



Equality Impact Assessment

Project Title	Providing general practice services in Norwich. Norwich Walk-in Centre and GP Practice, Rouen Road. Public Consultation and Engagement (24 th January 2023 to 26 th March 2023)	C&E Lead	Kristen Hall
Date Submitted	January 2023	Version No	1.0
Project Lead	Sadie Parker	Project Ref No.	

Project Description	The Norwich APMS contract for the walk-in centre, vulnerable adults service (inclusion health hub) and registered practice is due to expire on 31 March 2024. To inform the commissioning of a further contract from 1 April 2024, a period of formal public consultation is being undertaken from 24 January to 26 March 2023.
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Area of Equality	Race & Culture
Protected Characteristics of E&D	
<p>Current data on individual patients using this service is not available to the commissioner.</p> <p>In the latest census, around 115,900 Norwich residents said they were born in England. This represented 80.5% of the local population. The figure has risen from just under 112,400 in 2011, which at the time represented 84.8% of Norwich's population. Countries that joined the EU between April 2001 and March 2011 (other than Poland, Croatia, Lithuania and Romania) were the next most represented, with just over 2,200 Norwich residents reporting one of these countries as their country of birth (1.5%). This figure was up from around 1,200 in 2011, which at the time represented 0.9% of the population of Norwich. The number of Norwich residents born in Poland rose from just over 1,500 in 2011 (1.2% of the local population) to around 2,100 in 2021 (1.4%).</p> <p>Norwich has 4 hotels which are being used as asylum seekers contingency accommodation, as well as small numbers of dispersal accommodation throughout the city. The top countries of origin for asylum seekers in contingency accommodation are Afghanistan, Eritrea, Pakistan, Iran, Iraq, Albania, Syria, Turkey and Sudan.</p> <p>Norwich has a static site for Gypsy Roma Travellers, however figures are unreliable and do not include those people that are not permanently resident.</p>	

In 2021, 5.5% of Norwich residents identified their ethnic group within the "Asian, Asian British or Asian Welsh" category, up from 4.4% in 2011. The 1.1 percentage-point change was the largest increase among high-level ethnic groups in this area. Across the East of England, the percentage of people from the "Asian, Asian British or Asian Welsh" ethnic group increased from 4.8% to 6.4%, while across England the percentage increased from 7.8% to 9.6%.

In 2021, 87.1% of people in Norwich identified their ethnic group within the "White" category (compared with 90.8% in 2011), while 3.1% identified their ethnic group within the "Mixed or Multiple" category (compared with 2.3% the previous decade).

The percentage of people who identified their ethnic group within the "Black, Black British, Black Welsh, Caribbean or African" category increased from 1.6% in 2011 to 2.5% in 2021.

Identify any positive impact	Identify any negative impact
<p>Consultation materials will be available in other languages on request. An iPad will be available in the walk-in centre for service users to undertake the survey online. The consultation document on the ICB website will be capable of translating into other languages and we have also provided details on how the document can be made available in other languages or formats on request. Printed copies will also be available. There is also an easy-read version of the consultation document. We will be undertaking face to face engagement with trusted communicators from numerous voluntary and community sector organisations working with vulnerable adults and those experiencing health inequalities to ensure they can input into the consultation.</p>	<p>The consultation is not anticipated to have an adverse impact on staff/ patients/ carers of any particular group.</p>
Potential actions	
<p>Output from the consultation to be analysed and used to ensure the service specification of the future contract reflects the diverse needs of the population. This will be done after the consultation closes on 26 March 2023.</p>	

Area of Equality		Religion & Beliefs
Protected Characteristics of E&D		
In the Census of 2021, 53.5% of Norwich residents identified as having no religion, compared to 40.2% in the East of England and 36.7% as the England average. 33.6% of the population of Norwich identified as Christian and there were 6.8% who did not state their religion. 3% of the population identified as Muslim and 1.8% as Hindu.		
Identify any positive impact		Identify any negative impact
Consultation materials will be available in other languages on request. An iPad will be available in the walk-in centre for service users to undertake the survey online. Printed copies will also be available. We will be undertaking face to face engagement with advocates from numerous voluntary and community sector organisations working with vulnerable adults and those experiencing health inequalities to ensure they can input into the consultation.		The consultation is not anticipated to have an adverse impact on staff/ patients/ carers of any particular group.
Potential actions		
Output from the consultation to be analysed and used to ensure the service specification of the future contract reflects the diverse needs of the population. This will be done after the consultation closes on 26 March 2023.		

Area of Equality		Age
Protected Characteristics of E&D		
The latest census data also show that the average (median) age remained 34 years in Norwich between the last two censuses. Norwich had the joint second-lowest average (median) age in the East of England (alongside Luton and behind Cambridge) and a lower average (median) age than England (40 years). The number of people aged 50 to 64 years rose by around 2,600 (an increase of 13.2%), while the number of residents aged 4 years and under fell by just under 1,500 (17.7% decrease).		
Identify any positive impact		Identify any negative impact
An iPad will be available in the walk-in centre for service users to undertake the survey online while they are on the premises. Printed copies will also be available. The consultation document on the ICB website will be capable of translating into other languages and we have		The consultation is not anticipated to have an adverse impact on staff/ patients/ carers of any particular group.



also provided details on how the document can be made available in other languages or formats on request. There is also an easy-read version of the consultation document. In addition we will be undertaking face to face engagement. We have provided the consultation materials to all GP surgeries.

Potential actions

We will work with the children's team to make the survey available to local children's groups. Output from the consultation to be analysed and used to ensure the service specification of the future contract reflects the diverse needs of the population. This will be done after the consultation closes on 26 March 2023.

Area of Equality

Disability

Protected Characteristics of E&D

In Norwich, the proportion of non-disabled residents fell from 78.5% in 2011 to 78.0% in 2021. During the same period, the regional proportion increased from 82.5% to 83.4%. The percentage of people who were identified as being disabled and limited a lot in Norwich fell from 10.1% to 9.0%, while the percentage of people who were identified as being disabled and limited a little increased from 11.4% to 13.0%. Census 2021 was undertaken during the coronavirus (COVID-19) pandemic. Therefore the gov.uk website cautions this may have influenced how people perceived their health status and activity limitations, and therefore may have affected how people chose to respond.

Practice clinical and non-clinical staff undertake training, such as disability awareness training and general practices services have to have regard to the Accessible Information Standard defined in law.

Identify any positive impact

An iPad will be available in the walk-in centre for service users to undertake the survey online while they are on the premises. Printed copies will also be available, as well as information in other formats on request. In addition we will be undertaking face to face engagement. The consultation document on the ICB website will be capable of translating into other languages and we have also provided details on how the document can be made available in other languages or formats (such as Braille) on request. There is also an easy-read version of the consultation document.

Identify any negative impact

The consultation is not anticipated to have an adverse impact on staff/ patients/ carers of any particular group.



Potential actions

Output from the consultation to be analysed and used to ensure the service specification of the future contract reflects the diverse needs of the population. This will be done after the consultation closes on 26 March 2023.

Area of Equality

Marriage & Civil Partnership

Protected Characteristics of E&D

In the Census 2021, Norwich saw the East of England's joint largest percentage-point rise (alongside [Harlow](#)) in the proportion of people aged 16 years and over who had never been married or in a civil partnership (from 46.9% in 2011 to 52.4% in 2021). These figures include same-sex marriages and opposite-sex civil partnerships in 2021, neither of which were legally recognised in England and Wales in the last Census 2011. Same-sex marriages have been legally recognised in England and Wales since 2014 and opposite-sex civil partnerships have been recognised since 2019.

Clinical and non-clinical practice staff are trained in safeguarding, which includes domestic violence training.

Identify any positive impact

An iPad will be available in the walk-in centre for service users to undertake the survey online while they are on the premises. Printed copies will also be available, as well as information in other formats on request. In addition we will be undertaking face to face engagement.

Identify any negative impact

The consultation is not anticipated to have an adverse impact on staff/ patients/ carers of any particular group.

Potential actions

Output from the consultation to be analysed and used to ensure the service specification of the future contract reflects the diverse needs of the population. This will be done after the consultation closes on 26 March 2023.

Area of Equality

Pregnancy & Maternity

Protected Characteristics of E&D

In Census 2021, of Norwich households, 16.5% included a couple but no children in 2021, down from 17.3% in 2011. The percentage that included a couple with dependent children remained at 14.4%, while the percentage of single-family households including a couple living with only non-dependent children decreased from 3.7% to 3.6%. The decrease in the percentage of households including a couple but no children was greater across the East of England (1.8 percentage points, from 19.0% to 17.2%) than in Norwich (0.8 percentage points). Across England, the percentage fell by 0.9 percentage points, from 17.6% to 16.8%.

Total live births in Norfolk and Waveney have been just below 70,000 between 2013 and 2019, decreasing from just over 10,000 to just over 9,000 births per year over that period. The most live births have been in Norwich. (Source Norfolk Insight)

The general fertility rate is the number of live births per 1,000 women aged 15-44 years old. In Norfolk and Waveney this has declined from just over 61 births per 1,000 to just over 54 births per 1,000 from 2013-2019. Rates in Norfolk and Waveney have been lower than the England rates since 2013. There is substantial variation among local areas, with highest rates in King's Lynn and West Norfolk and Great Yarmouth, and lowest rates in Norwich. Part of the reason for the low rate in Norwich is the large student population. (Source Norfolk Insight)

The opening hours of the current service are from 8am to 8pm every day for the registered practice, 7am to 9pm every day for the walk-in centre, and 9am to 5pm Monday to Friday for the vulnerable adults service – health inclusion hub.

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An iPad will be available in the walk-in centre for service users to undertake the survey online while they are on the premises. Printed copies will also be available, as well as information in other formats on request. In addition we will be undertaking face to face engagement.	The consultation is not anticipated to have an adverse impact on staff/ patients/ carers of any particular group.
Potential actions	
We will work with the children's team to make the survey available to local children's groups. Output from the consultation to be analysed and used to ensure the service specification of the future contract reflects the diverse needs of the population. This will be done after the consultation closes on 26 March 2023.	

Area of Equality	Sexual Orientation
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Protected Characteristics of E&D

The ONS data shows 8,845 people in Norwich identified as a sexual orientation other than heterosexual when the census was carried out in March 2021 – 7.3% of respondents. The most common LGB+ sexualities were bisexual (53.1% of those who did not identify as straight) and gay or lesbian (34.2%). A further 10,400 people in Norwich did not answer the question.

Identify any positive impact

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Identify any negative impact

The consultation is not anticipated to have an adverse impact on staff/ patients/ carers of any particular group.

Potential actions

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Area of Equality

Gender/Sex

Protected Characteristics of E&D

According to mid-year population estimates published by the ONS in 2019, males account for 49.5% of Norwich's 143,118 population, while females made up 50.5% of the total.

The sex ratio (the number of males for each female in a population) was 97.898 males to every 100 females in 2021. In England as a whole, the gender ratio was 96 males to every 100 females in 2021. The area covered by Norwich City Council has the second-highest proportion of people outside London with a trans or non-binary gender identity. Some 1.07% of people in the city identified as such - more than three times the English and Welsh average.

Identify any positive impact

Identify any negative impact



An iPad will be available in the walk-in centre for service users to undertake the survey online while they are on the premises. Printed copies will also be available, as well as information in other formats on request. In addition we will be undertaking face to face engagement.

The consultation is not anticipated to have an adverse impact on staff/ patients/ carers of any particular group.

Potential actions

Output from the consultation to be analysed and used to ensure the service specification of the future contract reflects the diverse needs of the population. This will be done after the consultation closes on 26 March 2023.

Area of Equality

Gender Re-assignment

Protected Characteristics of E&D

The area covered by Norwich City Council has the second-highest proportion of people outside London with a trans or non-binary gender identity. Some 1.07% of people in the city identified as such - more than three times the English and Welsh average.

The survey will be confidential and anonymous and seeks to understand what is most important to people in accessing health care services.

Identify any positive impact

An iPad will be available in the walk-in centre for service users to undertake the survey online while they are on the premises. Printed copies will also be available, as well as information in other formats on request. In addition we will be undertaking face to face engagement.

Identify any negative impact

The consultation is not anticipated to have an adverse impact on staff/ patients/ carers of any particular group.

Potential actions

Output from the consultation to be analysed and used to ensure the service specification of the future contract reflects the diverse needs of the population. This will be done after the consultation closes on 26 March 2023.

Area of Equality	Carers	
Protected Characteristics of E&D		
<p>In Census 2021, 4.3% of Norwich residents (aged five years and over) reported providing up to 19 hours of unpaid care each week. This figure decreased from 6.8% in 2011. In 2021, just under 1 in 50 people (1.8%) reported providing between 20 and 49 hours of unpaid care each week, compared with 1.4% in 2011. The proportion of Norwich residents (aged five years and over) that provided at least 50 hours of weekly unpaid care decreased from 2.7% to 2.6%.</p> <p>The decrease in the proportion of people (aged five years and over) providing up to 19 hours of weekly unpaid care in Norwich (2.5 percentage points) was similar to the decrease across the East of England (2.8 percentage points, from 7.3% to 4.5%). Across England, the proportion fell by 2.8 percentage points, from 7.2% to 4.4%. (Census 2021 was undertaken during the coronavirus (COVID-19) pandemic and as such the ONS cautions that this may have influenced how people perceived and managed their provision of unpaid care, and therefore may have affected how people chose to respond.)</p>		
Identify any positive impact	Identify any negative impact	
<p>An iPad will be available in the walk-in centre for service users to undertake the survey online while they are on the premises. The consultation document on the ICB website will be capable of translating into other languages and we have also provided details on how the document can be made available in other languages or formats (such as Braille) on request. Printed copies will also be available. There is also an easy-read version of the consultation document. In addition we will be undertaking face to face engagement.</p>	<p>The consultation is not anticipated to have an adverse impact on staff/ patients/ carers of any particular group.</p>	
Potential actions		
<p>Output from the consultation to be analysed and used to ensure the service specification of the future contract reflects the diverse needs of the population. This will be done after the consultation closes on 26 March 2023.</p>		
Area of Equality	Health Inequalities	

Protected Characteristics of E&D

39% of the population in Norwich live in the 20% most deprived areas in England. This equates to 55,500 people and compares to 16% of the Norfolk and Waveney population.

Norwich has 4 hotels which are being used as asylum seekers contingency accommodation, as well as small numbers of dispersal accommodation throughout the city. The top countries of origin for asylum seekers in contingency accommodation are Afghanistan, Eritrea, Pakistan, Iran, Iraq, Albania, Syria, Turkey and Sudan.

Norwich has a static site for Gypsy Roma Travellers, however figures are unreliable and do not include those people that are not permanently resident.

Identify any positive impact	Identify any negative impact
An iPad will be available in the walk-in centre for service users to undertake the survey online while they are on the premises. Printed copies will also be available, as well as information in other formats on request. We will be undertaking face to face engagement with advocates from numerous voluntary and community sector organisations working with vulnerable adults and those experiencing health inequalities to ensure they can input into the consultation.	The consultation is not anticipated to have an adverse impact on staff/ patients/ carers of any particular group.
Potential actions	
We will engage with the People from Abroad Team at Norfolk County Council and the Norwich City Council around raising awareness in vulnerable and homeless populations. Output from the consultation to be analysed and used to ensure the service specification of the future contract reflects the diverse needs of the population. This will be done after the consultation closes on 26 March 2023.	

Next Steps:	This EIA will be kept updated as themes are identified through the consultation. A consultation report will be produced after the consultation has been concluded on 26 March 2023. A new EIA will be drafted in support of any recommendations arising out of the consultation.
Review Date:	Ongoing and by mid-April 2023



Equality Impact Assessment

NHS
Norfolk and Waveney

Sign-Off by Project Lead	Sadie Parker, Director of Primary Care	Date	20/01/2023
Comments			
Sign-Off by Chair of Health Inequalities Oversight Group (HIOG)	Authorising Person and Position	Date	DD/MM/YYYY
Comments			

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