better understand if there are barriers for customers in accessing services based on religion or belief. The specification will also outline training requirements to ensure providers have sufficient training to support the wide range of potential customers. Providers will be required to work with customers though their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments.
Sex	(+&-)	Looking at the current disabilities service we have a slightly higher percentage of males using the service at 58% compared to 42% females. For young people 16-25 years floating services - 35% of customers are male compared to 65% female and for generic adult 25+ floating services 45% are males and 55% are females. By combining the floating support services, we would not envisage a direct impact on any specific sex and the overall service is expected to reflect the Warwickshire profile.

Sexual Orientation	(=)	Further work is required in this area to better understand if there are barriers for customers in accessing support services based on sexual orientation. WCC will work with services under the new contract/s to develop good quality data collection tools which will support this going forward. The specification will also outline training requirements to ensure providers have sufficient training to support the wide range of potential customers.
Vulnerable People: <ul style="list-style-type: none"> • Individuals who suffer socio-economic disadvantage • Armed Forces (WCC signed the Armed Forces Covenant in June 2012) • Carers • Homeless • People leaving Prison • People leaving Care 	(=)	The identified vulnerabilities of people within the current disability services are similar to that of other customers. The specification will outline training requirements to ensure providers have sufficient training to support the wide range of potential customers. Providers will be required to work with customers though their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments.
Health Inequalities (HI) Many issues can have an impact on health: is it an area of deprivation, does every population group have equal access, unemployment, work conditions, education, skills, our living situation, rural, urban, rates of crime etc	(-)	Overall decrease in service may result in some customers who require support not accessing this which can increase in stress and anxiety around their housing situation. The knock-on impact of a reduction of service therefore may risk increasing negative impacts in other areas of customers lives. We will work with customers, providers and district and borough councils to support with access to alternative services and other support services related to the specific are of need/inequality. Providers will be required to work with customers though their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments.
Other Groups If there are any other groups		None

Proposal 3: Introducing a flexible range of shorter support and interventions that respond to individual needs as efficiently as possible and give earlier, focused support for customers who do not need longer term support

We propose to keep the option of both self-referral and referral by organisations on behalf of an individual.

We propose this change for all floating support services, young people 16-25 years and adults 25+.

We propose to introduce:

- Early signposting where people can be supported to find help from other services which may be able to support them.
- A new Brief Intervention of between 1 and 5 telephone and/or face to face support sessions. This is targeted to help resolve people’s situations and support their self-help, so they are enabled to remain independent. Self-help (telephone and online support) could include District and Borough housing services and support services such as Citizen’s Advice, Drug and Alcohol Services, Local Community Organisations and Social Care.
- A new 12-week short term transition/ resettlement/enablement floating support for those whose needs can be met in this time.

By offering the additional early signposting, brief interventions and 12-week service, short term floating support customers will receive a holistic and personalised service and be supported to access the right service at the right time.

Although services reductions will have a negative impact on current customers and the support service offer. This service redesign will not have a direct negative impact due to peoples protected characteristics. The specification will clearly outline that providers are to respond to and provide ongoing support to customers through an inclusive and non-discriminatory approach.

	Impact type (+) (=) (-) or (+&-)	Nature of impact
Age	(+&-)	We are keeping the age range for services at 16- 25 years and 25+ , however the number of customers receiving a service across these age groups may be impacted. The specification will also outline training requirements to ensure providers have sufficient knowledge to support the wide range of potential customers.

<p>Disability: Consider:</p> <ul style="list-style-type: none"> • Physical disabilities • Sensory impairments • Neurodiverse conditions (e.g. dyslexia) • Mental health conditions (e.g. depression) • Medical conditions (e.g. diabetes) 	<p>(+&-)</p>	<p>This service redesign won't directly impact. All services should be inclusive and meet the needs of people with disabilities.</p> <p>The specification will also outline training requirements to ensure providers have sufficient training to support the wide range of potential customers. Providers will be required to work with customers though their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments.</p> <p>Providers will be required to check everyone's communication preferences and access requirements and make arrangements accordingly. This may include for example providing interpreters, information in other languages, large fonts and ensuring support locations have wheelchair access (list is not exhaustive).</p>
<p>Gender Reassignment</p>	<p>(=)</p>	<p>The specification will also outline training requirements to ensure providers have sufficient knowledge to support the wide range of potential customers. Providers will be required to work with customers though their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments.</p>
<p>Marriage and Civil Partnership</p>	<p>(=)</p>	<p>This service redesign won't directly impact.</p> <p>The specification will also outline training requirements to ensure providers have sufficient knowledge to support the wide range of potential customers. Providers will be required to work with customers though their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments.</p>
<p>Pregnancy and Maternity</p>	<p>(+&-)</p>	<p>Expectant and new mothers will be able to access support and will be signposted to support specifically relating to pregnancy/maternity.</p>
<p>Race: Including:</p> <ul style="list-style-type: none"> • Colour • Nationality • Citizenship • Ethnic or national origins 	<p>(=)</p>	<p>The ethnicity of customers of service reflects the ethnicity of main applicants owed a prevention or relief duty as homeless, however this is disproportionate to the population of Warwickshire.</p> <p>The specification will also outline training requirements to ensure providers have sufficient knowledge to support the wide range of potential customers.</p> <p>Translators will be provided if required and information will be available in different languages.</p>
<p>Religion or Belief</p>	<p>(=)</p>	<p>The number of people using the services at present are representative of the religious makeup of the UK. This service redesign won't directly impact. Providers will be required to work with customers though their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments.</p> <p>The specification will also outline training requirements to ensure providers have sufficient knowledge to support the wide range of potential customers.</p>

Sex	(=)	This service redesign won't directly impact. People will be able to request to speak to/be supported by people of a specified gender by phone, virtually and in person. The specification will also outline training requirements to ensure providers have sufficient training to support the wide range of potential customers.
Sexual Orientation	(=)	The number of people using the services at present are representative of the sexual orientation makeup of the UK . This service redesign won't directly impact. The specification will also outline training requirements to ensure providers have sufficient knowledge to support the wide range of potential customers.
Vulnerable People: <ul style="list-style-type: none"> • Individuals who suffer socio-economic disadvantage • Armed Forces (WCC signed the Armed Forces Covenant in June 2012) • Carers • Homeless • People leaving Prison • People leaving Care 	(+&-)	People receiving support services may have some and/or all of the stated vulnerabilities. The service redesign aims to enable customers to access enhance signposting and brief intervention to enable them to resolve situations and support their self-help and get the right service at the right time. Appointment times and locations will be flexible to take into account people's diverse needs and commitments, for example, carers and those travelling by public transport. Providers will be required to work with customers though their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments. The specification will also outline training requirements to ensure providers have sufficient training to support the wide range of potential customers.
Health Inequalities (HI) Many issues can have an impact on health: is it an area of deprivation, does every population group have equal access, unemployment, work conditions, education, skills, our living situation, rural, urban, rates of crime etc.	(+&-)	This service redesign should not directly impact individuals' health. The proposal should support customers receiving focussed floating support in more efficient and timely manner, enabling swifter signposting to alternative or additional services. Providers will be required to work with customers though their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments.
Other Groups If there are any other groups		None

Proposal 4: Reduce the maximum duration of services

We are proposing to reduce the maximum duration of a service intervention for an individual.

We propose to:

- Reduce the maximum duration of floating support for people aged 16-25 from 24 to 12 months
- Reduce the maximum duration of floating support for people aged 25+ from 12 months to 6 months
- Reduce the maximum duration of ACC from 24 months to 18 months

In order to maximise the resource we will have and continue to support as many customers as possible, we aim to increase the throughput of customers.

This service redesign is not a direct negative impact due to people’s protected characteristics. The specification will clearly outline that providers are to respond to and provide ongoing support to customers through an inclusive and non-discriminatory approach. The specification will also outline training requirements to ensure providers have sufficient knowledge to support the wide range of potential customers.

	Impact type (+) (=) (-) or (+&-)	Nature of impact
Age	(+&-)	This service redesign should not directly impact people based on age, services will continue to be available for the same age groups, however the duration of this support will be shorter enabling us to support greater throughput of customers with a more focussed approach. Different services have historically had different maximum duration of support. We have looked at actual support durations and considered where we can make efficiencies at the same time as supporting people to achieve their support plan outcomes. Young people may need longer duration of support as they are less likely to have lived by themselves before and need support to develop their basic independent living skills (cooking, washing, cleaning) alongside being tenancy ready. By exception and with commissioners' approval individual people may be supported for longer periods.

<p>Disability Consider:</p> <ul style="list-style-type: none"> • Physical disabilities • Sensory impairments • Neurodiverse conditions (e.g. dyslexia) • Mental health conditions (e.g. depression) • Medical conditions (e.g. diabetes) 	<p>(+&-)</p>	<p>This service redesign should not directly impact people based on disability. The support plan identifies the specific outcomes people need to enable them to live independently, move into more secure/appropriate housing and reduce the risk of homelessness. The plan also identifies milestones and timescales for achieving incremental goals, including a period of reducing support in preparation for independence and transitional support. Providers will be required to work with customers though their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments.</p>
<p>Gender Reassignment</p>		<p>No impacts are foreseen on the basis of gender reassignment. This will be reviewed continuously and if negative impacts arise, mitigating actions will be put in place. Providers will be required to work with customers though their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments.</p>
<p>Marriage and Civil Partnership</p>		<p>No impacts are foreseen on the basis of marriage and civil partnership. This will be reviewed continuously and if negative impacts arise, mitigating actions will be put in place. Providers will be required to work with customers though their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments.</p>
<p>Pregnancy and Maternity</p>		<p>This service redesign should not directly impact people based on pregnancy and maternity. Length of support will take into account the stage of the pregnancy and estimated due date, support may be extended if support needs have not been fully met and/or further post-natal support is required to access specialist support networks. Providers will be required to work with customers though their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments.</p>
<p>Race Including:</p> <ul style="list-style-type: none"> • Colour • Nationality • Citizenship • Ethnic or national origins 		<p>No impacts are foreseen on the basis of race. This will be reviewed continuously and if negative impacts arise, mitigating actions will be put in place.</p>

Religion or Belief		No impacts are foreseen on the basis of religion or belief. This will be reviewed continuously and if negative impacts arise, mitigating actions will be put in place. Providers will be required to work with customers though their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments.
Sex		No impacts are foreseen on the basis of sex. This will be reviewed continuously and if negative impacts arise, mitigating actions will be put in place.
Sexual Orientation		No impacts are foreseen on the basis of sexual orientation. This will be reviewed continuously and if negative impacts arise, mitigating actions will be put in place.
Vulnerable People: <ul style="list-style-type: none"> • Individuals who suffer socio-economic disadvantage • Armed Forces (WCC signed the Armed Forces Covenant in June 2012) • Carers • Homeless • People leaving Prison • People leaving Care 		People receiving services may have some and/or all of the stated vulnerabilities. With less money we want to try and support more people by increasing the throughput of customers. Appointment times and locations will be flexible to take into account people's diverse needs and commitments, for example, carers and those travelling by public transport. Providers will be required to work with customers though their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments.
Health Inequalities (HI) Many issues can have an impact on health: is it an area of deprivation, does every population group have equal access, unemployment, work conditions, education, skills, our living situation, rural, urban, rates of crime etc		This service redesign should not directly impact individuals' health. The proposal reduces the duration of the support received which may negatively impact other inequalities for customers. Providers will be required to work with customers though their support offer/arrangements in a way which supports customers continuing access/attendance at other key services/appointments. By exception and with commissioners' approval individual people may be supported for longer periods.
Other Groups If there are any other groups		

Public Sector Equality Duty (PSED)

Public Authorities must have 'due regard' to the need to eliminate unlawful discrimination, advance equality of opportunity and foster good relations. Please evidence how your proposed activity meets our obligations under the PSED.

When we commission providers to deliver services on behalf of WCC we expect them to carry out the PSED duty on our behalf and this is evidenced in our specification and contracts; evaluated as part of the tender process and monitored throughout the lifetime of our contracts.

	Evidence of Due Regard
<p>Eliminate unlawful discrimination (Harassment, victimisation and other prohibited conduct):</p>	<p>During the tender process it will be made clear to providers the expectations we uphold from our commissioned providers including discrimination policies for customers and staffing of services.</p>
<p>Advance equality of opportunity: This involves</p> <ul style="list-style-type: none"> removing or minimizing disadvantages suffered by people due to their protected characteristics. taking steps to meet the needs of people with certain protected characteristics where these are different from the needs of other people, for example, taking steps to take account of people with disabilities; encouraging people with certain protected characteristics to participate in public life or in other activities where their participation is disproportionately low. 	<p>During the tender process it will be clear from the specification that providers are to respond to and deliver ongoing support to customers through an inclusive and non-discriminatory approach. We will expect our providers to make reasonable adjustments to ensure everyone can access the support they require.</p> <p>The services will cover the support of customers with disabilities with their housing needs. This will support them to participate in public life and other activities. The service also supports offenders and care leavers to find suitable housing arrangements and with their housing and financial needs. During the public consultation, a provider will be commissioned to support vulnerable adults and young people to partake in the public consultation. This will ensure that their voice and opinion are heard and listened to in regard to the service re-design.</p>
<p>Foster good relations: This means tackling prejudice and promoting understanding between people from different groups and communities.</p>	<p>Within the service specifications we require service providers to evident their commitment to eliminate unlawful discrimination, advance equality of opportunity and foster good relations. Including aiming to employ diverse staff who reflect the communities we serve so that everyone can be understood and respected. Training and support being available for staff on working with customers and communities from diverse backgrounds and identities so that everyone in Warwickshire can feel safe, valued, supported and respected.</p>

Section Five: Partners / Stakeholders

Which sectors are likely to have an interest in or be affected by the proposed activity?	Yes / No	Describe the interest / affect
Businesses	No	
Councils	Yes	<p>District and Borough (D &B) councils will be impacted by the decision made through re-tendering process and the savings to be made by reducing services (Proposal One)</p> <p>The redesign proposals aim to reduce the impact and support a personalised and inclusive offer, so people get the right service at the right time and increase the throughput.</p> <p>D & B are clear that the current services support them in preventing homelessness and supporting vulnerable people to remain in their homes. Any reduction in service they feel will impact on increasing the number of people experiencing homelessness.</p> <p>All proposals will have impact on housing services offered by D&B councils</p>
Education Sector	Yes	Interested – may need to refer people to an alternative service given what proposed model and whoever is successful in the tender process.
Fire and Rescue	Yes	Interested – may need to refer people to an alternative service given what proposed model and whoever is successful in the tender process.
Governance Structures	Yes	
NHS	Yes	Interested – may need to refer people to an alternative service given what proposed model and whoever is successful in the tender process.
Police	Yes	Interested – may need to refer people to an alternative service given what proposed model and whoever is successful in the tender process.
Voluntary and Community Sector	Yes	Impacted – other services in the voluntary and community sector may have an increase in customers. This will be those who are no longer able to access support through our commissioned offer.

<p>Other(s): please list and describe the nature of the relationship / impact</p>	<p>Customers & their families – Impact, decrease in service provision will mean there is less current support on offer. May need to look at alternative options.</p> <p>Current providers – Impacted. Depending on impact of re-tendering but could be de-commissioned, TUPE, redundancy.</p> <p>WCC procurement – Impacted. Work closely through re-tendering process.</p> <p>WCC insight team – Impacted supporting with consultation analysis.</p> <p>WCC Finance - Impacted. Work closely through re-tendering process.</p> <p>WCC Legal - Impacted. Work closely through re-tendering process.</p> <p>WCC Health and Wellbeing Board – Interested. Need to be kept informed of changes and impact of these.</p> <p>WCC Equalities</p> <p>WCC information governance</p> <p>WCC Youth Services – Interested. Need to be kept informed of changes and impact of these.</p> <p>WCC Vulnerable Adults – Interested. Need to be kept informed of changes and impact of these.</p> <p>WCC Safeguarding – Interested. Need to be kept informed of changes and impact of these.</p> <p>WCC public health – Interested. Need to be kept informed of changes and impact of these.</p> <p>WCC Youth offending team - – Interested. Need to be kept informed of changes and impact of these.</p> <p>WCC SHAD/Extra Care - – Interested. Need to be kept informed of changes and impact of these.</p> <p>WCC FIS - Interested. Need to be kept informed of changes and impact of these.</p> <p>Housing Associations – Interested. Need to be kept informed of changes and impact of these.</p>
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Section Six: Action Planning
 If you have identified impacts on protected characteristic groups in Section Four, please summarise these in the table below detailing the actions you are taking to mitigate or support this impact. If you are not taking any action to support or mitigate the impact, you should complete the No Mitigating Actions section below instead.

Mitigating Actions

All the proposed models and reasoning behind them will be shared with the public through a public consultation. The aim of this consultation is to inform the public about the proposals and the reasons for them. What the people of Warwickshire tell us during this consultation will help us consider how we redesign services and what services we keep, reduce and/or stop delivering. We will wish to offer and deliver as many of the right services to the right people at the right time as possible and your views about how we should do this are important.

Proposal 1: Reducing the money we spend on accommodation and floating services by an equal proportion

Identified Impact	Action(s)	Timescale incl. evaluation and review date	Name of person responsible
<p>1. There will be fewer customers supported through the young people accommodation services.</p> <p>2. There will be fewer customers supported through the adult accommodation service.</p> <p>3. Customers with disability will not have access to a service described as a disability specialist service.</p> <p>4. Reduced services for mothers and children.</p> <p>5. Reduced services for person with prior criminal justice system involvement</p> <p>6. Reduced service offer for single men</p> <p>7. Increase of homelessness in the County.</p> <p>8. Higher number of people with prior criminal justice system involvement needing an accommodation service from other providers/agencies</p>	<p>Working with Children & Families team to look at specific impact on care leavers and children in care to identify the impact and alternative provision/mitigation. (Impacts 1, 4, 5, 6, 7, 8, 9, 10)</p> <p>There will be a public consultation which may influence how the services are re-designed. (All impacts)</p> <p>Redesign proposals 2-4 create efficiencies and aim to increase throughput of customers, early intervention and ensure people get the right service at the right time. Try and reduce the impact on service reductions. (All impacts)</p> <p>We expect both the young people's 16-25 years and adults 25+ floating support will offer an inclusive service and meet the needs of people with disabilities as part of their contract and for all providers to be adequality trained to support these customers. (Impact 3)</p> <p>Signposting to D&B local housing authorities (Impacts 1, 2, 4, 5, 6, 7, 8, 9, 10)</p>	<p>Before May 2023</p> <p>Consultation taking place May 2023</p> <p>During re-tender</p> <p>During re-tender</p> <p>Throughout contract</p>	<p>Commissioner with support from operational teams Commissioning Support Officers</p> <p>District and Boroughs Commissioners and awarded provider</p> <p>CGL and CAB</p>

<p>9. Negative impact on health due to homelessness or stress/anxieties around housing situation</p>	<p>Ensure WCC website clearly outlines what to do when you are experiencing homelessness and what services are and how to refer. (All impacts)</p>	<p>Throughout contract</p>	
<p>10. Less accommodation or support for care leavers. Resulting in alternative service pressures.</p>	<p>Ensure WCC Communication Plan and new providers Marketing Plan is delivered to ensure all stakeholders across public sector and voluntary sector are aware of the redesign services and what is available and how to refer to maximise engagement of potential customers (All Impacts)</p>	<p>Prior to mobilisation of new providers and throughout contract</p>	
<p>11. The ethnicity of customers reflects the ethnicity of main applicants owed a prevention or relief duty as homeless, however this is disproportionate to the population of Warwickshire.</p>	<p>Ensure probation are aware of what is available (Impact 8)</p>	<p>During re-tender</p>	
	<p>Signposting to citizen's advice and CGL and compass (Impacts 1, 2, 4, 5, 6, 7, 8, 9, 10)</p>	<p>Throughout contract</p>	
	<p>Make sure support services are more accessible and representative of Warwickshire's population (All impacts)</p>	<p>Throughout contract</p>	
	<p>Ensure future service specification promote equality and diversity, with clear expectations around monitoring, training and quality of services. We will look to work with providers to explore how accessible services are to Asian communities who are currently underrepresented. (Impacts 11)</p>	<p>During re-tendering and on-going performance management</p>	

Proposal 2: Stop commissioning the separate floating support service for people with disabilities and meet those needs under the two inclusive floating support services, one for people aged 16-25 and one for people aged 25+

Age	(+&-)	Currently the Disability floating support service is open for all ages from 16+. The breakdown of 16 - 25 years old with a disability using the service is 19%, with the remaining 81% of customer were over 25 years. The proposal to offer inclusive services will ensure services remain available to support people with disabilities for 16 – 25 years and 25 +, and we may see an increase in young people with disabilities accessing services.
Disability Consider: <ul style="list-style-type: none"> • Physical disabilities • Sensory impairments • Neurodiverse conditions (e.g. dyslexia) • Mental health conditions (e.g. depression) • Medical conditions (e.g. diabetes) 	(+&-)	The disabilities contract for floating support is currently separate. In the new arrangements we propose that the needs of people with disabilities will be met by two inclusive services – 16 -25 years old floating support service and 25 + floating support service. We expect these services will offer a personalise service that meets individual needs of customers, inclusive of those with disabilities. The specification will also state that staff teams will be adequality trained to support the range of customers who may require support.
Sex	(+&-)	Looking at the current disabilities service we have a slightly higher percentage of males using the service at 58% compared to 42% females. For young people 16-25 years floating support service- 35% of customers are male compared to 65% female and for generic adult 25+ floating support service 45% are males and 55% are females. By combining the floating support services, we would not envisage a direct impact on any specific sex and the overall service is expected to reflect the Warwickshire profile.
Vulnerable People: <ul style="list-style-type: none"> • Individuals who suffer socio-economic disadvantage • Armed Forces (WCC signed the Armed Forces Covenant in June 2012) • Carers • Homeless • People leaving Prison 	(+&-)	The disabilities contract for floating support is currently separate. In the new arrangements we propose that the needs of people with disabilities, including those with these vulnerabilities, will be met by two inclusive services – 16 -25 years old floating support and 25 + floating support service. We expect these services will offer a personalise support service that meets individual needs of customers, inclusive of those with disabilities. The specification will also state that staff teams will be adequality trained to support the range of customers who may require support.

• People leaving Care		
Health Inequalities (HI) Many issues can have an impact on health: is it an area of deprivation, does every population group have equal access, unemployment, work conditions, education, skills, our living situation, rural, urban, rates of crime etc	(+&-)	This service redesign should not directly impact individuals' health. Overall decrease in service may result in some customers who require support not accessing this which can increase in stress and anxiety around their housing situation.

Identified Impact	Action(s)	Timescale incl. evaluation and review date	Name of person responsible
<ol style="list-style-type: none"> 1. Change in the way people with disabilities will access the floating service 2. Potential changes in the way people with disabilities will continue to be given support if they are receiving services at the point of any change of service provider 3. Customers with disability will not have access to a service described as a disability specialist service. 	<p>There will be a public consultation which may influence how the services are re-designed. (Impact 1 and 2)</p> <p>Deliver the actions within the Communication Plan including:</p> <ul style="list-style-type: none"> ➤ Ensure WCC website clearly outlines what to do when you need support and/or you are homeless ➤ Make sure support services (WCC internal and external), District and Borough Housing teams are clear about where to signpost future customers who have disabilities and referral processes <p>(Impact 1 and 2)</p> <p>Ensure redesign specifications are clear about offering inclusive services and expectation of</p>	<p>Consultation taking place May – July 2023</p> <p>Initially marketing April 2023 – September 2024 and Updated as needed throughout contract</p> <p>September 2023</p>	<p>Commissioner Commissioning Support Officers WCC Communication Teams Awarded provider and commissioners</p>

	<p>the workforce to be able to support a diverse range of customers</p> <p>As part of mobilisation ensure both customers are aware of changes and key stakeholders and supported through the process based on customer choice (Impact 1 and 2)</p> <p>We expect both the young people's 16-25 years and adults 25+ floating services will offer an inclusive service and meet the needs of people with disabilities as part of their contract and for all providers to be adequately trained to support these customers. (Impact 3)</p>	<p>During mobilization of tender</p>	
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No Mitigating Actions

<p>Please explain why you do not need to take any action to mitigate or support the impact of your proposed activity.</p>
<p>Proposal 3 and Proposal 4 focus on increased throughput for customers and getting to the right service at the right time, with enhance signposting and brief intervention support to enable independence and customers resolving issues for themselves with short-term support. These redesign proposals have no direct impact based on people's protected characteristics, so no action plan is required for these areas.</p>

Section Seven: Assessment Outcome

Only one of following statements best matches your assessment of this proposed activity. Please select one and provide your reasons.

No major change required		
The proposal has to be adjusted to reduce impact on protected characteristic groups and/or health inequalities		
Continue with the proposal but it is not possible to remove all the risk to protected characteristic groups and/or health inequalities	X	This has the potential to impact on Warwickshire customers. However, we plan to work with local communities and partner organisations to put mitigating actions in place to ensure everyone can still access the support they need.
Stop the proposal as it is potentially in breach of equality legislation		

Section Eight: Sign Off

N.B To be completed after the EIA is completed but before the area of work commences.

Name of person/s completing EIA	Victoria Church, Victoria Jones and Jackie Soulier
Name and signature of Assistant Director	Becky Hale
Date	2 nd February 2023
Date of next review and name of person/s responsible	September 2023 - Victoria Jones

Once signed off, please ensure the EIA is uploaded using the following form. Please name it "EIA [project] [service area] [year]": [Upload Completed Equality Impact Assessments](#)

These will be stored on a [Sharepoint library](#) which WCC colleagues can access.