

Equality Impact Assessments (EIA) Form

Updated 27 February 2025

Sections in this form:

Section 1 – Details of the service, service change, decommissioning of the service, strategy, function or procedure

Section 2 – Who will be affected?

Section 3 – Consultation and engagement

Section 4 – Equality impact analysis

Section 5 – Monitoring and review

Section 6 – Sign off

Section 7 – Help and support

This form should be completed in conjunction with reading the EIA Guidance.

Section 1 – Details of the service, service change, decommissioning of the service, strategy, function, or procedure

Title of the EIA	Information, advice, and guidance service for Warrington
Assessment lead officer Email Telephone number	Hayley Wardle Hayley.wardle@warrington.gov.uk
Directorate Department	Families and Wellbeing Public Health
Date of assessment	24 th March 2025
Details of the service, service change, decommissioning of the service, strategy, function, or procedure.	Warrington’s Information, Advice, and Guidance service is being recommissioned, as the current contract has reached the end of its planned term. This Equality Impact Assessment (EIA) is based on the current service specification as delivered by Warrington Citizen Advice; however, there may be some changes to how the service is delivered following the recommissioning process. These potential changes reflect both a reduction in the overall contract value and ongoing evaluation of the service so it continues to meet the diverse needs of Warrington’s population. While the way people access the service may change, access itself is not expected to be reduced. The aim is to deliver the service more efficiently, reduce duplication, and maintain high-quality support for local residents. The core aims of the service and the range of support it offers will remain unchanged. Findings from this EIA will assist in the development of a new service specification, ensuring Warrington’s Information, Advice, and Guidance service does not disproportionately impact any groups protected under the Equality Act 2010. Warrington’s Information, Advice, and Guidance service provides free, confidential, and impartial support to residents of Warrington. It focuses on reducing debt, offering money advice, improving access to benefits, and supporting issues related to housing and employment. Through this work, the service also helps to address wider causes of stress, anxiety, and ill health by signposting and supporting access to other services that can offer further help. The service also provides training for other organisations within Warrington working with vulnerable client groups, providing information on welfare reforms and other changes to key legislation affecting services.

	Information, Advice, and Guidance services are essential in the current economic climate, as many households face growing financial pressures due to the rising cost of living. More people are relying on credit or going into debt to cover everyday essentials, with debt advice charities reporting increasing demand. National data shows that nearly half of UK adults had used consumer credit in the year to May 2022, with middle-aged adults most likely to hold this type of debt.¹ While high-income households may carry more debt overall, it is those on lower incomes who are more likely to be overindebted and face greater financial strain. There is a strong link between financial difficulties and both mental and physical health, with debt contributing to increased anxiety, stress, and reduced ability to afford healthy food and physical activity.²³ In this context, a service that provides free, confidential support to help maximise income, manage debt, and access benefits is vital to protect the wellbeing of Warrington residents. The main aims of the service are to: • Provide users of the service with information, advice and guidance that meets their assessed or presenting needs. • Promote the independence and wellbeing of users of the service by equipping them with the information and support required to make self-directed and informed decisions. • Provide support that reduces or prevents the need for future help. The service currently provides face to face services for a minimum of 50 weeks per year with opening times varied as necessary to ensure broad accessibility is maintained. Service users will primarily be adults who are resident within the Borough of Warrington, although it may be occasionally appropriate for those aged 16-17 years to access the service. The service is currently delivered via three service elements: • A core general service based at the Gateway in Warrington Town Centre, offering both drop-in and appointment-based support, delivered either one-to-one or through group advice sessions. • A GP outreach service available in 10 surgeries – 9 within the most 20% deprived wards in Warrington and a further 1 surgery within the most 40% deprived wards • A children’s centre service which offers drop in and appointment-based services at 3 nominated Children’s Centres
--	--

¹ UK Parliament. *Research Briefing. Household debt: statistics and impact on economy*. 13th March 2025. Available from: [Household debt: statistics and impact on economy - House of Commons Library](#)

² Fitch, C., Hamilton, S., Bassett, P., Davey, R. The relationship between personal debt and mental health: A systematic review. *Mental Health Review Journal*. 2011;16:153-166.

³ Royal Society for Public Health. A public health response to tackle Financial Insecurity. Available from: [RSPH | A public health response to tackle Financial Insecurity](#)

	In 2023/2024, a total of 14,234 people accessed support through the core service. This included a wide range of support needs, from simple one-off queries to more complex issues requiring in-depth advice or ongoing casework. An additional 424 people accessed advice through Early Help Children's Centres, and 725 new referrals were made to the GP outreach service over the same period. The most common issues presenting to the core service in 2023/2024 included benefits (including tax credits and Universal Credit) with 3,442 people seeking further advice and guidance, followed by debt advice (1,215 people), housing issues (508 people), and health or social care-related concerns (436 people). At the Early Help Children's Centres, benefits were again the most common presenting issue, with 271 people seeking support, alongside family and relationship issues.
Links and impact on other services, strategies, functions, or procedures.	The service will make a significant contribution to Warrington Borough Council's strategic objectives, particularly in improving health and wellbeing, preventing the escalation of needs, and promoting independence. The service will directly support the delivery of the Living Well in Warrington Health and Wellbeing Strategy by contributing to the following priorities: • Ensure a healthy standard of living for all • Create fair employment and good work for all • Strengthen the role and impact of ill health prevention By helping residents access timely advice and practical support related to debt, benefits, housing, employment, and health, the service helps address the wider social determinants of health. In addition, the service aligns with the Council's Corporate Strategy 2022-2024, supporting priorities such as tackling poverty and helping those in greatest need, building empowered, resilient and independent communities, and creating a place that provides opportunity for all. The service also supports delivery of the Equality, Diversity and Inclusion Strategy 2020-2024 by improving equity of access to advice and support and helping address inequalities in areas such as employment and housing. Through offering advice services within Early Help Children's Centres, the service contributes to the Children and Young People's Starting Well Plan 2022-2025, through offering beneficial support to families.

Section 2 – Who will be affected?

Include details of all those affected by the proposal, in some cases, this could be all Warrington residents. In the case of a specific service, strategy, function, or procedure include details of the residents affected. Please include details of who will be affected by protected characteristic as defined in the [Equality Act 2010](#) (see below). In many cases a proposal will be relevant to more than one protected characteristic e.g. age, sex. In contrast the proposal may not impact on some protected characteristics e.g. pregnancy and maternity, please specify if this is the case. The impact on care experienced people¹ and carers² should also be considered.

Information on Warrington's population can be found [here](#), this includes ward demographics. Information by protected characteristic on Warrington's residents can be found in the [Public Sector Equality Duty Report](#). Information on a specific service can be found in performance reports and/or equality monitoring information. Inspection reports and desktop research (local, regional, and national) can also be useful sources of information.

Protected characteristics. from the Equality Act 2010	
Age e.g. children, older people etc	Age profile of Warrington's population (ONS census data): • 0-15 years: 38,606 (18.2%) • 16-64 years: 131,859 (62.3%) • 65+ years: 41,115 (19.4%) – higher than the England average (18.4%) • Adults aged 50–59 make up the largest single age group Warrington has an older age profile than both the North West and England overall. By 2041, the population of people aged 75+ is expected to grow significantly, with the largest increases expected in the 75–84 age group. Age profile of service users in 2023/24 (where this information was recorded): • Under 25: 316 users • 25-35: 874 users

¹ **Experience of the care system as a child or young person** – This refers to people who have spent time living with foster carers under local authority care, in residential care (e.g., a children's home) or in kinship care with relatives or friends as a child or young person. A **care leaver** is a young person aged 16-25 years old who has been 'looked after' at some point since they were 14 years old, were in care on or after their 16th birthday. The [Independent Review of Children's Social Care](#) highlighted the significant levels of discrimination and disadvantage faced by care experienced people. In January 2024 this Council decided to treat "care experience" as if it were a protected characteristic under the Equality Act 2010".

² A **carer** is anyone, including children and adults who provides unpaid care for a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The Equality Act 2010 protects carers against direct discrimination or harassment because of their caring responsibilities this is called "discrimination by association".

	• 36-65: 3,570 users • 66 and over: 1,392 users The majority of service users are aged 36 to 65, broadly reflecting the working-age population, but there is also notable uptake among older adults.
Carers	Data from the 2021 Census shows that: • 90.5% (181,242) of the population provide no unpaid care • 4.9% (9,837) of the population provide 19 hours or less per week of unpaid care this is similar to the North West at 4.5% and England at 4.4% • 1.9% (3,801) of the population provide 20 to 49 hours per week of unpaid care • 2.7% (5,461) of the population provide 50 or more hours per week of unpaid care During 2022/23 the total number of carers receiving direct support from the council was 3299. 627 carers received a commissioned service or direct payment for the support they needed. 59% of carers were under 65 years of age, 36% were aged between 65-84 years old and 5% were aged 85 or over. In March 2024 there were 303 young carers registered with Warrington Carers Hub Findings from the Warrington Health and Wellbeing survey 2023 provides further insights on the provision of unpaid care and support in Warrington: • 1 in 6 (15.4%) respondents provided unpaid help or support to someone that was either living with a long-term physical or mental health condition, or experiencing issues related to older age • Women, particularly middle-aged women, were more likely to provide unpaid care ○ 1 in 5 (18.9%) women provided unpaid help and support compared with 1 in 8 men (11.7%) ○ Notably, more than 1 in 4 (26.2%) women aged 40-64 years provided unpaid care • A higher proportion of 40–64-year-olds provided unpaid care (20.2%) compared with the 18-39 (8.5%) and 65+ (16.4%) age groups • Around half (51%) of those providing unpaid care lived separately from the person they were supporting, whilst 38% lived with them all the time and 3% lived with them some of the time • A third of those providing unpaid care (32%) reported that they had no support to help with their caring role, and a quarter (23%) didn't identify themselves as a 'carer'.
Care Experience as a child or young person and Care Leavers	• As of 29.2.24 there were 352 children in the council's care • Care leavers: 232 young people aged 16-25 were supported by the council A survey conducted by the National Leaving Care Benchmarking Forum on the views of 461 care experienced young people on the cost of living crisis showed: • 45% of care experienced young people were struggling to buy food



	• 65% said they were in debt, or their debt had increased since the beginning of 2022 • 76% reported that the cost of living crisis has had an impact on their mental health • 31% said they were at risk of homelessness
Disability	The 2021 Census showed that: • 17.8% of residents are disabled which is the same as England (17.8%) but lower than the North West at 19.8% • 7.7% of residents identified are disabled with their day-to-day activities limited a lot under the Equality Act 2010 • 10.1% of residents are disabled with their day-to-day activities limited a little under the Equality Act 2010 • 82.2% of the population are not disabled under the Equality Act 2010 In 2022/23 the council provided long term support for 1440 men (41.5%) and 2027 women (58.5%), a total of 3467 people. 65.6% (2274) were aged 65 and over and 34.4% (1193) were aged between 18-64. Long term support provided comprised of: • Physical Support – 2008 (57.9%) • Learning Disability – 538 (15.5%) • Mental Health – 450 (13.0%) • Sensory Support – 103 (3.0%) • Memory & Cognition – 329 (9.5%) • Other – 39 (1.1%) The number of information, advice, and guidance core service users who reported living with a disability or long term health condition in 2023/24 was 1101 (approximately 7.8% of all service users) 225 families with children with disabilities accessed the service through Early Help Children's Centres in the same year
Gender reassignment	Census 2021 data shows that: • 164,304 (95.13%) of resident's gender identity is the same as their sex registered at birth which is slightly higher than England (93.5%) and the North West (94.19%) • 273 (0.16%) of resident's gender identity is different to that assigned at birth but no specific identity is given. This is lower than England and the North West (0.25% and 0.23% respectively) • 145 (0.08%) of the population are transwomen which is similar to England (0.10%) and the North West at (0.9%). • 159 (0.09%) of the population are transmen which is similar to England (0.10%) and the North West (0.9%) • 57 (0.03%) of the population are non-binary which is lower than England and the North West (0.06%) • 42 (0.02%) of the population have another gender identity which is similar to England (0.04%) and the North West at (0.03%)
Pregnancy and maternity	• In 2021 Office for National Statistics show that the birth rate in Warrington was 1.48% which is lower than England and Wales (1.55%) and the North West (1.59%).

	• There were 1,619 live births to UK born mothers (83.8%) which is higher than England and Wales (71.23%) and the North West (78.20%). • There were 313 (16.20%) live births to non-UK born mothers which is fewer than England and Wales (28.76%) and the North West (21.80%).
Race/ethnicity	Ethnic groups in Warrington identified in the Census 2021 are: • Asian, Asian British or Asian Welsh - 6,954 (3.3% of the population). This is up from 2.4% in 2011. The 0.9 percentage-point change is the largest increase among high-level ethnic groups. Across the North West, the percentage of people in this ethnic group increased from 6.2% to 8.4%, while across England the percentage increased from 7.8% to 9.6%. • Black, Black British, Black Welsh, Caribbean or African - 1,576 (0.7% of the population) • Mixed or Multiple ethnic groups - 3,335 (1.6% of the population) • White - 197,305 (93.5% of the population) • Other ethnic group - 1,803 (0.9% of the population) Ethnicities under the White Ethnic Group included: • White English, Welsh, Scottish, Northern Irish or British – 185,936 (94.2% of the population) • White Polish – 2,894 (1.5% of the population) • White European Mixed – 1,517 (0.8% of the population) • White Irish – 1,366 (0.7% of the population) • White Romanian – 1,038 (0.5% of the population) In summary in 2021, 93.5% of people in Warrington identified their ethnic group within the “White” category (compared with 95.9% in 2011), while 1.6% identified their ethnic group within the “Mixed or Multiple” category (compared with 1.1% the previous decade). The percentage of people who identified their ethnic group within the “Other” category (“Arab” or “Any other ethnic group”) increased from 0.2% in 2011 to 0.9% in 2021. In Warrington 105 different languages are spoken. The most spoken languages are: • English (94.6% of the population) • Other European languages (3.4% of the population) • Polish (1.5% of the population) • Romanian (0.7% of the population) • South Asian (0.6% of the population)

	The July 2023 Traveller caravan count showed that there were 41 caravans in Warrington. In 2023/2024, the ethnic groups of service users access the core information, advice, and guidance service were: • White – 91.7% • Mixed ethnicity – 1.5% • Asian – 3.4% • Black – 1.5% • Other ethnicity – 1.9%
Religion or belief	Religions in Warrington identified in the 2021 Census are: • No religion - 73,042 (34.6% of the population). This is similar to England (36.7%) and the North West (32.6%) • Christian - 119,650 (56.7% of the population) • Buddhist - 605 (0.3% of the population) • Hindu - 1,495 (0.7% of the population) • Jewish - 190 (0.1% of the population) • Muslim - 3,686 (1.7% of the population) • Sikh - 478 (0.2% of the population) • Other religion – 794 (0.4 of the population)
Sex	• Office for National Statistics data show that 49.4% (104,613) of the population of Warrington are men and 50.6% (106,967) of the population are female. These mirror both the North West (at 49.1% male; 50.9% female) and England and Wales (at 49.0% male; 51.0% female). • Male life expectancy in Warrington is 78.60 years - not significantly different to England at 78.85 years • Female life expectancy in Warrington is 82.27 years - significantly lower than England at 82.82 years
Sexual orientation	Sexual orientations in Warrington identified in the 2021 Census are: • Straight or Heterosexual - 158,539 (91.8%) which is similar to England at 89.37% and the North West 90.12% • Gay or Lesbian - 2,254 (1.3%) which is lower than England at 1.54% and the North West at 1.69% • Bisexual - 1,704 (1.0%) which is lower than England at 1.29% and the North West at 1.22% • Pansexual - 267 (0.2%) which is slightly lower than England at 0.23% and the North West at 0.20% • Asexual - 72 (0.0%) which is lower than England at 0.06% and the North West at 0.05% • Queer – 22 (0.0%) which is lower than England at 0.03% and the North West at 0.02% • All other sexual orientations – 30 (0.0%) which is lower than England at 0.02% and the North West at 0.01%
Marriage and civil partnership	Census data 2021 shows that: • 34.9% of Warrington residents have never married and never registered a civil partnership which is slightly lower than England (37.9%) and the North West (39.4%) • 46.8% are married ○ % are in a registered civil partnership



	• 2.0% are separated, but still legally married or still legally in a civil partnership • 9.6% are divorced or a civil partnership has been dissolved • 6.6% are widowed or surviving a civil partnership partner From 01/01/2023 to 31/12/2023 the council's registrar's team conducted: • 396 civil marriages in the register office or approved civil venues, of those 385 were marriages of opposite sex couples and 11 same sex couples • 80 marriages were registered where the wedding has taken place in a registered building (church). 3 of these were same sex couples • 13 Civil partnerships at the register office and other approved premises, of those 9 were opposite sex couples and 4 were same sex couples • There were no civil partnerships which were converted into marriages
--	---

Section 3 – Consultation and Engagement?

Details and date of the consultation/s and/or engagement activities	Please include details of all consultation and engagement activities. This should include the date, type of consultation i.e. online survey, focus group, virtual consultation, face to face (please exclude personal information), customer satisfaction surveys etc and the number of respondents. Please include details of any consultation/engagement activities that were carried out with specific groups and/or protected characteristic/s. While no dedicated consultation has been carried out specifically for Warrington's Information, Advice and Guidance service or the current recommissioning process, this assessment draws on existing insights from the current service model and other relevant sources of data and feedback. The provider submits quarterly case studies as part of the current contract monitoring arrangements which highlight the impact of the service, including examples of support provided to individuals with protected characteristics. In addition, findings from the <i>Warrington Health and Wellbeing Survey 2023</i> have also informed this assessment, particularly findings relevant to finance and employment. This large-scale survey of adults aged 18 and over was conducted between April and June 2023 and explored a broad range of factors that influence health and wellbeing, including financial stability, employment, and access to support. A total of 4,932 residents completed the survey. The survey was sent to a stratified sample of the Warrington population, helping to ensure a representative cross-section of views. The results in the context provide valuable insight into how financial and employment issues affect different groups in the borough.
--	--

Feedback received	Please provide a summary of all feedback received. Please include comments relating to specific protected characteristic/s if this has been received. Feedback from other local and/or external regional/national consultations can also be used to assess the impact of your proposal on different protected groups. Key findings from the Warrington Adult Health and Wellbeing Survey 2023 Finance and Employment Report: The findings highlight the importance of accessible support for financial management, debt, benefits advice, and employment which are all core components of the information, advice and guidance service. The survey revealed that 1 in 10 adults were finding it difficult or very difficult to manage financially, with younger adults and those living in more deprived areas significantly more affected. For example, 18.6% of adults aged 18–39 years and 28.4% of those living in the most deprived areas reported financial difficulties. Women and people in deprived areas were more likely to report going without food or borrowing money to afford basic necessities. In terms of protected groups, the survey showed that: • Age: Younger adults (18–39 years) were more likely to experience financial hardship, go without food, and borrow money compared to older age groups. • Gender: Women were more likely than men to report borrowing money, receiving means-tested or disability benefits, and going without food to manage financially. • Disability: Respondents unable to work due to illness or disability were more likely to report severe financial challenges, including going without essentials like food and heating. It is also worth noting that people living in the most deprived areas consistently experienced higher levels of hardship across all indicators. These findings highlight the importance of having a service that is open to everyone, while also being especially responsive to people who are more likely to face financial difficulties.
Gaps in consultation and engagement feedback	Please identify any gaps in consultation/engagement activities and actions to fill these gaps? Who else do you need to engage with? If the proposal is likely to have a significant disproportionate impact, you should ensure that you have engaged with those likely to be affected by your proposal. While data has not been explicitly collected from some groups with protected characteristics such as pregnant women, care leavers, individuals with care experience, gender reassignment, sexual orientation, those who are married and or in a civil partnership, and those identifying with specific religions or beliefs, the service provides a universal offer that is designed to be inclusive and accessible to all residents. It is not believed that the service has a disproportionate impact on any particular group. However, future engagement could consider more targeted outreach to better understand the needs and experiences of people with protected characteristics and this could be performed as part of the review of this

	EIA in 6 months. Ongoing monitoring and provider reporting will support efforts to ensure the service continues to reach and meet the needs of all members of the Warrington community.
--	---

Section 4 – Equality Impact Analysis

Using the information from sections 2 and 3 please assess the impact of your proposal by protected characteristic. In many cases it is likely that your proposal will impact more significantly on some protected characteristics i.e. age, sex, or disability. Your proposal may not impact on some protected characteristics at all i.e. marriage or civil partnership. If this is the case, please state “no impact” on the template.

Protected characteristics from the Equality Act 2010	Potential Impact Positive/Negative Not Applicable	Summary of Impact.	Actions and recommendations to mitigate any negative impacts.
Age	Positive	The service is inclusive of adults of all ages and is designed to be accessible, and responsive to the diverse needs of Warrington’s population. Compliance with the Equality Act 2010 is a core requirement of the service. The specification emphasises the importance of promoting equality, challenging discrimination, and tailoring support to individual needs. The service is expected to prioritise those with the greatest need while ensuring fair and inclusive access for all. The service also supports the needs of children through the provision of information, advice and guidance through Early Help Children’s Centres to parents and families. In some circumstances, the service will also provide support to those aged 16 and 17 years old.	Please include details of how positive impacts could be further enhanced, if possible? These positive impacts could be further enhanced by utilising findings from local insights e.g. younger adults (aged 18-39y) are more likely to experience financial hardship in Warrington, and ensuring the service is accessible to younger age cohorts and that these groups are considered in promotion of the service.
Carers	Positive	The service is inclusive of carers and is designed to be accessible and responsive to the varied needs of Warrington’s population. Compliance with the Equality Act 2010 is a core requirement, and the service specification places a strong	Positive impacts could be supported by continuing to ensure the service remains inclusive, accessible, and responsive to the needs of all groups. The service should remain responsive to local intelligence which highlights those most in need.

Protected characteristics from the Equality Act 2010	Potential Impact Positive/Negative Not Applicable	Summary of Impact.	Actions and recommendations to mitigate any negative impacts.
		emphasis on promoting equality, challenging discrimination, and tailoring support to individual needs. The service is expected to prioritise those with the greatest need while ensuring fair access for all. The universal nature of the service, along with its flexible, needs-led approach, has the potential to provide valuable support to carers, including those who may not currently access specialist services. No negative impact is anticipated for this group, and the service can play an important role in reaching carers who may otherwise go unsupported.	
Care Experience as a child or young person and Care Leavers	Positive	The service is inclusive of care leavers and care experienced young people, and is designed to be accessible and responsive to the needs of all individuals, including those who may face additional barriers to accessing support. Compliance with the Equality Act 2010 is a core requirement of the service. The specification emphasises promoting equality, challenging discrimination, and ensuring that support is tailored to individual needs. The service is expected to prioritise those with the greatest need while maintaining equitable access for all. Care leavers and care experienced young adults are recognised nationally as a group that may face significant disadvantage, including increased risks of financial hardship, housing insecurity, and	Positive impacts could be supported by ensuring service promotion continues to reach this group, particularly through settings accessed by young people. The service should remain responsive to local intelligence which highlights those most in need.



Protected characteristics from the Equality Act 2010	Potential Impact Positive/Negative Not Applicable	Summary of Impact.	Actions and recommendations to mitigate any negative impacts.
		poorer mental health. The flexibility of the Information, Advice and Guidance service enables it to respond to these challenges by offering personalised support around debt, benefits, housing, and access to other services.	
Disability	Positive	The service is inclusive of people with disabilities and long-term health conditions. It is designed to be accessible and responsive to the needs of all individuals, including those who may require additional support to access services. Compliance with the Equality Act 2010 is a core requirement, and the service specification places strong emphasis on promoting equality, challenging discrimination, and tailoring support to individual needs. The service is expected to prioritise those with the greatest need while ensuring equitable access for all residents. No negative impact is anticipated, and the service has the potential to provide early, targeted support that helps reduce inequalities and improve outcomes for residents with disabilities and their families.	Positive impacts could be further enhanced by continuing to ensure that information remains available in accessible formats and that the service remains responsive to a range of needs, including physical, sensory, cognitive, and mental health-related disabilities. The service should remain responsive to local intelligence which highlights those most in need.
Gender reassignment	Positive	The service is inclusive of people whose gender identity is different from the sex they were assigned at birth. It is designed to be accessible and responsive to the needs of all individuals. As with all protected characteristics, compliance with the Equality Act 2010 is a core requirement. The service specification highlights the importance of promoting equality, challenging	Positive impacts could be supported by continuing to ensure the service remains inclusive, accessible, and responsive to the needs of all groups. The service should remain responsive to local intelligence which highlights those most in need.



Protected characteristics from the Equality Act 2010	Potential Impact Positive/Negative Not Applicable	Summary of Impact.	Actions and recommendations to mitigate any negative impacts.
		discrimination, and tailoring support to individual circumstances. It is expected to prioritise those with the greatest need while ensuring equitable and respectful access for all. No negative impact is anticipated for this group. The universal nature of the Information, Advice and Guidance service, along with its commitment to individualised, non-discriminatory support, ensures that people of all gender identities are able to access the help they need in a safe and respectful environment.	
Pregnancy and maternity	Positive	The service is inclusive of people who are pregnant or on maternity leave, and is designed to be accessible and responsive to a wide range of needs, including those related to family. Compliance with the Equality Act 2010 is a core requirement, and the service is expected to promote equality, challenge discrimination, and tailor support to individual circumstances. While no negative impact is anticipated for this group, the universal nature of the service and its availability through Early Help Children's Centres helps to ensure that pregnant women and new parents can access timely advice and support.	Positive impacts could be supported by continuing to ensure the service remains inclusive, accessible, and responsive to the needs of all groups. The service should remain responsive to local intelligence which highlights those most in need.
Race/ethnicity	Positive	The service is inclusive of people from all ethnic backgrounds and is designed to be accessible and responsive to the needs of Warrington's increasingly diverse population. Compliance with the Equality Act 2010 is a core requirement, and	Positive impacts could be further enhanced by ensuring that language and cultural needs are consistently considered in service delivery, including the availability of translated materials where appropriate. The service should remain responsive to local intelligence which highlights those most in need.

Protected characteristics from the Equality Act 2010	Potential Impact Positive/Negative Not Applicable	Summary of Impact.	Actions and recommendations to mitigate any negative impacts.
		the service specification emphasises the importance of promoting equality, challenging discrimination, and tailoring support to individual needs. The service is expected to prioritise those with the greatest need while ensuring fair and equitable access for all ethnic groups. In 2023/24, around 8.3% of core service users identified as being from an minoritised ethnic background. While this is slightly below the proportion of the wider population identifying as non-White, it still reflects engagement from a range of communities. To support access for all ethnic groups, service providers make resources available in alternative languages and formats upon request, ensuring everyone can benefit from the service. While no negative impact is anticipated, continued monitoring and inclusive practice will remain important to ensure the service continues to meet the needs of all racial and ethnic groups in Warrington.	
Religion or belief	Positive	The service is inclusive of individuals of all faiths and beliefs, including those with no religion. It is designed to be accessible and respectful of cultural and religious diversity. Compliance with the Equality Act 2010 is a core requirement, and the service is expected to promote equality, challenge discrimination, and tailor support to individual needs.	Positive impacts could be supported by continuing to ensure the service remains inclusive, accessible, and responsive to the needs of all groups. The service should remain responsive to local intelligence which highlights those most in need.



Protected characteristics from the Equality Act 2010	Potential Impact Positive/Negative Not Applicable	Summary of Impact.	Actions and recommendations to mitigate any negative impacts.
		No negative impact is anticipated for this group. The universal nature of the service ensures that individuals can access support regardless of their religion or belief.	
Sex	Positive	The service is inclusive of all individuals, regardless of sex. It is designed to be accessible and responsive to the needs of both men and women. Compliance with the Equality Act 2010 is a core requirement, and the service specification emphasises promoting equality, challenging discrimination, and tailoring support to individual needs. No negative impact is anticipated for this group. The service recognises that certain issues, such as unpaid caring responsibilities or financial hardship, may affect men and women differently, and is flexible in its approach to meet varying needs.	Positive impacts may be strengthened by monitoring service uptake by sex and remaining responsive to the different challenges men and women may face. The service should remain responsive to local intelligence which highlights those most in need.
Sexual orientation	Positive	The service is inclusive of all individuals, regardless of sexual orientation. It is designed to be accessible and responsive to the needs of all residents. Compliance with the Equality Act 2010 is a core requirement, and the service specification highlights the importance of promoting equality, challenging discrimination, and providing tailored support based on individual circumstances. No negative impact is anticipated for this group. The universal nature of the service ensures that	Positive impacts could be supported by continuing to ensure the service remains inclusive, accessible, and responsive to the needs of all groups. The service should remain responsive to local intelligence which highlights those most in need.



Protected characteristics from the Equality Act 2010	Potential Impact Positive/Negative Not Applicable	Summary of Impact.	Actions and recommendations to mitigate any negative impacts.
		all individuals can access support without fear of discrimination, and providers are expected to create a welcoming and respectful environment for all.	
Marriage and civil partnership	Positive	The service is inclusive of all individuals, regardless of marital or civil partnership status. It is designed to be accessible and responsive to the needs of both individuals and those who are married or in a civil partnership. Compliance with the Equality Act 2010 is a core requirement, and the service specification promotes equality, challenges discrimination, and ensures support is tailored to individual circumstances. No negative impact is anticipated for this group. The universal offer ensures that support is available to all residents, irrespective of their relationship status, and providers are expected to treat all service users with dignity and respect.	Positive impacts could be supported by continuing to ensure the service remains inclusive, accessible, and responsive to the needs of all groups. The service should remain responsive to local intelligence which highlights those most in need.

Section 5 - Monitoring and review

How will the impact of the service, service change, decommissioning of the service, strategy, function, or procedure be monitored? How will actions to mitigate negative impacts be monitored? Date for review of the EIA

Details of monitoring activities	The Provider will be required to submit quarterly monitoring information with a focus on both service quality and impact. This will include performance data, equality monitoring, and other relevant indicators. User feedback will be an essential part of the monitoring and evaluation process. It is a requirement that the provider must have processes in place to gather service user views, including through annual surveys, exit questionnaires, and comments or complaints procedures. This feedback will support continuous improvement and help identify any unintended impacts on particular groups. All ongoing monitoring activities will be carried out in accordance with the terms agreed post-tender and will inform ongoing service development.
Date and responsible officer for the review of the EIA	The EIA will be reviewed in six months, in line with best practice. The commissioned service provider will be expected to review the EIA as part of the mobilisation process under the new service specification. Mike Bridges, Consultant in Public Health WBC, will be the responsible officer with oversight of this review.

Section 6- Sign off.

When you have completed your EIA, it should be signed off by a senior manager within your Department. **Please forward a copy of the EIA to the Business Intelligence Team at equalities@warrington.gov.uk.** EIA's will be published on the Council intranet and website.

Name	Signature	Date
[Redacted]	[Redacted Signature]	10 th April 25

Section 7 - Help and support.

Contact the Business Intelligence Team at equalities@warrington.gov.uk