

Birmingham City Council Corporate Equality Impact Assessment:

**An analysis of Equality Impact Assessments
undertaken for proposed cost savings where there
is a citizen impact.**

**Report produced by Insight, Policy & Strategy
20 February 2024**



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Executive Summary

Purpose and scope of this report

In December 2023, the Council put forward budget saving proposals to Cabinet. All directorates have subsequently produced Equality Impact Assessments (EIAs) to assess the impact of these proposals on Birmingham citizens and protected characteristics. This report is based on data extracted from the 84 EIAs completed by Directorates uploaded to the councils SharePoint by 19th February 2024.

This document is only a summary and does not replace the individual specific EIAs, which decision-makers must read before making their decision. This is the link to all of the EIAs related to budget saving proposals and will become accessible to the public on publication of the Cabinet Report:

<https://www.birmingham.gov.uk/EqualityImpactAssessments>

The analysis considers the following protected characteristics: Age; Disability; Sex; Gender Reassignment; Marriage & Civil Partnership; Pregnancy & Maternity; Race; Religion & Belief; and Sexual Orientation. From the 84 EIAs reviewed, the most common types of proposals were Amended Services or Amended Functions (each with 39 EIAs marking this as an area affected). The highest number of EIAs submitted by directorate was from City Operations with 48 EIAs. Followed by Adults Social Care (14), City Housing (10), Children and Families (8) and Strategy, Equalities and Partnerships (4).

Overall Assessment

The analysis of EIAs illustrates the most frequently identified protected characteristics impacted by proposed cost savings are:

- Age (66.7%),
- Disability (63.1%),
- Race (58.3%),
- Sex (40.5%),
- Religion or Belief (39.3%),
- Pregnancy & Maternity (39.3%),
- Sexual orientation (29.8%),
- Gender reassignment (27.4%),
- Marriage or civil partnership (23.8%).

Assessment of the 12 most significant cost saving proposals

Analysis of the EIAs submitted for the 12 most significant cost saving proposals shows a similar profile:

- the most impacted protected characteristics are Age and Disability with 7 out of the 9 EIAs identifying impacts on these protected characteristics.
- This is followed by Race (6 EIAs identifying impact), Sex, Pregnancy & Maternity, Religion or Belief and Sexual Orientation (each with 4 EIAs identifying impact).
- EIAs for 2 savings proposals identified no impact on protected characteristics.

Assessment by Directorate

The impact of all savings proposed on protected characteristic by directorate highlights the most protected characteristics affected are Age and Disability for Adult Social Care (11 of the 14 EIAs identifying impact), Children and Families (with all 8 EIAs identifying impact) and Strategy, Equalities and Partnership (2 of the 4 EIAs identifying impact).

City Operations identified Age as the most protected characteristic affected with all 27 EIAs identifying impact. Followed by Disability and Race, both with 24 EIAs identifying impact. For City Housing, all protected characteristics except Religion and Belief were most frequently identified as the most protected characteristics affected with 8 of the 10 EIAs identifying impact.



Introduction

In December 2023, the Council put forward budget saving proposals to Cabinet. All directorates have subsequently produced Equality Impact Assessments (EIAs) to assess the impact of these proposals on Birmingham citizens and protected characteristics. Based on 84 individual EIAs, this report presents a summary impact assessment for Birmingham.

This report is based on data extracted from the 84 EIAs completed by Directorates uploaded to the councils SharePoint by 19th February 2024. All EIAs relating to saving proposals have undergone an internal quality assurance process.

The analysis presents evidence drawn from EIAs of:

- the most impacted protected characteristics as a consequence of cost savings, and,
- mitigations identified.

The report also provides a summary on the Top 12 EIAs which are responsible for the most significant savings proposed.

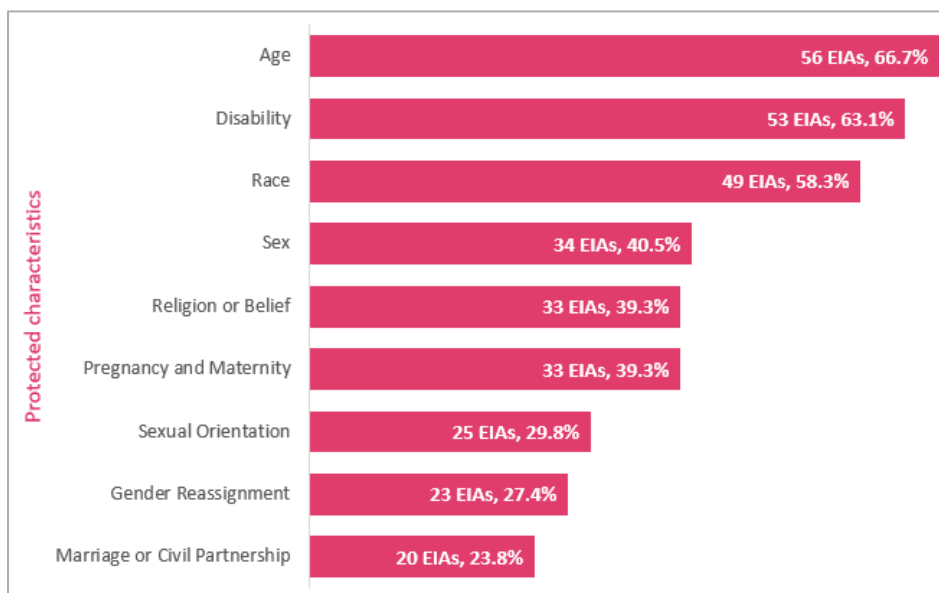
This document is only a summary and does not replace the individual specific EIAs, which decision-makers must read before making their decision.

The Assessment

A total of 84 EIAs have been submitted (as of 19th February 2024) in relation to savings proposed impacting citizens across 5 of the directorates (Adult Social Care, Children and Families, City Housing, City Operations and Strategy, Equality and Partnerships) in Birmingham City Council.

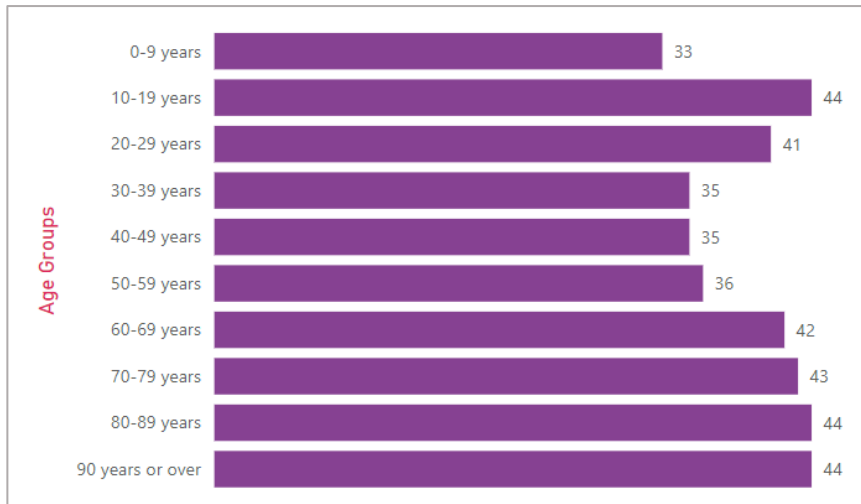
Overall impact on all savings proposed on protected characteristics highlights the main protected characteristic affected is Age (66.7%) with 56 of the 84 EIAs identifying impact. Followed by Disability (63.1%, 53 EIAs identifying impact), Race (58.3%, 49 EIAs identifying impact), Sex (40.5%, 34 EIAs identifying impact), Religion or Belief and Pregnancy and Maternity (39.3%, both with 33 EIAs identifying impact).

Figure 1: Number and percentage of EIAs identifying particular protected characteristics



A breakdown of the Age, Race, Sex, Religion or Belief, Sexual Orientation and Marriage or Civil Partnership protected characteristics groups impacted by the savings proposed demonstrates that the most impacted age groups are the elderly (aged 60 years and above) and young people (aged 10 to 29 years of age).

Figure 2: Impacted Age groups identified in EIAs.

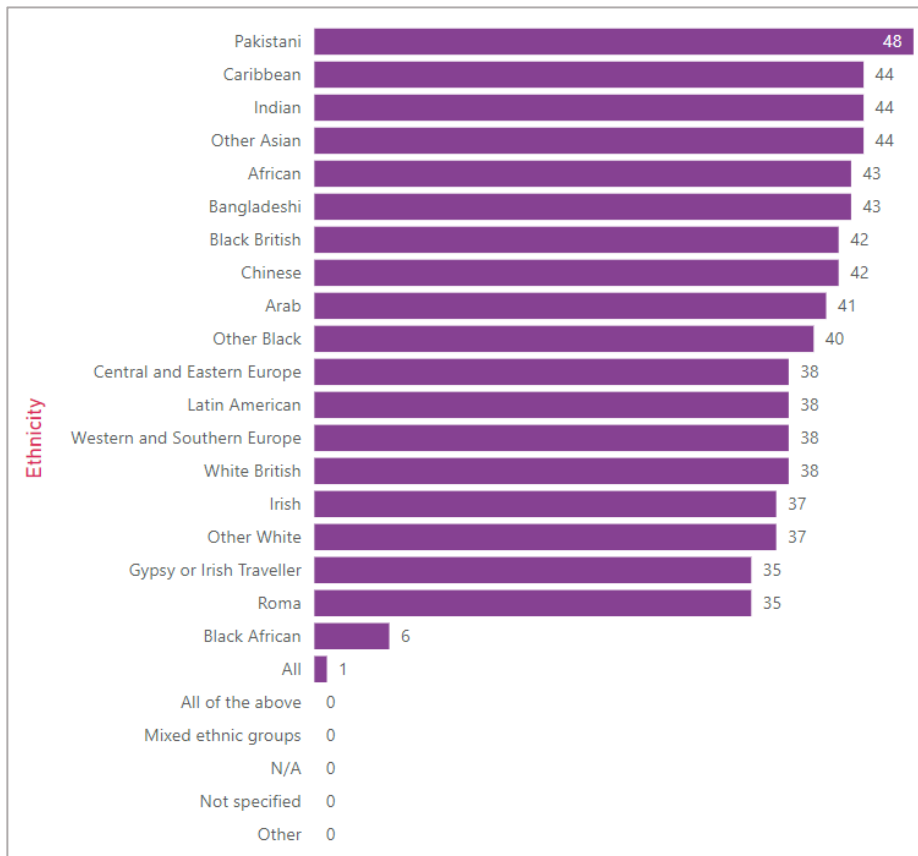


The top five ethnic groups impacted by all the savings proposed are of Black and Asian ethnicities:

1. Pakistani (48 EIAs identifying impact),
2. Caribbean, Indian and Other Asian (44 EIAs identifying impact),
3. African and Bangladeshi (43 EIAs identifying impact),
4. Black British and Chinese (42 EIAs identifying impact),
5. Arab (41 EIAs identifying impact).



Figure 3: Impacted Ethnic Groups identified in EIAs.



The Religion or Belief group most impacted is Muslim with 33 EIAs identifying impact. Followed by Buddhist, Hindu and Sikh (all with 30 EIAs identifying impact), and Christian (29 EIAs identifying impact).

Figure 4: Impacted Religion or Belief groups identified in EIAs



The Sex most impacted is Female(s), with 34 EIAs identifying impact.

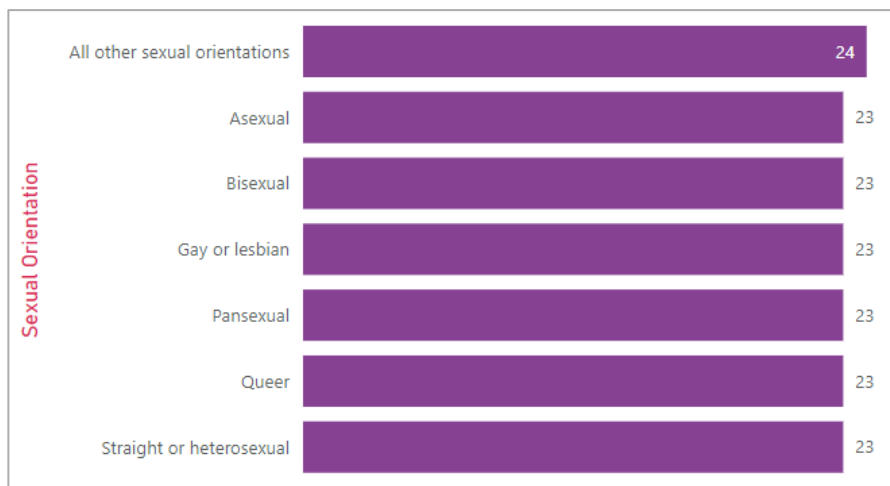


Figure 5: Impacted Sexes identified in EIAs



Of the Sexual Orientation protected characteristic, there is minor difference between the categories when all EIAs are analysed. 24 EIAs identified impact on the 'All other sexual orientations' group. Followed by all other groups (Asexual, Bisexual, Gay or Lesbian, Pansexual, Queer and Straight or Heterosexual) with 23 EIAs identifying impact.

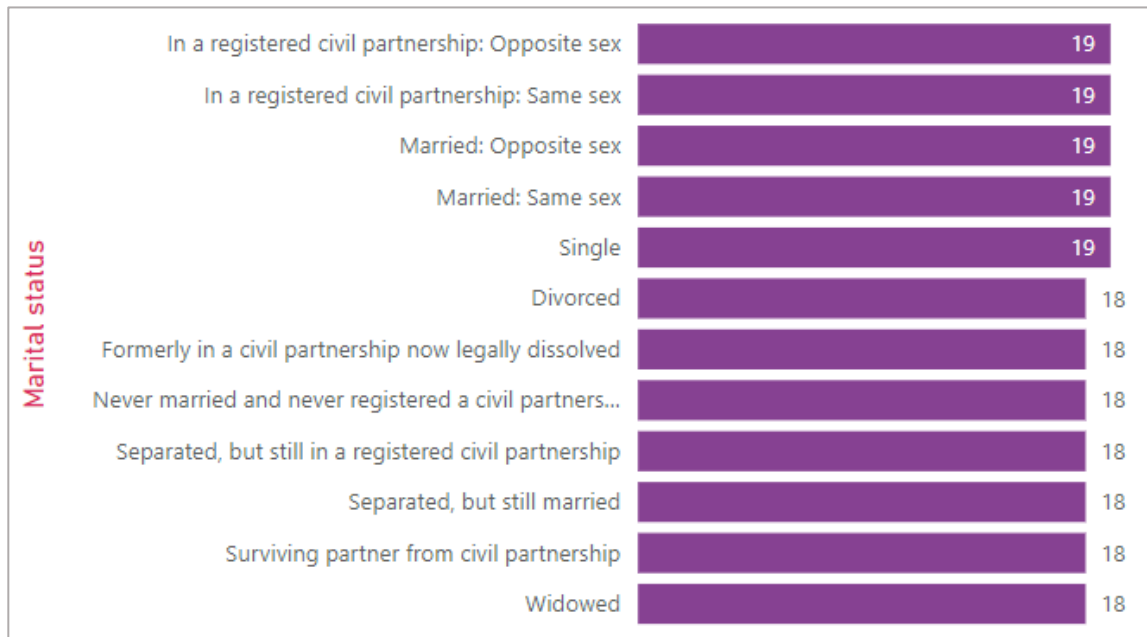
Figure 6: Impacted Sexual Orientation groups sexes identified in EIAs



There is minor difference between categories of marital status when all EIAs are analysed. The highest marital status group impacted were those in a registered civil partnership or married (for both opposite sex and same sex couples) and Single with 19 EIAs identifying impact.



Figure 7: Impacted Marriage or Civil Partnership groups identified in EIAs



The EIA forms completed do not provide an option to further breakdown Disability, Pregnancy & Maternity and Gender Reassignment protected characteristics into specific groups, therefore further detail on impact against these protected characteristics are unknown.

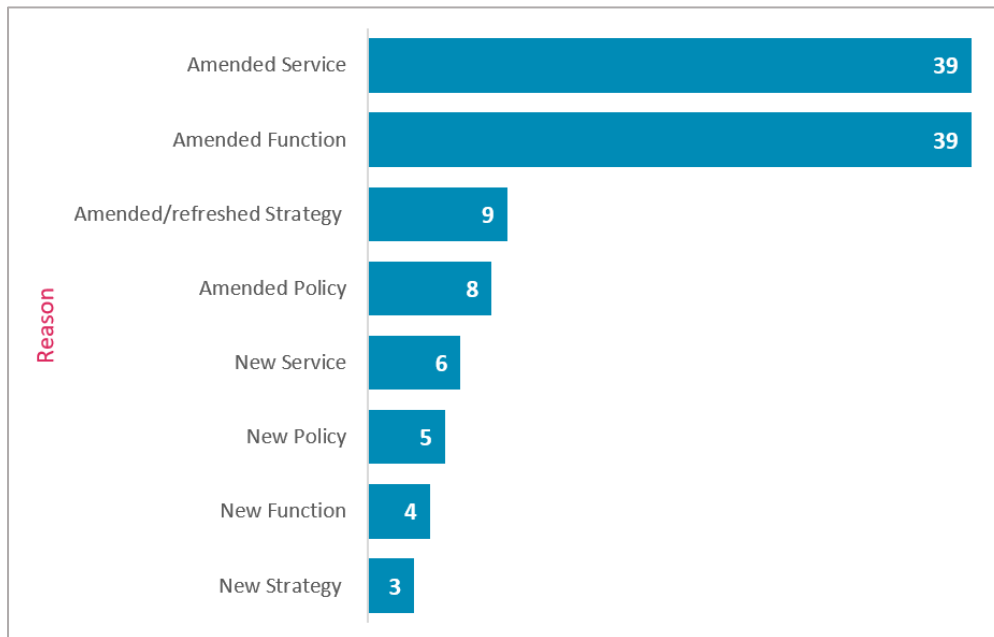
The EIA form allows directorates to multi select (from a minimum of 1 to a maximum of 4 options) the areas most impacted as a result of the proposed saving identified. The options for selection include Amendment or New Strategy, Policy, Service or Function, defined as:

- **Strategy:** A medium to long term plan and defines the strategic direction of the authority and describes, in broad terms, how the objectives will be achieved.
- **Policy:** Defines a topic or an objective and the plan of action for moving in a certain direction to achieve its objective and is used to guide decisions.
- **Service:** A range of activities and essential functions delivered that involve some interaction with a user (citizen/resident).
- **Function:** A core process or a set of activities carried out within a Service, Division or Directorate.

From the 84 EIAs reviewed, the main area affected due to the proposals are Amended Service or Amended Function, both with 39 EIAs marking this as an area affected. Followed by Amended/refreshed Strategy (with 9 EIAs) and Amended Policy (8 EIAs).



Figure 8: Number of EIAs by reason

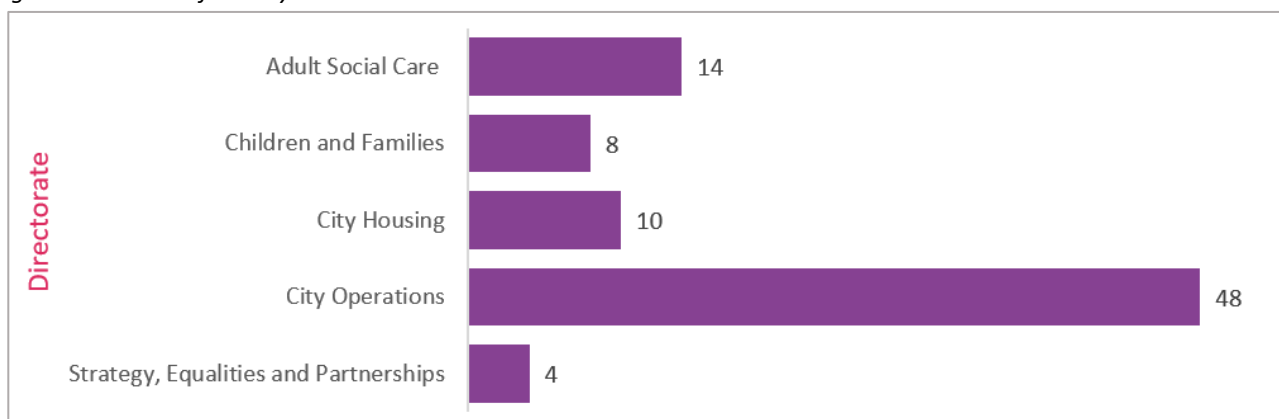


The 84 EIAs submitted were across five directorates (Adult Social Care, Children and Families, City Housing, City Operations and Strategy, Equality and Partnerships).

The highest number of EIAs submitted by directorate was from City Operations with 48 EIAs relating to proposed cost savings. Followed by Adults Social Care (14 EIAs), City Housing (10 EIAs), Children and Families (8 EIAs) and Strategy, Equalities and Partnerships (4).

It should be noted an increased number of EIAs submitted per directorate has no correlation to an increased amount in savings (i.e., the higher the number of EIAs submitted equals a higher amount of savings achieved is a false assumption).

Figure 9: Number of EIAs by Directorate.



The impact of all savings proposed on protected characteristic by directorate highlights the most protected characteristics affected are Age and Disability for Adult Social Care (11 of the 14 EIAs identifying impact), Children and Families (with all 8 EIAs identifying impact) and Strategy, Equalities and Partnership (2 of the 4 EIAs identifying impact).

City Operations identified Age as the most protected characteristics affected with all 27 EIAs identifying impact. Followed by Disability and Race, both with 24 EIAs identifying impact.



For City Housing, all protected characteristics except Religion and Belief were most frequently identified as the most protected characteristics affected with 8 of the 10 EIAs identifying impact.

Table 1: Protected characteristics impacted by Directorate.

Directorate	Protected characteristics									Total EIAs impacted	Total EIAs
	Age	Disability	Sex	Gender Reassignment	Marriage & Civil Partnership	Pregnancy & Maternity	Race	Religion & Belief	Sexual Orientation		
Adult Social Care	11	11	9	9	7	9	9	9	9	11	14
Children and Families	8	8	4	2	2	3	7	4	4	8	8
City Housing	8	8	8	8	8	8	8	7	8	8	10
City Operations	27	24	13	4	3	13	24	13	4	31	48
Strategy, Equalities and Partnerships	2	2	0	0	0	0	1	0	0	2	4
TOTAL	56	53	34	23	20	33	49	33	25	60	84

The 'Analysis by Directorate' section of this report provides further detail on the breakdown of protected characteristics impacted and mitigating actions identified by directorate.



Top 12

Of the 12 EIAs identified with the most significant saving proposals:

- 2 EIA have been removed as they were no longer necessary or required to be reported.
- 1 EIA has been excluded as it relates to staff business plans and will be reviewed as part of a process with Managers and Trade Union Representatives.

The table below provides a summary of the 9 EIAs submitted to date. This analysis illustrates:

- the most impacted protected characteristics are Age and Disability with 7 out of the 9 EIAs identifying impacts on these protected characteristics.
- This is followed by Race (6 EIAs identifying impact), Sex, Pregnancy & Maternity, Religion or Belief and Sexual Orientation (each with 4 EIAs identifying impact).
- EIAs for 2 savings proposals (Review of third sector inflationary uplifts and Maximising Revenue) identified no impact on protected characteristics.

Table 2: Summary of EIAs submitted for most significant savings proposals.

EIA Number	Proposal (EIA Title)		Protected characteristics								
			Age	Disability	Sex	Gender Reassignment	Marriage & Civil Partnership	Pregnancy & Maternity	Race	Religion & Belief	Sexual Orientation
Adult Social Care											
EIA00150	Review Of Care Packages	There is a legal requirement under the Care Act 2014 that all packages of care must be reviewed on a regular basis, regardless of the protected characteristics of citizens or any contributing socio-economic factors. As part of the Adult Social Care (ASC) review process, it is imperative to ensure that the care and support offered, meets the identified assessed needs of individuals.	X	X	X	X	X	X	X	X	X



EIA Number	Proposal (EIA Title)		Protected characteristics								
			Age	Disability	Sex	Gender Reassignment	Marriage & Civil Partnership	Pregnancy & Maternity	Race	Religion & Belief	Sexual Orientation
EIA00166	Review Of Third Sector Inflationary Uplifts	This EIA supports the allocation process for ASC (discretionary) contract inflation funding. ASC contracts attract inflation and whilst some provider contracts include a requirement for ASC to award annual contract inflationary uplifts; the third sector contracts in scope of this proposal, are contracted as fixed (price) and therefore do not mandate ASC to award an annual inflationary uplift to the agreed value stipulated in each contract. This proposal seeks to re-allocate the contract inflationary funding that is apportioned to these base funded third sector contracts towards addressing the savings gap for ASC.									
EIA00152	Maximising Revenue	This EIA relates to the use of external grant funding to generate revenue savings for ASC. It involves replacing existing General Fund resources with alternative funding, with no direct impact on citizens or staff as it will allow current services and support to continue. The 3 specific elements to the proposal are ASC Discharge Fund, Domestic Abuse Grant, and Staffing.									
EIA00167	Review Of Enablement Services	The Specialist Enablement Services within ASC are made up of Learning disability Enablement, Visual Impairment Rehabilitation and Hearing Impairment Rehabilitation. The service provides support in the form of equipment and or techniques to maximise independence. A review of each service function is required to meet the identified savings targets.	X	X	X	X		X	X	X	X
EIA00111	Additional Resource to Increase Existing Collection Of Arrears For Council Tax And Business Rates	The additional staff will undertake the duties to support Revenues Service (billing, collection and enforcement of Council Tax, Business Rates and BID Levy income within Birmingham).	<i>EIA was removed as not necessary.</i>								



EIA Number	Proposal (EIA Title)		Protected characteristics								
			Age	Disability	Sex	Gender Reassignment	Marriage & Civil Partnership	Pregnancy & Maternity	Race	Religion & Belief	Sexual Orientation
Children and Families											
EIA00163	Children and Young People's Travel Service (CYPTS) Savings – Re-Procurement Framework of Providers	Implementation of an agreed framework for the provision of CYPTS using the open procurement procedure in line with the Public Contracts Regulations (PCR) 2015. The re-procurement will lead to transport providers for some children and young people changing and will improve financial efficiency and deliver savings.	X	X						X	
EIA00165	Cypts Savings – Review Of Non-Statutory Packages (Post 16)	A review of non-statutory transport packages for post-16 young people following a review of the travel assistance policy. This will mean the current service provision for this cohort will be reduced.	X	X						X	
EIA00168	Early Help Contracts for Children, Young People And Families	Currently a family can access a range of interventions to support their needs and prevent escalation into more specialist services. The current proposals are to cease contracts commissioned to provide a range of universal, early intervention and prevention services for children and families and associated services related to Early Help to allow Children and Families to make the savings it is required.	X	X	X	X	X	X	X	X	X
EIA00229	Birmingham Children's Trust	The Trust is required to realise savings of £9.3 million because of the section 114. The Trust is still in the scoping stages of how these savings will be realised. There is a scaled suite of options that could be put into place to realise these savings, with a high likelihood that savings will result in a reduction to services for children, young people and families (whilst maintaining all statutory functions) and staff reductions. Whilst the Trust will do everything in its power to create efficiencies through a range of strategies including increased digitalisation, leaner processes, better use of grant funding, and improved commissioning, there will be a felt impact to Birmingham citizens and Trust staff as a result of these savings.	X	X	X		X	X	X	X	X



EIA Number	Proposal (EIA Title)		Protected characteristics							
			Age	Disability	Sex	Gender Reassignment	Marriage & Civil Partnership	Pregnancy & Maternity	Race	Religion & Belief
City Operations										
EIA00161	Highway Maintenance - Removal of Planned Maintenance Activity	This proposal will see a reduction in the amount of money the Council spends on planned maintenance on highways assets in the city. It refers to work that is agreed in advance with the highways service provider which primarily addresses deterioration in the condition of highway assets including carriageways, footpaths, street lighting, traffic signals and other street furniture.	X	X						
EIA00279			<i>EIA no longer required.</i>							
Place, Prosperity, and Sustainability										
EIA00232	PPS Workforce Savings	Review and re-design PPS directorate service areas / functions, including its service delivery model, with a view to operating with smaller teams / functions to meet the savings target.	<i>EIA excluded as it relates to staff business plans, and will be reviewed by Managers and Trade Union Representatives</i>							
Total EIAs Impacted			7	7	4	3	3	4	6	4



Analysis by Directorate

The overall directorate analysis below for Adult Social Care, Children and Families and City Operations includes all of the 'Top 12' EIAs with the most significant saving proposals identified. These have been highlighted in bold for ease of identification.

1 EIA from the 'Top 12' (Place, Prosperity and Sustainability Workforce Savings) has not been included in the below directorate analysis as it has no impact to citizens and relates to staff business plans.

Adult Social Care

14 EIAs have been submitted by Adult Social Care, the majority of which relate to an amended service (8) or amended function (8). 2 are connected to an amended/refreshed strategy and 1 refers to a new service.

Table 3: EIAs submitted by Adult Social Care and impact against the protected characteristics.

EIA Number	Proposal (EIA Title)	Protected characteristics								
		Age	Disability	Sex	Gender Reassignment	Marriage & Civil Partnership	Pregnancy & Maternity	Race	Religion & Belief	Sexual Orientation
EIA00150	Review Of Care Packages	X	X	X	X	X	X	X	X	X
EIA00152	Maximising Revenue									
EIA00166	Review Of Third Sector Inflationary Uplifts									
EIA00167	Review Of Enablement Services	X	X	X	X		X	X	X	X
EIA00169	Grant Maximisation Via Public Health									
EIA00171	Shared Lives, Expansion Of Service	X	X	X	X		X	X	X	X
EIA00174	Day Opportunities	X	X	X	X	X	X	X	X	X
EIA00184	Training, Learning And Development Service Review	X	X							
EIA00213	Review Of Social Work Teams	X	X	X	X	X	X	X	X	X
EIA00218	Review And Recommission Third Sector Contracts	X	X	X	X	X	X	X	X	X
EIA00240	Review Of Bharosa	X	X	X	X	X	X	X	X	X
EIA00288	Family Group Conferencing	X	X							
EIA00346	Transformation Approach To Combine Libraries And Neighbourhood Advice And Information Services Using A 'Community Living Room' Concept	X	X	X	X	X	X	X	X	X
EIA00355	Benefits Advice Team Decommission	X	X	X	X	X	X	X	X	X
Total EIAs impacted		11	11	9	9	7	9	9	9	9

Protected Characteristics Impacted

The protected characteristics most frequently identified in EIAs are Age and Disability (each are identified in 11 of the 14 EIAs). Sex, Gender Reassignment, Pregnancy & Maternity, Race, Religion & Belief and Sexual Orientation (each identified in 9 of 14 EIAs).

Specific emphasis has been drawn within the EIAs on the nature of the impact on particular groups:

Age:

- Whilst all age groups will be impacted, specific age groups identified are 18-34, 35-44 and 45+.
- There is also one proposal that will affect 14–25-year-olds with some form of vulnerability (learning disability/physical disability/mental health issues/issues pertaining to trauma). I.e., for EIA00288, there would be a negative impact in terms of quality and success of prevention services and the younger people being able to move into adulthood without reliance on more intensive services.
- 49% of citizens currently accessing the enablement services are aged over 65. There is a risk that they may not be able to access these services in the community.
- Expansion of Shared Lives will cater for those adults who are older and currently living with older parents/carers who do not want their loved ones to move into residential care. This will allow citizens to stay in their community with someone looking after them, giving them a sense of security.
- The new Day Centres offer will appeal to young people aged 18-30 through digital inclusion, training and employment opportunities.
- Training for non-statutory care provision requirements could be reviewed. This is normally delivered to staff, providers, citizens, and carers (formal and informal).
- Most of the citizens in receipt of adult social care services are 45+ with a large proportion (23%) within the age bracket 75-84. A potential increase in waiting lists for referrals and reviews will impact this age group. The increased waiting time could lead to a further deterioration in individuals' physical disabilities. Cases deemed as moderate could become acute.
- Existing library users could find that their local library provision is moved to a different location increasing travel distance and people who are on low incomes may not have the means to afford travel. For example, pensioners who have less income could be disadvantaged. Primary-aged children will potentially be impacted if their local ward library, which they made school trips to, is closed. Schools may not have the funds to provide coaches or other transport to other wards.
- If the change to the libraries budget is adopted and the proposal for implementation of that reduced budget is adopted (subject to consultation) rather than any alternative, then the library provision would change from 35 community Libraries to a minimum of 11 'Community Living Room' concept sites, there will be a reduced statutory site footprint. Potentially, less capacity to circulate books into the concept of 'Community Living Room' provision or a dependency on community-led Libraries to maintain the space to store books, meaning the range of books on offer as part of the library catalogue may be reduced. This potentially will affect both adult's and children's book ranges on offer. There will be fewer PCs for people to access. This will potentially affect certain age groups for example those under 25's and NEETs who benefit from using the free Wi-Fi and facilities. It could also potentially affect older people who don't have the facilities (PC and Wi-Fi) or skills and need advice and support to access the PC.

Disability:

- Those with learning disabilities, physical disabilities, visual impairment and mental health issues are likely to be impacted.
- In order to access enablement services, the criteria for referral includes having a learning disability, visual impairment and or hearing impairment. There is a risk that these groups they may not be able to access these services in the community.



- Training for non-statutory care provision requirements could be reviewed. This is normally delivered to staff, providers, citizens and carers (formal and informal). The citizens supported will all have disabilities, for which they require some support.
- Promotion of Day Opportunities offer will be inclusive to those with a physical disability and younger people with learning and physical disabilities.
- There might be an increase in waiting time in assessing/reviewing citizens with physical disabilities, this can lead to a potential impact on mental and physical health and an overall deterioration in the health of individuals.
- The vulnerable adults' services are contracted to support adults that have co-dependant mental health risk factors - any changes to the budget for VA1 will impact all service users with a co-dependant mental health risk factor, alongside risk of homelessness, substance use and offending history.
- 40% of citizens using NAIS registered a disability (albeit there was a large number of blanks in the data) The overall impact is believed to be positive, and the future model will be Disability Discrimination Act compliant by design. If a Library closes in a ward and the 'Community Living Room' concept hub in their constituency requires greater travel, this potentially could affect disabled groups on low incomes. Fewer PCs could similarly affect those who rely on the free Wi-Fi and PC facilities.
- If library provision is moved to a different location, disabled people may be more impacted if they have less income as they may not have the means to pay for increased travel. Disabled people and those with mental health conditions, and physical and learning disabilities, rely on the support, familiarity, and assistance of local library staff who they have been going to for many years.
- Disabled people have a higher proportion of health risk factors than those without disabilities.

Gender reassignment:

- There is a higher prevalence of mental health problems in young trans people aged 16-25 compared to trans adults and trans children. Trans people have higher rates of self-reported disability (33%) and poorer health than LGB people (14%).
- The reduction in library service provision means that there will potentially be less capacity for activities and groups that can take place in 'Community Living Room' concept sites. This means that activity will need to be prioritised based on ward needs and groups with smaller representations such as transgender may be neglected.

Marriage or civil partnership:

- The majority of our citizens who access Day Opportunities are single, so the directorate will ensure that citizens, who are in a relationship, are able to access the same centre by modernising the offer.
- Individuals in relationships where their partner has caring needs will be impacted. A potential delay in assessments, can lead to deterioration of health for partners with caring needs. It can also have a socio-economic impact.

Pregnancy:

- With regard to pregnancy, maternity and parent and toddler groups may use the library space to connect and seek support from one another. If local ward library provision closes, potentially parents may have further to travel to the nearest 'Community Living room' concept hub. Parents on maternity leave or choosing to be stay-at-home parents potentially may not have the means to travel to 'Community Living Rooms' which may be further away than their current local library provision. The reduced range of books on offer could affect pregnant women wanting to access books on maternity care.



Sex:

- Domestic abuse victims from the South Asian community will be affected (as a result of 1 proposal – EIA00240). Without the Bharosa service being delivered in house, South Asian women and girls may not be able to access these services in the community. This may result in citizens being less likely to be able to identify the signs of domestic violence in a relationship due to lack of education should the service no longer be provided.
- BCC domestic abuse presentation data shows that there are higher rates of domestic abuse presentation in some wards of the city, alongside numbers of children who are the subject of care proceedings because of domestic abuse. The majority of victims are women and their children. Libraries may have been a safe space for women and children to spend time; therefore, closure of a local ward library may potentially provide fewer places for victims to seek help. Single-parent families, particularly women, who have caring responsibilities will be impacted as they won't have the financial resources to travel to other parts of the constituency if their ward library is closed.

Race:

- White, Black, Asian and mixed ethnic backgrounds will be mostly impacted.
- 60.7% of those accessing Shared Lives are White, the impact of this work may be to increase the numbers of citizens from Black and Minority Ethnic Groups accessing Shared lives. The potential to grow the service would offer opportunities to target communities with few carers and subsequently to match those under-represented in the statistics i.e., catering for a more diverse demographic. This would have a positive impact on the lives of citizens as the service would cater to a wider cultural need of citizens, making the services even more personalised.
- 55.5% of citizens accessing Day Opportunities are White. The transformation offer will appeal to communities across our diverse city by opening day centres at evenings and weekends. It could be particularly appealing to those members of the community who are cared for as part of an extended family, for example citizens from the Asian community.
- With regard to social work, the largest proportion of service users are White, with the second largest cohort belonging to those identifying as British Asian/Asian, the potential delay in assessment/service will have an impact on the quality of life of citizens.
- People with a learning disability from Black, South Asian heritage and minority ethnic backgrounds face shorter life expectancy triggered by poorer healthcare access, experience and outcomes. There is a possibility that without the specialist enablement services being delivered in house citizens may not be able to access these services in the community.
- There may be a potential impact for groups where there is a language barrier, or newly arrived groups, who have been accessing the library to connect. They may not understand that the library service is closing and therefore not know where other hubs are located or how to access services. The reduced range of books will potentially affect communities and ethnicity where English is not the first language if books in different languages are reduced. Lack of computers could also potentially affect ethnic groups where people come to gain computer and IT skills.

Religion:

- 35.5% of the citizens currently accessing Shared Lives are Christian. The impact of growing the service may facilitate targeted marketing, which should attract citizens from a broad section of faiths to access the service.
- Although just under half of citizens are Christian, there are activities within the centres which celebrate all faiths and religions. The enhanced offer at the centres which will include opening the centres in the evenings and at weekends will enable citizens to access religious activities or services. For example, Muslim citizens may leave centres on Friday at lunchtime to attend prayers. The new service offer would enable them to return following prayers as the centre will still be open.



- The ward identified for the concept of 'Community Living Room' may have a predominantly different religious or belief demographic from the previous library site where potentially, people may feel uncomfortable or unsafe traveling to. The reduced range of books may affect certain religions or cultures that are not as predominant in the concept of 'Community Living Room's wards.

For EIA00150, all protected characteristics may be affected but there will be no direct impact/minimal impact as care packages will be reviewed to ensure individual needs are being met.

For EIA00167, there is a possibility that without the specialist enablement services being delivered in house, all protected characteristics (excluding marriage or civil partnership) may be impacted¹.

For EIA00171, the potential growing of the service will support with long-term planning for care of adults with all protected characteristics (excluding marriage or civil partnership) in order to meet their needs. This will be positive².

For EIA00174, the service offer will be increased to meet the needs of all protected characteristics, for example through digital inclusion, training and employment opportunities and by opening centres in the evenings and on weekends. This will be a positive impact³.

For EIA00218, the vulnerable adults services are contracted to support all citizens so any changes to the budget for VA1 will impact all service users.

For EIA00284, the impact on all protected characteristics is believed to be positive, in that the co-location of the council's resources into community living rooms will enable longer opening hours. There will be an increase from the current 2 main NAIS walk-in sites to a minimum of 11 which will include both walk in and appointments. An increased mobile offer, co-locations, community led provision and promotion of the virtual library will enable greater accessibility for all protected characteristics. Through the co-location of specialist agencies and income maximisation, information advice, guidance and connections provided will support the improved health and wellbeing through pregnancy, maternity through to parenthood. There will also be a connection to domestic abuse support services and to the network of Family Hubs that is evolving in the city. A potential negative impact is that library provision is likely to have a reduced site footprint as a combination with NAIS will mean a review of physical space will need to occur and library users could find that their local library provision is moved to a different location, increasing the distance to travel to one.

For EIA00355, if the Benefits Advice Team is abolished, this will impact all protected characteristics, but there is better evidence for some groups. A high level of applicants are of pension age (in receipt of pension credit, Attendance Allowance or SRP) as well as working age (UC/PIP/ESA). A high level of applicants are also in receipt of Carers Allowances, PIP/DLA /ESA or Attendance Allowance. These benefits are associated with disability and incapacity. Therefore, an inference can realistically be drawn that people with a disability are likely to be impacted by the removal of this function.

With regard to EIA00355, overall, the potential impact is believed to be positive, in that the co-location of the council's resources, into a minimum of 11 Libraries - 'Community Living Room' concepts, increases the NAIS footprint across the city, and will enable longer opening hours, where residents are able to help themselves, with a little navigational support. There will however also be negative impacts which have been detailed for the protected characteristics above.

¹ Particular impacts on protected characteristics have been noted above where there is sufficient data.

² Ibid.

³ Ibid.



EIAs for three costs savings state no impact on specific protected characteristics (Maximising revenue; Review of third sector inflationary uplifts; Grant maximisation via Public Health).

Mitigating Actions Identified

The following mitigations outlined in EIAs include (but not limited to): strengthening first point of contact (advice and referral) and signposting citizens to community provisions/assets and support groups (with required expertise), training staff on social exclusion and bias, carrying out needs assessments, making use of existing services and external providers, revising contract requirements, reviewing EIAs subject to changes and public consultations (involving stakeholders, third sector and citizens), reviewing data captured where information about identity of users is unknown.

For EIA00288 the directorate will ensure young people are in receipt of adult Care Act support plan (if they meet the eligibility) or are receiving support from Preparing For Adulthood services (PFA) if they meet PFA criterion.

With regard to EIA00213, the directorate will continue to implement trusted assessor initiatives by the Occupational Therapy service across community assets allowing citizens to obtain minor adaptations and equipment without going through social service's waiting lists, avoiding their physical disabilities from further deteriorating whilst waiting for a social work assessment. The directorate will look to create pathways with NHS partners and GP surgeries who can provide support in reviewing the health needs of older adults.

In relation to EIA00218, in addition to some of the aforementioned mitigations, prevention services will be recommissioned at a lower budget, providers will need to undertake an annual EIA and assessment of the pathway into and out of their service involving stakeholders, citizens, and referral agencies in order to improve access and address any gaps and inequality of access.

For EIA00240, there are a variety of options which would need to be considered internally and externally for citizens requiring education and support when suffering from domestic violence.

For EIA00355, there is no comprehensive data available from the application/visiting process; unless a full impact assessment is carried out for this characteristic, we cannot identify specific mitigation for specific individuals/requirements. However, there is a general level of mitigation if the role and services provided by the Benefits advice team is delivered by other organisations such as CAB, DWP, Debt advice services, financial institutions, landlords, family members or carers, or self-assistance via online platforms. Signposting can also be used to mitigate the impact / decommissioning of the Benefit Advice Team.

For EIA00355, there will be an enhanced early help and support offer to residents alongside the universal offer of "things to do, and places to be", enabling young families to connect to a range of support and activities such as Story Time, and cultural events, to support working-age adults and young people into paid work, as well as social connection for those vulnerable due to age and vulnerability.

Primary schools in the city will have access to the core library offered within a reasonable distance, either through the increased mobile library provision, promotion of the virtual library, community library or library services at home.

By offering a mixed model approach we will be reaching a wider age demographic, by offering the 'concept of Community Living Room' hubs, together with the increased mobile offer visiting more wards across the city,



by seeking colocation, community-led sites and an improved virtual library hub that can be accessed by all age groups.

Any potential gaps in book and PC provision will be identified and work undertaken within the local area to identify community partners and locations suitable to offer core library services, ensuring adequate access to services. Two of the proposed 'Community Living Room' concepts are in the top 3 NEET areas in Birmingham.

There will be a larger team working in the libraries operating as 'Community Living Room' hubs. Staff will be trained to provide strengths-based targeted support to build people's resilience for example in digital inclusion or accessing services and community assets. Staff will enable people to self-service more effectively on the kiosks and access the library catalogue and will also connect them to community activity if social isolation is the reason for coming to the library space.

Support from citizen groups such as the vulnerable adult's citizens panel can act as a sounding board for the proposals and co-design and can contribute to the consultation and engagement.

There can be proactive contact and input from local Members and information can be shared with Members regularly about the library operations. This will entail establishing platforms for Members (sounding boards) to share their opinions and feedback.

Where possible the new service delivery will seek to capture improved data on the concept of 'Community Living Room' hubs usage, by installing footfall counters at each site. We also plan to improve demographic information held on library membership cards. Where possible, the new service delivery model will seek to capture diversity data on who is accessing or not accessing the services; this will form part of the quarterly performance monitoring so that mitigations can be put in place. There will also be an expectation that community-led provision will provide similar data.

With regard to disability, reducing the number of sites, whilst increasing the numbers of staff on site will enable staff to provide a bespoke service to regular local customers for example printing large print for dyslexic customers. Accessibility will be improved through investment in the concept of 'Community Living Room' hubs for example taking into account break-out space for our neurodiverse community and ensuring that the space, signage and facilities are planned with a neurodiverse perspective, taking on the advice of experts through experience. Support from citizen groups such as the vulnerable adults citizens panel, which represent lived experience (working-age disabled adults, mental health, substance misuse, domestic abuse, history of offending and neurodiversity). The mobile offer will also be expanded to include homes and money support for vulnerable citizens and their carers.

Through our partner agencies there is an opportunity to co-locate specialist support resources including for victims of domestic abuse, as well as information, health and wellbeing resources for single working age men experiencing isolation.

We will continue to educate staff and our partners in relation to the trans community and will build upon links in the wider community to enable connection to community services and support groups with expertise in gender reassignment.

The intention is that through the co-location of specialist agencies and income maximisation, information advice, guidance and connections provided will support improved health and well-being through pregnancy, maternity through to parenthood. There will also be a connection between domestic abuse support services and the Network of Family Hubs that is evolving in the city. Where there is current provision for new mothers



and babies through informal group meetings within libraries, we will undertake targeted engagement as part of the consultation process for the proposed delivery model to ensure that their needs and requirements are built in. Work will also be gathered on other pregnancy and maternity services where local community assets could be connected within the community living room constituency.

Staff will be familiar with their local communities and can help with cultural queries or support those whose English is not their first language. Early Intervention and Prevention have developed a cultural competency Framework that will be embedded within the future service model. Using ward profile data on the community, work will be done to ensure the mixed model approach reflects the ethnic and racial needs of the community. More opportunities will be given to reach all ethnic and racial groups in a range of languages. Staff will also connect them to community activity if community connection is the reason for coming to the library space. Birmingham is a majority-minority city, so the proposed delivery model for each of the 'Community Living Room' concepts will be responsive to the needs and aspirations of the local population. Data from the City Observatory and current service utilisation data alongside co-design opportunities with local residents will help shape the service offers. By seeking colocation, community-led sites and improved virtual library hubs can be accessed by in a range of religious groups in Birmingham.



Children and Families

8 EIAs have been submitted by the Children and Families Directorate, the majority of which relate to an amended service (6), amended policy (1) amended function (1) amended/refreshed strategy (1) and 1 refers to a new service.

Table 4: EIAs submitted by Children and Families and impact against the protected characteristics.

EIA Number	Proposal (EIA Title)	Protected characteristics								
		Age	Disability	Sex	Gender Reassignment	Marriage & Civil Partnership	Pregnancy & Maternity	Race	Religion & Belief	Sexual Orientation
EIA00163	Cypts Savings – Re-Procurement Framework Of Providers	X	X					X		
EIA00165	Cypts Savings – Review Of Non-Statutory Packages (Post 16)	X	X					X		
EIA00168	Early Help Contracts For Children, Young People And Families	X	X	X	X	X	X	X	X	X
EIA00229	Birmingham Children’s Trust	X	X	X		X	X	X	X	X
EIA00372	Young People’s Service Redesign: BCC Youth Service; Careers Service; and 14 – 19 Participation and Skills and services to address youth violence	X	X	X			X	X	X	X
EIA00293	Children & Young Peoples' Travel Service (Cypts) Savings - Independent Travel Training Programme	X	X	X	X			X	X	X
EIA00299	Children & Young Peoples' Travel Service Savings - Review Of Travel Packages	X	X							
EIA00332	Children & Young Peoples' Travel Service (Cypts) Savings - Review Of Bus Passes	X	X					X		
Total EIAs impacted		8	8	4	2	2	3	7	4	4

Protected Characteristics Impacted

The protected characteristics most frequently identified in EIAs are Age and Disability with 8 EIAs identifying impacts on these protected characteristics. After Race (7 EIAs identifying impact), Sex, Religion & Belief and Sexual Orientation will be affected (with 4 EIAs identifying impact).

Specific emphasis has been drawn within the EIAs on the nature of the impact on particular groups:

Age:

Proposals identified children and young people aged 0-19 (and up to the age of 25 for those with SEND) and their families. Specific age groups identified that will be impacted were:

- People 24+ who are in parenting/caring roles or supporting children and young people due to reduced early support.



- 6 to 17-year-olds and their family/parental unit mostly aged 30 to 47 (classified as vulnerable children and families in acute stress/difficulties at home) accessing preventative service (including young parents as well as those who may be young parents with disabilities). Any cuts in preventative and non-statutory support services are likely to lead to more referrals to higher tier or more intensive services at a later stage (i.e., statutory intervention), as difficulties in the family home are not resolved at the earliest opportunity. This could lead to increased numbers of child protection plans and increased number of children entering care at a later stage due to cuts in funding being likely to produce a reduction in preventative services. Statutory intervention in the long-term is more costly than utilising preventative services.
- Teenage mothers/pregnant mothers under the age of 18.
- Young people accessing youth services. The core target age group for this service is 13 to 19 with 69% of the young people supported coming from this age group, including those with SEND.
- 10 to 17-year-olds in receipt of youth offending services.
- Children and young people with SEND who are provided with travel assistance and their families who will need to support their children's travel to and from educational settings, impacting:
 - small proportion of pre-school aged children (under 5) and those aged 5 to 16 years.
 - Children aged 8 years and older currently receiving bus passes who live fewer than 3 miles from their school will not be eligible for a bus pass.
 - Young people who are attending post-16 education will not be eligible for bus passes.
 - Children and young people aged 5 to 16 living in temporary accommodation who live fewer than 3 miles from their school will not get a bus pass.

Disability:

- The majority of young people who receive transport support do so as a result of their special educational needs and disability (SEND). Pupils who have an EHCP may not have the independence skills to access public transport and may require additional support from parents/carers. Therefore, individuals with a known disability in receipt of the travel service offer whose travel arrangements will change may be affected. This would likely mainly affect those with autism spectrum disorder.
- One proposal, EIA000293 (Children & Young Peoples' Travel Service (CYPTS) Savings - Independent Travel Training Programme), states a positive impact on children and young people with SEND who are engaged on the programme by helping individuals gain confidence and life skills to enable safe independent travel.
- The national data above indicates that it's likely that young people with a disability are more likely to experience unemployment or become NEET. The 14 to 19 service does capture some information about young people who have a SEND or SEND support. Of the NEET cohort they target 4,369 have support for SEND and 1459 have EHCP which will be impacted.

Sex:

- Youth Offending Services see 90% young males so cuts to services would have a more detrimental impact on them.
- There is a greater proportion of women (57.3%) accessing Early Help service compared to men (41.2%) which will lead to impacts on women. For example, female domestic abuse is one of the many reasons families will be involved with children's social care, and family breakups traditionally result in mothers as the main carer in single parent households.
- The Travel Programme (EIA00293) may impact children and young people where the child/young person can only be allocated a specific gender independent travel trainer.

Gender reassignment:

- There could be a potential impact on the safety of younger people who are transitioning due to societal prejudices that many Trans people face. Public transport has had serious issues around the



safety of Trans people and therefore it might impact the individual's ability to attend educational venues, etc.

Marriage and Civil Partnership:

- Single parent families may have difficulties linked to the causes of being a single-parent family and are known to the Trust (e.g., domestic abuse, parental death).

Pregnancy and Maternity:

- Reduction in Early Help services could adversely impact teenage mothers. They are less likely to finish their education, are more likely to bring up their child alone, live in poverty and have poorer mental health when compared to older mothers. Children, young people, and families known to the Trust where pregnancy/maternity plays a role are likely to be affected.

Race:

- Young people from Black, Asian, and other global majority groups are more likely to be impacted and part of more vulnerable cohorts of young people - more likely to be involved in serious youth violence (67%), be subject to exploitation (67%), be unemployed in adulthood, or receive travel support due to disabilities. There are also gendered differences.
- The highest share of children who use Birmingham Children's Trust services are of White and Mixed heritage, so any cuts would adversely affect these ethnicities. Reductions in service may also increase the risk of children and young people who are already at risk of being undetected (e.g., Asian) not being supported by the Trust. In relation to Early Help, identification of those ethnicities of significant impact will be of White British (30.7%); Asian/Asian British- Pakistani (15.8%); and Black/Black British-African (6.6%) ethnicity.

Religion or Belief:

- The review of bus passes (EIA00298) will impact children and young people who attend a Faith School based on their religious beliefs should they no longer meet the distance eligibility.

Mitigating Actions Identified

Mitigations aim to (but not limited to) prioritise support for the most vulnerable young people and those that the council has a statutory duty to support. The following mitigations outlined in EIAs include: reviewing options such as community asset transfers to credible voluntary sector partners; joining up and consolidating our local Youth Offer; retention of some service areas through charging/levy could also be considered. A redesigned service will need to have a strong focus on statutory duties the council has in relation to identifying and supporting young people into education and employment. It will be important to: ensure young people with SEND are engaged with and taking part in training and education; target interventions for young women living in high-risk or deprived areas; and work with partners to ensure young parents are well supported by the range of services that could be helpful.

For proposals relating to EIA00163, EIA00165, EIA00299 and EIA00332 (relating to children and young people's travel service) identified the following mitigations:

- transport operators offering 'meet and greets' with the child/young person and their parents/carers and the passenger assistant and monitoring take up as mitigating actions.
- Families impacted will have an option to appeal.
- Appeals will be reviewed in line with the revised travel assistance policy, and the process will be monitored and tracked to understand the impact on families with protected characteristics.
- Providing bus passes or financial support towards travel costs for those who meet the eligibility criteria. Independent Travel Training to students identified as suitable for this additional support.



- Signposting parents to support from other agencies and discuss alternative options.

With regards to EIA000293 (Children & Young Peoples' Travel Service (CYPTS) Savings - Independent Travel Training Programme), mitigations include working collaboratively with schools and parents/carers prior to the child/young person starting the programme, ensuring that they are ready to join, and providing additional support where needed. Identification of needs during initial referral stage and engagement with schools and parent/carers. No student to be signed off if not deemed reasonably safe, etc.

Two proposals relating to children social care (EIA00229: Birmingham Children's Trust and EIA00168: Early Help), mitigating actions identified were: working proactively with the strategic partners that form Birmingham's Children & Young People's Partnership, taking a whole system approach to the reduction of Council funding especially in respect of Early Help and youth provision. Maximising resources of other partners and working together to identify children, young people and families that may be particularly adversely affected.

A re-designed Early Help offer provided by the Birmingham Children's Trust, focusing on prioritising support to those localities and families where vulnerabilities (including SEND/disability) are most acute was identified in mitigation. Signposting families and redirecting users. Enabling current providers to close services safely, through a managed transition period made possible through repurposed Public Health grant funding. Joining up the offer with Adult Social Care.



City Housing

10 EIAs have been submitted by City Housing, most of which relate to an amended/refreshed strategy (6), followed by an amended service (3), new policy (1) and new function (1).

Table 5: EIAs submitted by City Housing and impact against the protected characteristics.

EIA Number	Proposal (EIA Title)	Protected characteristics								
		Age	Disability	Sex	Gender Reassignment	Marriage & Civil Partnership	Pregnancy & Maternity	Race	Religion & Belief	Sexual Orientation
EIA00192	Temporary Accommodation - Debt Management & Provision	X	X	X	X	X	X	X		X
EIA00263	Temporary Accommodation Investment Strategy: Delays In Increasing Staffing Capacity.	X	X	X	X	X	X	X	X	X
EIA00273	Homeless Centre Financing Change									
EIA00301	Housing Solutions And Support Service Establishment Reduction	X	X	X	X	X	X	X	X	X
EIA00304	Property Acquisition Programme-Hra	X	X	X	X	X	X	X	X	X
EIA00306	Public Health Grant Funding									
EIA00319	B&B Unit Cost Negotiation	X	X	X	X	X	X	X	X	X
EIA00322	Homeless Centre - Service Charge Increases To Full Cost Recovery	X	X	X	X	X	X	X	X	X
EIA00341	Temporary Accommodation Investment Strategy - Delays To Landlords Incentives	X	X	X	X	X	X	X	X	X
EIA00353	Shelforce Surplus	X	X	X	X	X	X	X	X	X
Total EIAs impacted		8	8	8	8	8	8	8	7	8

Protected Characteristics Impacted

The protected characteristics most frequently identified in EIAs are Age, Disability, Sex, Race, Sexual Orientation, Gender Reassignment, Marriage & Civil Partnership, and Pregnancy & Maternity (8 of 10 EIAs identifying impacts on these protected characteristics).

Specific emphasis has been drawn within the EIAs on the nature of the impact on particular groups:

- **Age:** those between 20 and 49 years of age will be most affected. Most households in temporary accommodation have dependent children who will also be impacted. If displaced, households with children may have to travel further to reach schools and children's education could be impacted.
- **Disability:** in terms of particularly types, it is identified that those with learning disabilities and autism are overrepresented in homeless populations. Homeless applicants with disabilities encounter significant challenges in finding suitable accommodation, largely due to a scarcity of accessible housing. The nature of the disability often dictates the extent of these challenges. The difficulty is further exacerbated within the private rented sector, where many landlords are reluctant to



structurally modify their properties to accommodate these needs. Homeless applicants with disabilities may therefore find it takes longer to resolve their homelessness via the private sector route. Certain disabilities, such as mental health conditions, could be exacerbated through relocation to unfamiliar and faraway locations, potentially having a detrimental impact on health and wellbeing if they are unable to attend appointments.

- **Sex:** women are overrepresented in temporary accommodation. It is also known that females in BCC temporary accommodation are likely to be single parents with children and that one of the highest reasons for homelessness is domestic abuse. For individuals fleeing DV, or single parents with children who wish to prevent their homelessness and secure a property in the private rented sector, rather than being placed in temporary accommodation for long periods of time, there may be fewer properties available. Relocation to unfamiliar or distant parts of the city could have a positive impact for those fleeing DV as it may distance them from the locality their abuser resides in. However, single parents with children may experience an additional pressure of managing the logistics of getting to work, school and childcare arrangements without additional support.
- **Marriage and Civil Partnership:** largest group in temporary accommodation consists of single parents (35%).
- **Pregnancy and Maternity:** stress in pregnancy can adversely affect both the baby's growth and future development and frequent moves can lead to broken relationships with health professionals. Displacement arising from relocation could lead to a disruption to the continuity of maternity care provided by the NHS. Women may have to travel further for antenatal appointments or transfer care to another NHS provider if placed in TA outside of the city.
- **Race and Religion or Belief:** based on service data, Pakistani, White, and African groups are more likely to present as homeless, complete homelessness assessments and be placed in temporary accommodation. They may find themselves relocated to unfamiliar areas or outside of the city in localities where they are underrepresented and distanced from any community support networks, family, or friends. Data for 2022-23 showed 48% of those in TA had come through a migration route into the UK. Minority groups and people with religious beliefs are more likely to experience discrimination, harassment, or abuse in housing. Refugees, migrants, and individuals where English is a second language may experience difficulties in accessing services and understanding processes due to language barriers.
- **Gender reassignment and Sexual orientation:** according to Stonewall research, 25% of trans people have experienced homelessness and one in five LGBTQA+ people have experienced homelessness. Similar to gender reassignment, homeless applicants that fall under this characteristic may face a higher likelihood of discrimination or harassment. This could present further obstacles in their efforts to resolve their homelessness, particularly when seeking accommodation in the private rented sector as these individuals may prefer to stay within proximity to their support networks as a safety measure, further reducing the options.

Across the EIAs, all of the impacts on the above protected characteristics will be similar if not the same. For EIA00263, EIA00301 and EIA00304:

- Those needing assistance on the day they become homeless may experience longer wait times before they are attended to and those who give advance notice may face extended wait times for pre-booked appointments, limiting the prevention of homelessness (EIA00301).
- Displacement arising from relocation could distance service users from their support networks. Employed individuals might face extended commutes. Similarly, if these households rely on public transport, they could incur additional costs.



- The transfer from B&B into more suitable TA will take longer.
- Increased number of households living in B&B and households residing in TA for longer periods of time (EIA00304).
- Reduced capacity will make it challenging to maintain the current level of assistance to service users, i.e., helping them find and move into secure accommodation and ensuring they possess the necessary skills to sustain their tenancies and break the cycle of repeat homelessness. As a result, they may find they are placed in temporary accommodation for longer lengths of time. There's a risk that citizens may accrue arrears or debt due to the reduced capacity to address rent issues promptly.
- These factors could potentially have a detrimental effect on their health and wellbeing.

For EIA00192, there will be a positive Impact, owing to new policy around debt provision, alongside increased effectiveness of income team due to closer working with central income team, and better benefits advice will help to prevent the risk of households accruing rent arrears through improved benefit advice. Similarly, for EIA00319, there will be a positive impact as this proposal will help the service to procure B&B accommodation at cost within city limits, ensuring better value for money.

For EIA00322 an increase in service charges may have a financial impact on residents who have been placed in temporary accommodation within homeless centres provided by Birmingham City Council.

For EIA00353, there will be a positive impact on all the protected characteristics. Investment in new machinery will allow the Asset Management Service to improve the quality, warmth and safety of tenants' homes quicker. The new windows will be more energy efficient, reducing the cost of bills for tenants, and will help to improve security. Tenants who are elderly and pregnant may be more vulnerable due to factors such as reduced mobility. The new fire doors will help with both security and protection from fire, therefore allowing more time to escape in the event of a fire. Children who may not understand how to react in the event of a fire will also have additional time to be evacuated or rescued.

For EIA00341, there will be a reduction in the amount of incentive that can be offered to private rented landlords, making it more difficult to source private rented accommodation for homeless households. Homeless applicants wanting to resolve their homelessness by using the option of securing a property via the private rented sector route may find that there are fewer properties available. They will still be able to continue to bid for properties via a choice-based allocations scheme but may find that it takes longer to resolve their homelessness. Where they have been placed in temporary accommodation (TA) service users may find that their stay in TA is prolonged. Similar to cost savings at the beginning of this section, people may find themselves placed in TA in unfamiliar parts of the city or even outside the city limits, giving rise to impacts already mentioned.

EIAs for two cost savings state no impact to any of the protected characteristics (Homeless Centre Financing and Public Health Grant Funding).

Mitigating Actions Identified

For proposals EIA00301, EIA00263 and EIA00270 (which relate to support service reduction, delays in increasing staffing capacity and delays to landlord incentives) the following general mitigations include (but are not limited to):

- The service will continue to triage and assess urgent need for service users who approach us on the day and offer pre-booked appointments where appropriate to minimise wait times. For service users that are placed in temporary accommodation, any vulnerabilities or needs of service users will be considered when assigning them temporary accommodation (EIA00301).



- Continuing some temporary capacity as part of the Temporary Accommodation Strategy resource investment to help: a) reduce the number of households in B&B, b) reduce the time spent by households in B&B and, c) increase the quality of temporary accommodation.
- Reducing the use of B&B and improving standards, i.e., the commencement of using Regulation 10 to contract for emergency temporary accommodation; the launch of the B&B Standards; the ongoing work of the Accommodation Finding Team; the use of Direct Lets for those stuck and in exceptional need in TA; and increase use of stock as Dispersed Temporary Accommodation.
- The service will also continue to build on existing partnership working arrangements with the Children's Trust, Adult Social Care, Early Intervention and Prevention service, Public Health, NHS midwifery team, voluntary sector working with those in temporary accommodation and other relevant partners.

EIA00304 (property acquisition) will include the mitigations above but also states that the service will work with partners to appraise a range of options for seeking to replace the loss of ongoing acquisitions. The options being investigated include utilising any HRA underspend; the seeking and utilisation of government grant; the creation of supported exempt family temporary accommodation; securing alternate capital investment with leasing options; creating a vehicle for BCC to undertake longer-term leasing of homes; and utilisation of assets including land to leverage supply.

There are also mitigations for specific protected characteristics. The dedicated housing solution for young people 18-25 will continue, as will delivery of statutory duty around suitability of temporary accommodation and supporting households with disabilities within temporary accommodation. There will be a tailored housing solution offer for victims of domestic abuse. The service will provide training around inclusivity and unconscious bias in relation to gender reassignment and sexual orientation and will continue to ensure its commissioning and partners are committed to EBEB. The service will work with WMCA and HW research around learning to tackle race and inequalities in homelessness. In addition, City Housing will work with the refugee and migrant team for EIP to support households who have come through a refugee and migrant route and will use interpreting services to ensure households in temporary accommodation understand homeless process.

For proposal EIA00322 (service charge for homeless centre) mitigation will entail sending a written notification of the increase to all residents, giving residents adequate notice. Letters will include information on how/where to seek financial advice and assistance. The homeless centres are manned by officers between the hours of 8:00 and 21:00, who will communicate the increase in service charge to residents and offer benefit maximisation support.

For EIA00319, there will be a positive impact as this proposal will help the service to procure B&B accommodation at cost within city limits, ensuring better value for money.



City Operations

48 EIAs have been submitted by City Operations, most of which refer to an amended function (28), followed by an amended service (20), amended policy (7), new policy (4), new strategy (3), new function (3) and new service (3).

Table 6: EIAs submitted by City Operations and impact against the protected characteristics.

EIA Number	Proposal (EIA Title)	Protected characteristics								
		Age	Disability	Sex	Gender Reassignment	Marriage & Civil Partnership	Pregnancy & Maternity	Race	Religion & Belief	Sexual Orientation
EIA00136	Savings Proposal: Property Licensing - Utilisation Of Internal Services									
EIA00138	Env' Health And Trading Standards Public Health Funding Non- Statutory Work									
EIA00147	Increase Admission Charges At Birmingham Wildlife Park									
EIA00159	Cease The Ranger Patrol Service							X		
EIA00161	Highway Maintenance - Removal Of Planned Maintenance Activity	X	X							
EIA00162	Additional Garden Waste Income And Fee Increase	X								
EIA00224	Savings Proposals: Property Licensing - Investment Of Enforcement Penalties									
EIA00225	Release Service Prudential Borrowing Identified For Alexander Stadium									
EIA00227	Pest Control - Introduction Of A Contributory Charge For Rat Treatments	X	X					X		
EIA00230	Savings Proposals: Property Licensing - Administrative Overhead And Absorption Rate									
EIA00235	Additional Bulky Waste Income And Price Increase	X	X				X	X		
EIA00253	Future Operating Model Of Alexander Stadium									
EIA00254	Cease Non-Statutory Love Your Street Activities	X	X	X			X	X		
EIA00258	Increased Income From Commercial Events (Ref 57)									
EIA00266	Reduction In Programmed Flood Risk Management And Maintenance Activity Of £50K Savings Per Annum.	X	X	X			X	X	X	
EIA00271	Community Centres - Cease Direct Management (By 2025/26)	X	X				X	X		
EIA00276	Reduce Graffiti Crews	X	X					X	X	
EIA00278	Budget Savings - 155 Allocation Of Public Health Funding To Support Community Safety									
EIA00282	Consolidate Enforcement Into A Centre Of Expertise									

EIA Number	Proposal (EIA Title)	Protected characteristics								
		Age	Disability	Sex	Gender Reassignment	Marriage & Civil Partnership	Pregnancy & Maternity	Race	Religion & Belief	Sexual Orientation
EIA00294	Introduction Of Parking Charges At Sutton Park	X	X	X				X	X	
EIA00295	Introduction Of Parking Charges At Lickey Hills Country Park	X	X	X				X	X	
EIA00296	Introduction Of Parking Charges At Sheldon Country Park	X	X	X				X	X	
EIA00297	New Roads & Street Works Permit Team (Nrswa Permit Team), Specified Licences And Footway Crossings Functions									
EIA00300	Budget Savings - 154 Resilience Team Stop Payments To Local Resilience Forum And Volunteers									
EIA00305	Reduction In Neighbourhood Enforcement	X	X	X			X	X	X	
EIA00307	Removal Of The Waste Prevention Service	X	X	X			X	X	X	
EIA00314	Measures Implemented To Deliver A Profit Share For Birmingham Community Leisure Trust Leisure Centre Contract	X	X	X			X	X	X	
EIA00315	Cease Sport Development Function - Delete The Two Posts Currently Within This Area	X	X	X			X	X	X	
EIA00317	Increase Of Birmingham City Council's Bereavement Services Fees And Charges 2024/25	X								
EIA00318	Cease Local Welfare Provision Scheme	X	X	X	X	X	X	X	X	X
EIA00321	Cut Major Events Budget Grant For Birmingham International Dance Festival	X	X					X		
EIA00324	Proposal To Align Events & City Centre Teams – Refocus On Contracted And Commercial Events							X		
EIA00333	Film Birmingham Service To Become Cost Neutral	X								
EIA00334	Cease Arts Commissioning And Local Arts Development Funding	X	X					X		
EIA00335	Cut Tourism Grants Budget By £0.025M		X							
EIA00336	Review Of Local Engineering Service With Highways And Infrastructure	X	X							
EIA00337	Funding School Crossing Patrols From Clean Air Zone Budget	X								
EIA00338	Reduction In Streetlighting Levels Across The City To Reduce Energy Consumption	X	X	X	X	X	X	X	X	X
EIA00340	Leisure Fees & Charges Increase By 5%									
EIA00342	Internal Leisure Breakeven									
EIA00343	Reduction Of The Birmingham City Council Grant Given To The Active Wellbeing Society (Taws).	X	X	X	X		X	X	X	X
EIA00344	Budget Savings - 49 Community Safety Team	X	X	X	X	X	X	X	X	X

EIA Number	Proposal (EIA Title)	Protected characteristics								
		Age	Disability	Sex	Gender Reassignment	Marriage & Civil Partnership	Pregnancy & Maternity	Race	Religion & Belief	Sexual Orientation
EIA00345	Reduction In Cultural Grants To Arts Organisations	X	X					X		
EIA00349	Move To Fortnightly Residual Waste (Non-Recyclable) Collection And Amend Early Starts	X	X				X	X		
EIA00350	Cease Neighbourhood Based Community Work Support And Cease The Non-Statutory Functions With The Neighbourhood Development And Support Unit									
EIA00351	Budget Reduction Proposal - Reduction Of Ward Forum Meetings Across The 69 Wards In The City									
EIA00352	Proposed Budget Reduction - Cease Neighbourhood Action Co-Ordination Pilot Programme In 22 Wards And Do Not Roll Out Citywide To Remaining Wards							X		
EIA00354	Neighbourhood Development And Support Unit (Ndsu) Proposed Management Restructure									
Total EIAs impacted		27	24	13	4	3	13	24	13	4

Protected Characteristics Impacted

The protected characteristics most frequently identified in EIAs is Age with 27 EIAs identifying impacts against these protected characteristics, followed by Disability and Race (both with 24 EIAs identifying impact). Sex, Pregnancy & Maternity and Religion & Belief were identified to be affected across 13 EIAs.

Of the protected characteristics identified to be impacted, specific emphasis has been drawn within the EIAs on the following groups:

Age and/or Disability:

- Younger people, older people and those with disabilities face an increased impact in areas such as: increased risk of trips and slips due to footpath deterioration.
- Increased levels of waste on the street and less enforcement officers. This could impact those who have (age-related) mobility issues, visual impairment as well as students living in some parts of the city.
- A reduction in street scene quality due to reduced enforcement and engagement will impact residents of all ages due to increased waste on the street giving rise to trip hazards, presence of hazardous waste (asbestos/insulating materials) and could also lead to increased incidences of burning which causes a risk.
- A large majority (3x) of the work conducted by the Waste Prevention Team is within Bournbrook and Selly Park, areas of the city with increased student population due to proximity to UoB. The impact is around risk to health with an increase of waste in the environment meaning increased exposure to biological hazards. Less guidance and education around waste presentation, segregation and recycling will mean that the transient population of students will be adversely affected due to



number of residents that are unlikely to be familiar with Birmingham city council's services. There is also the risk of exposure to harmful agents amongst vulnerable residents as a result of disability.

- Officers of the waste prevention team signpost users that are unable to present their bins correctly due to disability to an assisted collection program; these residents may not get the help required without the waste prevention officers.
- Disabled people with limited mobility may not be able to get rid of bulky waste themselves or present bins correctly without assistance; similarly elderly people may not be able to get rid of bulky waste due to low income.
- It is likely that those with physical disabilities and the elderly with limited mobility are more likely not to be able to self-treat rodent problems, meaning that they will have to incur the cost.
- Flood risk will impact those with limited movement, those with physical/mental disability or long-term illness and those who may have particular difficulties being able to respond to and mitigate against flood risk.
- Younger people (10-19) are likely to be impacted as the Community Safety Partnership has a priority to reduce serious youth violence. Racist and offensive graffiti in place for any length of time may have an impact on young people, older people and those with neurodiverse symptoms. This can also be seen as gang-related tagging for the younger. Additionally, people with disabilities will be affected due to their disabilities and in certain cases, reliance on the perpetrator (who are in most cases also the carer) limiting availability to report.
- Younger people, older people and those with disabilities will have reduced access to community facilities, local facilities, sports and leisure schemes, stay and plays and arts organisations impacting mental, social, and physical wellbeing. Limited access to services may also arise from increasing cost. For example, car park charging schemes which may reduce access to parks and those with disabilities may have to travel further or pay more to do so. They may also be financially affected arising from disbanding of the Local Welfare Scheme, which receives more applications from those who experience mental health issues.
- Reduction in dance engagement activity will impact priority groups targeted through learning and participation. These include: young dancers, both disabled and non-disabled; school participants; adults; community-based dance groups; and low-engaged communities. Previous evaluation shows that of the 23,000 target audience, 44% of spectators were Birmingham residents and 65% were under the age of 44. The ages affected depend on the many different activities that each organisation offers annually such as choral groups for older people or drama sessions for young people. We do not yet know the specific impact, including to disabilities, until organisations have been formally informed about the cuts and agreed with their Board (and other funders) what activities will have to cease but in general, reduced funding will directly result on less programme offer to the community at large.
- Lack of funding to support other organisations to deliver training and skills development programmes such as the recent Film & TV Production trainee apprenticeship programme will impact those age 10 to 39.
- Cuts to the Tourism grant (EIA00335) could impact those with a disability. For example, the visitor destination plan project focuses on improving 'accessible tourism' initiatives, as well as practices amongst venues/service providers across the city including awareness raising around disability needs, better marketing & promotion of services.
- As a result of the car park charging scheme in Sutton, Lickey Hills and Sheldon Parks, those aged 10 and above and older citizens may be adversely disadvantaged, especially those from low-income households.
- It is more likely that a deceased person will be within an older adult age group. Whilst many older people will make provision for their funeral in advance, the increase in the fee will affect relatives who pay for the funeral of the deceased. These relatives are likely to be 50 years and older for the majority of bereavements.



Sex:

- Impacts are identified in relation to women. This includes Increased vulnerability to violence, as cuts to community safety initiatives and support services may increase the risk of violence against women and girls, especially victims of domestic abuse as data informs, they are more likely to reach out to a non-police service. This will also impact on sex workers, which are mainly female but also young males.
- For women and girls, there was also the risk of reduced access to services and opportunities. For example, the reduction in programs offered by TAWS for girls and women will limit their access to physical activity and mental wellbeing improvement.
- Cuts to community support services may leave women, particularly primary caregivers, with fewer resources and increased burdens. For example, females are still recognised in society as the main care-givers and stay within the family home (and may have been involved in LYS), so increased waste in the environment (health impacts around exposure to agents, trip hazards, exposure to hazardous waste/needles etc. when navigating with pushchairs/small children) and a lack of support in accessing services to assist with the correct disposal of waste may more acutely impact females. They may also be financially affected by disbanding of the Local Welfare Scheme, which receives more applicants from females.

Pregnancy and Maternity:

- More waste on the streets due to reduced services could mean increased health risks, including exposure to hazardous waste and trip hazards.
- Pregnant people are recognised as being at increased risk when exposed to biological agents in hazard group 2, 3 or 4 as categorised by the Advisory Committee on dangerous Pathogens. Street litter may contain contaminants from discarded drug paraphernalia or vaping containers, potentially harmful if ingested and could prove harmful to unborn children.
- Heavily pregnant residents may struggle with the manual handling of larger or heavier bins. Pregnant residents may not be able to use bulky waste collection services due to lifting limitations.
- Pregnant women and families with young children may have limited mobility and difficulty responding to flooding, increasing their vulnerability during flash floods.
- Cuts to community support services and reduced street lighting could increase risks for people in abusive relationships, including pregnant women.
- Work across the third sector like Woman's Aid and performance data form West Midlands Police, indicates that women who are pregnant are at higher risk of violence from their partner.

Race:

- The representation of Asian and Black ethnic groups is higher than the Birmingham average within the wards most utilising the waste prevention service and neighbourhood (waste) enforcement officers. The impact will be on risk to health and reduction in amenity of the area caused by a reduction in street scene quality linked with increased waste in the environment and prevalence of environmental crime due to reduce education/engagement of residents.
- Minority ethnic groups will be affected as they live with multiple generations. Waste may exceed bin capacities with a move to fortnightly collections, as some of them consume more fresh food which generates additional organic waste.
- Residents living in areas of high occupancy or areas of high deprivation could have issues with financing a bulky waste collection due to limited funds. Rodents are also likely to be prevalent in these areas due to poor housing. This will be exacerbated with the removal of the waste prevention service.
- The loss of community facilities that offer opportunities for affordable physical activity, leisure and learning, and welfare services such as food banks may therefore impact people with this protected characteristic.



- Cuts to arts organisations grants will likely reduce the ability to deliver cultural engagement activity projects to different ethnic groups and communities. For example, Legacy Centre of Excellence is based in Aston serving that community and wider Black and Asian communities in particular. Sampad is a South Asian Dance Agency but serves all communities. There are also activities such as a large-scale outdoor programme in Handsworth Park, with micro commissions, relevant to the local communities. The funding cut directly correlates to a reduction in dance engagement activity for this protected characteristic provided in the lead up to and during the BDF.
- The budget reduction may also limit the council's events related to basketball and kabaddi; these sports have strong followings and participation amongst Black and Asian communities.
- A significant number of the 22 wards in the programme have a higher percentage of Black and Asian citizens in the ward - which are also some of the most deprived wards across the city. As the programme specifically aims to mobilise and empower local ward residents, community groups, stakeholders and partners to take action on local priorities to benefit their ward, it is logical to pre-suppose that many of the individuals and community groups will represent multi-ethnic groups.
- Tackling hate crime including racism is a priority for the Community Safety Partnership so there is likely to be a greater impact on citizens from a Black, Asian and ethnic minority community.

Religion and Belief:

- Waste prevention services and neighbourhood (waste) enforcement officers generally target areas with higher-than-average concentration of Muslim and Christian residents; hence a reduction in this service could impact on these communities. There is an increased risk to health and amenity of the area with less capacity to prevent waste crime, which may lead to increased waste in the environment and misuse or lack of use of council services.
- Tackling hate crime is a priority for the Community Safety Partnership so there is likely to be a greater impact on citizens from a Jewish and Muslim background given the rise in Islamophobic and anti-Semitic hate crimes.

Sexual orientation:

- Tackling hate crime towards the LGBTQ+ community is a priority for the Community Safety Partnership so there is likely to be a greater impact on the LGBTQ+ community.

Gender reassignment:

- Following national conversations with regards to people's choice to use non binary and gender reassignment, police data shows an increase in hate crime related to these identities. Working within this community we know there is a lack of willingness to report to the police. It is therefore important we can make available a non-criminal outlet where people do not feel judged and are therefore willing to report and talk to us so that we can either use our civil powers to enforce or ensure we put measures in place to minimise the impact within the communities. However, we must have the resources available engage meaningfully.

Marriage and Civil Partnership

- Domestic abuse is a priority for the Community Safety Partnership so there is likely to be an impact on citizens in abusive relationships.

There are some EIAs where all protected characteristics will be affected. For example, EIA00318. For EIA00315 and EIA00314 all protected characteristics will be affected except for gender reassignment, marriage or civil partnership and sexual orientation.

In relation to proposal EIA00315 (cease sport development function - delete the two posts currently within this area), any reduction in the sport development service leads to a risk that in less projects and programmes being delivered by the council and will therefore have a negative impact upon all individuals



who wish to participate in sports activities within Birmingham. This will result in a decline in physical activity resulting in a decline in physical and mental wellbeing which in turn will put additional strain on health services across the city.

For EIA30014 (measures implemented to deliver a profit share for Birmingham Community Leisure Trust leisure centre contract), whilst the measures to improve the financial position of the contract with BCLT have not yet been agreed and confirmed, it is unclear what the impacts on protected characteristics will be.

For EIA00334 (ceasing arts commissioning and local arts development funding), all age groups, ethnicities and those with disabilities will potentially be affected by cuts to arts grants and cultural project grants as the funding cuts will significantly decrease the number of projects and engagement activities on offer to the population. Funded projects are expected to be co-designed with the age groups selected by the arts applicant so can be varied. Grants are awarded to Birmingham-based arts organisations which are expected to co-design engagement activity with residents; this could include people with disabilities, those who are from an ethnic background or arts activities for children and young people who don't ordinarily participate in arts activities (outside of education).

In 2022-23, there were over thirty different creative projects happening across twenty-five city wards, reaching thousands of Birmingham residents, through participation and as audiences. Projects can be mothers and babies making new music together; migrant communities creating theatre; young people from across the city producing films about roller skating, mental health and autism; isolated older people being invited to dance; and community choirs creating a celebratory space where vulnerable people feel safe and included.

With regards to EIA00338 (reduction in streetlighting levels across the city to reduce energy consumption), all protected characteristics will be impacted. There may be an increase in the perceived fear of crime amongst the elderly, children and people with disabilities as a consequence of a reduction in streetlighting levels across the city. There may also be an increase in the perceived fear that highways, footway and cycle-tracks will be harder to navigate, but evidence suggests that this would not be the case. There may be a perceived fear of risk to personal safety amongst young women and pregnant women and perceived increase in criminal activity from certain groups, for example gangs of young males. Similarly, there may be an increase in the perceived fear of an increase in crime, harassment, (threats) of violence amongst people because of their non-binary identity, race, religion, sexual orientation, gender reassignment (including people who are proposing to undergo/are undergoing the process), and people who are in same sex marriages or civil partnerships.

For EIA00343 (reduction of the Birmingham City Council Grant given to The Active Wellbeing Society (TAWS), all protected characteristics except marriage and civil partnership will be impacted as programmes would stop or reduce due to a reduction in funding. This will mean a reduction in the number of activities that TAWS puts on for individuals with a disability; programmes for girls and women; programmes for all communities where deprivation is high and physical activity within ethnic groups is low; and targeted intervention programmes to improve health and wellbeing.

In relation to EIA00294, EIA00295, EIA00296 (relating to car parking charges at Sutton Park, Lickey Hills and Sheldon Park) the protected characteristics affected would be Age, Sex, Ethnicity and Religion as there is a risk that residents may adversely be disadvantaged by the charging policy, especially those from low-income households. This is based on an issue raised in the public consultation for a similar project at Cannon Hill Park in 2017.



EIAs for 18 cost savings state no impact to any of the protected characteristics (Savings Proposal: Property Licensing - Utilisation Of Internal Services; Env' Health And Trading Standards Public Health Funding Non-Statutory Work; Cease Bank Holiday Collection; Increase Admission Charges At Birmingham Wildlife Park; Savings Proposals: Property Licensing - Investment Of Enforcement Penalties; Release Service Prudential Borrowing Identified For Alexander Stadium; Savings Proposals: Property Licensing - Administrative Overhead And Absorption Rate; Future Operating Model Of Alexander Stadium; Increased Income From Commercial Events; Budget Savings - 155 Allocation Of Public Health Funding To Support Community Safety; Consolidate Enforcement Into A Centre Of Expertise; New Roads & Street Works Permit Team (Nrswa Permit Team), Specified Licences And Footway Crossings Functions; Budget Savings - 154 Resilience Team Stop Payments To Local Resilience Forum And Volunteers; Leisure Fees & Charges Increase By 5%; Internal Leisure Breakeven; Cease Neighbourhood Based Community Work Support And Cease The Non-Statutory Functions With The Neighbourhood Development And Support Unit; Budget Reduction Proposal - Reduction Of Ward Forum Meetings Across The 69 Wards In The City; Neighbourhood Development And Support Unit (Ndsu) Proposed Management Restructure).

Mitigating Actions Identified

For proposals EIA00162, EIA00349, EIA00307, EIA00235 and EIA00254 (which relate to waste, cleanliness and street scene), mitigations included (but are not limited to):

- Capacity of the bins to be reassessed (for both residual waste and recycling) and consideration will be given to increasing recycling bin capacity to allow for more recycling to take place. Provision for weekly food waste collection to reduce the amounts of organic waste within the bins. Citizens will be encouraged to compost garden waste at home.
- Using intelligence to identify where there is a need to revert to weekly collections (where fortnightly collections is not an option), and regularly monitoring the reports of fly tipping in the affected wards and the levels of compliance with interventions. This will allow officers to prioritise areas where there is a need for the waste enforcement unit. For example, tasking of various officers to redirect their enforcement, education or cleansing efforts to areas where we see a downward trend in street scene condition (upward trend in reports of fly tipping, requests for street cleansing, councillor engagement, waste crime, higher risk activities (deposited hazardous waste), burning of waste, etc.). There will be modelling to identify and prioritise the remaining resources (officer time) to be targeted to such offending.
- Staff being provided with training within the waste management service to identify problem areas/where there is waste on the street, for example using digital devices.
- Redesign of the street cleansing service which will allow for the LYS service to continue to a lesser degree and will be monitored to highlight where resources are to be deployed to. LYS service will continue to offer tools and equipment to residents, local groups and friends of parks. The service will continue to offer a waste collection service and pick up any waste derived from community events.
- For women who are heavily pregnant and home alone, short-term assisted collection will be offered to support with any manual handling issues until the pregnancy is over.
- Use technology to identify those residents who may not be presenting waste and providing assistance for collections where required. Any resident who has an assisted collection from the service is given one free bulky collection per year to help remove bulky waste that they may not be able to dispose of due to infirmity.



- There is also the new Private Lettings team which will work to ensure that private landlords in the area provide more support to residents with regard to many issues, including waste presentation.
- There is ongoing work to bring a Public Space Protection Order which will mitigate impact by containing its own educational aspect.

For EIA00227 (Pest Control - Introduction of a contributory charge for rat treatments), the treatment costs are being kept to a contributory cost of £24 rather than a full cost which would likely to be £60 to £100.

For EIA00276 (Reduce graffiti crews), racist or offensive graffiti will be cleared within 24 hours. Other non-offensive graffiti will continue to be managed to ensure that the shortest timeline for removal is achieved.

In relation to proposals EIA000161 and EIA00266 (relating to highways and infrastructure), reactive repairs would continue to be made against dangerous defects in line with statutory obligations. Prioritisation of maintenance will be focused on very high-risk assets. Stakeholder consultation and feedback on impact of initiatives will be sought, in addition to other funding/grant arrangements to help Flood Action Groups and Community Groups to help mitigate against flood risk.

For EIA00338 (reduction in streetlighting), feedback on the impact of the initiative will be closely monitored through City Ops Highways and Community Safety services and interaction with West Midlands Police. Should specific issues or trends be identified via this monitoring work, changes to the lighting levels in specific locations will be reviewed.

For proposals in EIA00315 and EIA00343 (relating to Health and Wellbeing), programmes delivered by partner and third sector organisations will continue to be supported. The Sport Service will continue to support delivery of sport development programmes by organisations such as The Active Wellbeing Society, Sport Birmingham, Sport England and National Governing Bodies of sport and will continue to monitor impact as part of the whole system approach to sport delivery, implementing place-based programme of interventions. For EIA00314, the directorate will work closely with their contracting partner under the guidance of the contract and service specification to minimise impact as far as possible. BCLT will be further supported and encouraged to expand their offer and programme to mitigate for any impact. A full review and full EIA will be submitted when measures have been agreed in 2024.

For EIA00271 (Community Centres - Cease Direct Management (by 2025/26)), the Council will seek to transfer the Community Assets to third parties but if this is not possible then alternative disposal routes may be pursued which may mean closure of facilities.

For proposals EIA00294, EIA00295 and EIA00296 (relating to parks), an annual season ticket option will be offered for the benefit of regular park users. Park users/citizens will be asked for their opinions on a suitable pricing structure and feedback will be sought on the cost of a season ticket through the forthcoming public consultation. Parking charging period will end at 5pm meaning evening parking will remain free (the benefits of which will be felt most in the summer months). Reviews of the car park charging scheme will take place post-implementation to ensure the effectiveness of the mitigation measures.

In EIA00352 (Neighbourhood Action Co-ordination - cease the 22 ward pilot programme and do not roll out citywide to remaining wards), it is proposed for the whole programme to cease and therefore very difficult to identify any mitigations. Adverse impact, comments and discussions may be brought forward at regular ward forum meetings with local councillors (as per the Constitution) which can be monitored by the NDSU.



Proposals EIA0036 and EIA00344, (relating to community safety and neighbourhoods) included mitigations of optimising further partner resource, contribution, and leadership and monitoring impact closely within partnership governance structures; and consulting and engaging with colleagues, members, stakeholders, partners, and residents on initiatives.

For proposals EIA00345, EIA00333, EIA00334 and EIA00335 (relating to the culture and arts industry), support will be offered by signposting arts and culture organisations to alternative (including external) funding streams. There will be ongoing dialogue with the film & TV sector including the regional agency Create Central and with cultural industries colleagues at WMCA. There will be meetings with the Culture Central on a regular basis including establishing the Birmingham Culture Compact (the new city cultural stakeholder partnership). Service officers also regularly meet No.11 Arts (a city-wide arts producer network) and will be meeting individual arts organisations seeking guidance and advice throughout the year.

The existing project is being funded through Shared Prosperity Funding. It is likely that further SPF funding to continue/develop the project will be available in 2024/25. Otherwise, we will encourage providers to continue to improve their services to people with disabilities.

For EIA00324 (aligning events and city centre teams) the team will look to bring in lower cost events or/and support kabaddi and basketball through other funding streams. The current basketball event and kabaddi have limited spectators. The city council is already investing in basketball courts and is part of a regional submission to host the kabaddi world cup, both of which would mitigate impact. For EIA00321 (International Dance Festival), alternative funding to keep Birmingham Festival alive will be sought. Any future festival will incorporate a dance element (including engagement from young people aged 0-19) and people from an ethnic background who are engaged as performers, participants and audiences.

EIA00342 (Internal Leisure Breakeven) The Council (Sport Service) will continue to work closely with the organisations that will operate both Moseley Road Baths and GBLC to support participation and activities for all. Participation and feedback on price increases at Lindon Road Instruction Pool will be monitored through monthly reports and feedback questionnaires in the usual way. Trends and impact will be reviewed appropriately.

For EIA00318, aside from signposting there is no other mitigation the Benefit service can offer to offset the removal of Local Welfare Provision.

With regards to EIA00317 (Increase of Birmingham City Council's Bereavement Services Fees and Charges 2024/25), the service offers several options in relation to choices of burial and cremation to ensure affordable funeral options where needed, and offers financial support, dependent upon eligibility, to families unable to pay for costs themselves. Where there are no family, or families refuse to act upon behalf of the deceased, then the council will arrange the funeral as per their duty under the Public Health Act. Bereavement Services does not apply a direct fee to the family for the funeral of a person aged 18 years and under as the government provides a child funerals fund.

For EIA00209 (Cease all ward-based community work activity and cease NDSU non-statutory functions), the service has stated it to be very difficult to mitigate impact without a resource.

For EIA00336 (Review of Local Engineering Service with Highways and Infrastructure), the Local Engineering Service supports the delivery of minor highway improvement works, funded via grants from different directorates. These works, dependant on their nature, may provide benefits to children, older adults and those with disabilities, such as crossing points for children at schools. These works would still be carried out in the future; however, they would likely be commissioned directly by the works promoters through Professional Services and Works Framework contracts, mitigating any impact.



The impact of the proposal to end the service will be monitored through Highways and Infrastructures customer channels. Mitigations will vary based upon the nature of feedback. For example, redesigning customer interfaces to improve engagement if this is featured or passing on requests for highway improvement work to the relevant commissioning directorate.



Strategy, Equality and Partnerships

4 EIAs have been submitted by Strategy, Equality and Partnerships, most of which refer to an amended service (2), followed by amended function (1), new function (1) and new service (1).

Table 8: EIAs submitted by Strategy, Equality and Partnerships and impact against the protected characteristics.

EIA Number	Proposal (EIA Title)	Protected characteristics								
		Age	Disability	Sex	Gender Reassignment	Marriage & Civil Partnership	Pregnancy & Maternity	Race	Religion & Belief	Sexual Orientation
EIA00275	Income Proposal To Use Council Lampposts To Host Lorawan (Long Range Wide Area Network) - A Type Of Internet Antenna And 5G Mobile Cells To Support Increased Connectivity Across The City. Savings Reference 175									
EIA00310	Contact Centre Call Answering Service Level Agreement (Sla) Reduction From 90% To 85%	X	X							
EIA00329	Debt Recovery Consolidation									
EIA00330	Digitally Enabled Council: Voice Automation	X	X					X		
Total EIAs impacted		2	2	0	0	0	0	1	0	0

Protected Characteristics Impacted

Two of the four EIAs identify impacts on both Age and Disability; one EIA also identifies an impact on Race.

There is specific emphasis within the EIAs on the following groups within these protected characteristics:

- **Age and Disability:** Older adults who may prefer to speak to someone rather than use one of the other contact methods available due to lack of skills in using technology, and children, as calls are made on their behalf (by someone else). The impact on citizens is that they may have to wait for longer to have their call answered and there is a risk that some people may not wait for their call to be answered and this applies to disabled citizens. It is also mentioned that voice automation may potentially broaden the experience/skillset of older people.
- **Race:** Those who aren't proficient in English may be less able to use voice automation.

EIAs for two cost savings identify no impact on any of the protected characteristics (Income Proposal To Use Council Lampposts To Host Lorawan (Long Range Wide Area Network) - A Type Of Internet Antenna And 5G Mobile Cells To Support Increased Connectivity Across The City; and Debt Recovery Consolidation).

Mitigating Actions Identified

The following mitigations are identified in the EIAs:

- For contact centre service reduction (EIA00310), there are alternative contact methods like e-mail, web-chat, X(twitter) and WhatsApp which will be launched shortly.



- Voice automation (EIA00280) is also being introduced. Up to 20% of calls will still require a human agent to conduct that interaction. It is anticipated that 60% of general enquiries and 40% of transactional interactions are suitable for voice automation. Customers can also choose to opt out of the automation solution if they are vulnerable and/or prefer the option to talk to an agent. For issues related to proficiency in English, selecting calls for automation will take account of the language used by callers – both in terms of diversity of language proficiency and diversity of lexicon and accents. Calls will only be automated after call listening has identified these language considerations and suitable handling approaches have been created. In the event that a caller is unable to make themselves understood to the automation solution, their call will be forwarded to an agent. By combining the actions of the agent and the recordings of these calls, SEP will be able to: improve the accuracy of speech recognition by expanding and tailoring the vocabulary of the speech-to-text engine; associate a caller's number with metadata that would result in future calls bypassing the automation solution and going straight to an agent; and continue offering natural-language voice calls, with the use of conversational AI, with the option of human support where needed.

