

Criteria	Is there any potential for differential impact?	Could this lead to positive or adverse impact and if so what?	Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group, or for any other reason	Please detail what measures or changes you will put in place to remedy any identified adverse impact
<i>Race</i>	<p>Key issues of accessibility of information for diverse race groups include:</p> <p>Language and translation</p> <p>Where information and advice is made available</p> <p>Brokers/advocates (e.g. community leaders)</p> <p>It is understood that people from some racial backgrounds prefer to receive information via word of mouth</p>	<p>Potential for adverse differential for groups who are more difficult to reach or tend to access information through word-of-mouth, but the pro-active nature of the strategy to address the needs of diverse groups could lead to a positive impact.</p>	<p>All differential impacts listed here will be addressed as through the strategy's delivery.</p>	<p>Early EIA discussions have informed the formulation of the Information and Advice Strategy, which emphasises the importance of improving and co-ordinating information provision to address the diverse needs of our local communities to provide are available to everyone regardless of age, gender, sexuality, religion, disability, race or if they have caring responsibilities. The Strategy's action plan sets out plans to undertake research and consultation to identify options to mitigate any concerns and to proactively address differing needs.</p>
<i>Religion</i>	<p>There may be a challenge for information to reach people who rely upon their religious community for</p>	<p>Potential for adverse differential for groups who are more difficult to reach but the</p>	<p>All differential impacts listed here will be addressed as through the strategy's</p>	<p>Early EIA discussions have informed the formulation of the Information and Advice Strategy, which emphasises</p>

Criteria	Is there any potential for differential impact?	Could this lead to positive or adverse impact and if so what?	Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group, or for any other reason	Please detail what measures or changes you will put in place to remedy any identified adverse impact
	<p>support.</p> <p>Religious groups may have different expectations around gender roles and need for 'outside help'</p> <p>Some faith groups are more connected to wider community networks than others.</p>	<p>pro-active nature of the strategy to address the needs of diverse groups could lead to a positive impact.</p>	<p>delivery.</p>	<p>the importance of improving and co-ordinating information provision to address the diverse needs of our local communities to provide are available to everyone regardless of age, gender, sexuality, religion, disability, race or if they have caring responsibilities. The Strategy's action plan sets out plans to undertake research and consultation to identify options to mitigate any concerns and to proactively address differing needs.</p>
<i>Disability</i>	<p>Learning disabilities have potential implications for literacy and mental capacity – easy read is a possible option, but also working with carers</p> <p>Physical disabilities present potential barriers to</p>	<p>Potential for adverse differential for groups who may have barriers to accessing services, but the pro-active nature of the strategy to address the needs of diverse groups could lead to a positive</p>	<p>All differential impacts listed here will be addressed as through the strategy's delivery.</p>	<p>Early EIA discussions have informed the formulation of the Information and Advice Strategy, which emphasises the importance of improving and co-ordinating information provision to address the diverse needs of our local</p>

Criteria	Is there any potential for differential impact?	Could this lead to positive or adverse impact and if so what?	Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group, or for any other reason	Please detail what measures or changes you will put in place to remedy any identified adverse impact
	<p>accessing information and advice, e.g. venues, computers etc.</p> <p>Mental health: Gateways (e.g. One Stop Shop) might present possible barriers, e.g. crowded, noisy, confusing etc</p>	impact.		<p>communities to provide are available to everyone regardless of age, gender, sexuality, religion, disability, race or if they have caring responsibilities. The Strategy's action plan sets out plans to undertake research and consultation to identify options to mitigate any concerns and to proactively address differing needs.</p>
<i>Gender</i>	<p>Men and women may access information in different ways and there are issues about reaching isolated citizen groups, for example single, widowed and divorced men.</p> <p>Links to race and religious equality strands and traditional gender roles e.g. Female or male members of religious communities may</p>	<p>Potential for adverse differential unless gender issues are considered, but the pro-active nature of the strategy to address the needs of diverse groups could lead to a positive impact.</p>	<p>All differential impacts listed here will be addressed as through the strategy's delivery.</p>	<p>Early EIA discussions have informed the formulation of the Information and Advice Strategy, which emphasises the importance of improving and co-ordinating information provision to address the diverse needs of our local communities to provide are available to everyone regardless of age, gender, sexuality, religion, disability,</p>

Criteria	Is there any potential for differential impact?	Could this lead to positive or adverse impact and if so what?	Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group, or for any other reason	Please detail what measures or changes you will put in place to remedy any identified adverse impact
	find it harder to access services			race or if they have caring responsibilities. The Strategy's action plan sets out plans to undertake research and consultation to identify options to mitigate any concerns and to proactively address differing needs.
<i>Gender Reassignment</i>	This group may have barriers to accessing information and advice, so we need to consider the most appropriate access points and the availability of information through existing contacts, eg GPs	If information and advice is not accessible in an appropriate way there could be an adverse differential impact for this group, but the pro-active nature of the strategy to address the needs of diverse groups could lead to a positive impact.	All differential impacts listed here will be addressed as through the strategy's delivery.	Early EIA discussions have informed the formulation of the Information and Advice Strategy, which emphasises the importance of improving and co-ordinating information provision to address the diverse needs of our local communities to provide are available to everyone regardless of age, gender, sexuality, religion, disability, race or if they have caring responsibilities. The Strategy's action plan sets out plans to undertake research and

Criteria	Is there any potential for differential impact?	Could this lead to positive or adverse impact and if so what?	Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group, or for any other reason	Please detail what measures or changes you will put in place to remedy any identified adverse impact
				consultation to identify options to mitigate any concerns and to proactively address differing needs.
Age	<p>Older people, parents, care-leavers, young adults are just some of the potential groups where there are information topics and services that are of specific concern or interest. We need to address these differing needs.</p> <p>Preferred methods of seeking information and advice also need to be explored. There could be big differences between a 35-year-old's and an 85-year-old's information and advice accessibility needs.</p>	We need to ensure that information and advice is provided in an accessible and appropriate way for all age groups. The pro-active nature of the strategy to address the needs of diverse groups could lead to a positive impact.	All differential impacts listed here will be addressed as through the strategy's delivery.	Early EIA discussions have informed the formulation of the Information and Advice Strategy, which emphasises the importance of improving and co-ordinating information provision to address the diverse needs of our local communities to provide are available to everyone regardless of age, gender, sexuality, religion, disability, race or if they have caring responsibilities. The Strategy's action plan sets out plans to undertake research and consultation to identify options to mitigate any concerns and to proactively address differing needs.

Criteria	Is there any potential for differential impact?	Could this lead to positive or adverse impact and if so what?	Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group, or for any other reason	Please detail what measures or changes you will put in place to remedy any identified adverse impact
<i>Sexuality</i>	<p>Information and advice being preferred in certain formats and through existing networks.</p> <p>We need to consider this equality group across different age brackets.</p> <p>Different needs might exist in combination with an aging LGBT population.</p>	We need to ensure that information is appropriately linked and meets needs or there could be adverse differential impacts. However, the pro-active nature of the strategy to address the needs of diverse groups could lead to a positive impact.	All differential impacts listed here will be addressed as through the strategy's delivery.	Early EIA discussions have informed the formulation of the Information and Advice Strategy, which emphasises the importance of improving and co-ordinating information provision to address the diverse needs of our local communities to provide are available to everyone regardless of age, gender, sexuality, religion, disability, race or if they have caring responsibilities. The Strategy's action plan sets out plans to undertake research and consultation to identify options to mitigate any concerns and to proactively address differing needs.
<i>Caring Status</i>	Responsibilities of carers mean that they have limited time to access information	Specific attention is needed to make sure that information is available in ways that are accessible to carers or there	All differential impacts listed here will be addressed as through the strategy's delivery.	. Early EIA discussions have informed the formulation of the Information and Advice Strategy, which emphasises

Criteria	Is there any potential for differential impact?	Could this lead to positive or adverse impact and if so what?	Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group, or for any other reason	Please detail what measures or changes you will put in place to remedy any identified adverse impact
	<p>We need to work with existing formal carer networks. However, new people are taking on a caring role all the time and making appropriate information available to them and to 'hidden' carers who try to get on with the task without support is a challenge.</p> <p>Reaching young carers may require different approach to reaching older carers.</p>	could be an adverse differential impact. However, the pro-active nature of the strategy to address the needs of diverse groups could lead to a positive impact.		the importance of improving and co-ordinating information provision to address the diverse needs of our local communities to provide are available to everyone regardless of age, gender, sexuality, religion, disability, race or if they have caring responsibilities. The Strategy's action plan sets out plans to undertake research and consultation to identify options to mitigate any concerns and to proactively address differing needs.
<i>Socio-economic Disadvantage</i>	<p>Information and advice has to be available in a way that allows access without barriers due to income or education.</p> <p>Research has indicated that white-British people from deprived socio-economic</p>	We need to ensure that information is available to all socio-economic groups or there could be adverse differential impacts. Links to existing activity to address socio-economic inequality will be important. Access to advice	All differential impacts listed here will be addressed as through the strategy's delivery.	Early EIA discussions have informed the formulation of the Information and Advice Strategy, which emphasises the importance of improving and co-ordinating information provision to address the diverse needs of our local

Criteria	Is there any potential for differential impact?	Could this lead to positive or adverse impact and if so what?	Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group, or for any other reason	Please detail what measures or changes you will put in place to remedy any identified adverse impact
	<p>backgrounds may prefer to access information on issues through their GPs</p> <p>Research has indicated that BME populations from deprived socio-economic backgrounds often prefer to access information via their GPs, but also through other word-of-mouth sources, e.g. religious centres etc.</p> <p>Issues of socio-economic deprivation are often compartmentalised, so need to look at how these can be universalised.</p>	<p>on money management and benefits is an important consideration for the strategy. The pro-active nature of the strategy to address the needs of diverse groups could lead to a positive impact.</p>		<p>communities to provide are available to everyone regardless of age, gender, sexuality, religion, disability, race or if they have caring responsibilities. The Strategy's action plan sets out plans to undertake research and consultation to identify options to mitigate any concerns and to proactively address differing needs.</p>
<i>Marriage and civil partnership</i>	<p>Possibly- some tie-in's to age brackets and equality strand. Some implications for divorced or widowed people whose partner has previously undertaken the role of gathering information and advice and has no</p>	<p>It is unlikely that there would be an adverse differential impact based solely on marital status.</p>	<p>All differential impacts listed here will be addressed as through the strategy's delivery.</p>	<p>Early EIA discussions have informed the formulation of the Information and Advice Strategy, which emphasises the importance of improving and co-ordinating information provision to address the diverse needs of our local</p>



Criteria	Is there any potential for differential impact?	Could this lead to positive or adverse impact and if so what?	Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group, or for any other reason	Please detail what measures or changes you will put in place to remedy any identified adverse impact
	confidence or experience around doing this.			communities to provide are available to everyone regardless of age, gender, sexuality, religion, disability, race or if they have caring responsibilities. The Strategy's action plan sets out plans to undertake research and consultation to identify options to mitigate any concerns and to proactively address differing needs.
<i>Pregnancy or Maternity</i>	Possible differential impact as ease of access to information and advice Regular involvement with professionals should be a plus. Potential engagement with parent-child networks where information sharing may be common.	No adverse differential impact considered at this stage, but the potential wider information needs of pregnant women and new mothers needs to be considered. There could be positive opportunities through existing networks, eg links with children's centres.	All differential impacts listed here will be addressed as through the strategy's delivery.	Early EIA discussions have informed the formulation of the Information and Advice Strategy, which emphasises the importance of improving and co-ordinating information provision to address the diverse needs of our local communities to provide are available to everyone regardless of age, gender, sexuality, religion, disability,

Criteria	Is there any potential for differential impact?	Could this lead to positive or adverse impact and if so what?	Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group, or for any other reason	Please detail what measures or changes you will put in place to remedy any identified adverse impact
				<p>race or if they have caring responsibilities. The Strategy's action plan sets out plans to undertake research and consultation to identify options to mitigate any concerns and to proactively address differing needs.</p>
<p><i>Other comments or issues</i></p>	<p>The Information and Advice Strategy seeks to address the piecemeal nature of current information and advice provision by joining up and co-ordinating information provision and taking a pro-active approach to working with information providers, communities and citizens to target diverse needs.</p> <p>At the heart of the strategy is the commitment to address the differing cultural needs and expectations and work with local people and groups to seek better access to information for all groups and to explore these issues in a pro-active and inclusive way.</p>			