

Equality Impact Assessment Recording Form

This is a new and important process that will require different perspectives to be considered and, in some cases, difficult decisions may need to be made about policy and service delivery.

Whilst it is necessary to identify a lead officer, it is advised that they do not undertake the impact assessment on their own, but set up a group comprising a diverse range of staff responsible for delivery the service, there may also be an opportunity to include a customer, stakeholder, partner or critical friend to get a more rounded understanding of the full implications of the policy, practice, service or function.

For more information on carrying out the assessment please refer to the guidance notes or contact the Equalities and Diversity Officer or your Department's Equality Champion.

STEP1 Equality Impact Assessment Team

Name of Policy, practice, service or function: Corporate Debt Recovery Strategy
Service Standards - n/a
Business Plan-Mission, vision, values.

Assessment Manager Name: Paul Griffiths

November 2009

Directorate Responsible: NEDDC/RHL joint approach

Service Area: Income Collection

Other members of the assessment team:

| Name | Position | Area of Expertise |
|----------------|----------------------------|-------------------------------------|
| Paul Griffiths | Corporate Services Manager | Finance, IT, Performance Monitoring |
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STEP2 Identifying the aims/objectives of the policy, practice, service or function

| Questions | |
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| 1 | <p>What are the main aims and objectives or purpose of the policy, practice, service or function?</p> <p>To ensure an efficient, consistent and co-ordinated approach to debt recovery that takes into account the individual circumstances of each debtor.</p> <p>What outcomes do you want to achieve?</p> <p>The optimisation of income levels operating within legislative requirements and best practice guidelines with consistent treatment of individuals.</p> |
| 2 | <p>Are there any associated services, policies or procedures? Yes</p> <p>If 'Yes' please list below</p> <p>Detailed procedural guidance for staff maintained by officers responsible for providing a particular service.</p> |
| 3 | <p>Who is affected by this policy, practice, service or function, or by the way it is carried out? i.e. Who are the internal and external customers, groups, communities or any other stakeholders?</p> <p>People with debt issues in relation to;</p> <ul style="list-style-type: none"> • Housing rents and associated property related costs • Council tax payers • Sundry debtors • NNDR (business rate) payers <p>Rykneld Homes, North East Derbyshire District Council</p> |
| 4 | <p>Who implements, carries out or delivers the policy, practice, service or function? Please state where more than one person, team, department or body? – and include any outside organisations who deliver under procurement arrangements etc.</p> <p>Rykneld Homes customer finance champions North East Derbyshire District Council local taxation, legal services staff.</p> |

Questions

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| 5 | <p>Is the policy, practice, service or function affected by external drivers for change? e.g. new legislation, national policy, external inspection etc. Yes</p> <p>Legislation governing the collection of local taxation, landlord and tenant</p> <p>Inspection in terms of RHL's effectiveness in the area of rent collection.</p> |
| 6 | <p>What existing or previous inspections of the policy, practice, service or function are there? E.g. Best Value Inspections, policy reviews, research into the effects of a policy or practice.</p> <p>None</p> <p>What did they tell you?</p> |
| 7 | <p>How is information about the policy, practice, service or function publicised?</p> <p>This strategy is used as guidance for policies and procedures dealing with each of the income streams of North East Derbyshire District Council it is not subject therefore to wide circulation.</p> |

STEP 3 Equality Impact Assessment

Although this form is set out under the six strands of equality we are focusing on (race, disability, gender, age, religion and belief and sexuality), consider any impacts/barriers that might cross over between race/disability, gender/religion and belief, sexuality/age etc. or all three. Use the boxes on the next couple of pages to indicate where the policy, practice, service or function could have a positive or negative impact for different groups and your reasons.

Race

This question looks broadly at adverse impacts/barriers in terms of race, whilst the next page considers adverse impacts/barriers which may be particular to people from one ethnic group.

Question 9 considers impact/barriers for different ethnic groups within the five broad census headings.

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| 8 | Identify any adverse impacts/barriers of the policy or procedure on people who may be disadvantaged because of their race Individual procedure notes deal with equality of service and the approach to be taken to ensure this is the case. Tenant Profile identifies 98.27% white British, white 0.5% Irish. No identified adverse impact. | |
| 9 | Broad categories used in 2001 census | Identify any adverse impact/barriers of the policy, practice, service or function on people who may be disadvantaged because of their race |
| | <ul style="list-style-type: none"> • Asian or Asian British | |
| | <ul style="list-style-type: none"> • Black or Black British | |
| | <ul style="list-style-type: none"> • Chinese | |
| | <ul style="list-style-type: none"> • Dual Heritage | |

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| | <ul style="list-style-type: none"> • White | |
| | <ul style="list-style-type: none"> • Any other people | |
| | <ul style="list-style-type: none"> • Gypsies and Travellers | |
| | <ul style="list-style-type: none"> • Asylum Seekers and Refugees | |
| 10 | <p>Where do you think improvements could be made for people of different racial groups?</p> <p>No identified adverse impact.</p> | |

Gender

It is worthwhile remembering that women and men have different priorities in relation to what services they want and different needs for how these are provided. Men-only or women-only delivery for some services could be an option.

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| 11 | <p>Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their gender.</p> <p>Individual procedure notes deal with equality of service issues the strategy under review gives a statement of intent</p> | |
| | Women | No gender specific adverse impact identified |
| | Men | No gender specific adverse impact identified |
| | Transgender | 91 people identified themselves in the tenant profile as other when responding to a question defining their sexuality. This will get reviewed as part of the Tenancy Audit/management visits. |
| 12 | <p>Where do you think improvements could be made for people experiencing disadvantage because of their gender?</p> <p>Greater knowledge of local transgender profile and issue. No identified adverse impact.</p> | |

Disability

All service providers have a duty to make reasonable adjustments for people with disabilities, including physical features of premises, so it is advisable to anticipate any adjustments that may be required. Consider the barriers faced by different groups of people with disabilities as listed in the boxes below. Note also that changes to legislation mean that conditions such as MS, HIV and cancer are now included under the DDA from the time of diagnosis.

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| 13 | <p>Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their disability.</p> <p>Individual procedure notes deal with equality of service issues the strategy under review gives a statement of intent</p> | |
| | People with physical or mobility impairments | No specific adverse impact identified |
| | People with sensory impairments (hearing, visual and speech) | No specific adverse impact identified |
| | People who use mental health services | No specific adverse impact identified |
| | People with learning disabilities | No specific adverse impact identified |
| | People who have a non-visible condition such as epilepsy or diabetes | No specific adverse impact identified |
| 14 | <p>Where do you think improvements could be made for people experiencing disadvantage because of their disability?</p> <p>Corporate wide training for staff and board picks up equality/ diversity, service access ,child protection issues and the Blue Flag – vulnerability identification process.. This is contained in the Training and Development plan and will be rolled out through the year, with annual refresher.</p> <p>The Community Involvement Team aim to be more pro-active in recruiting people with a disability to get involved. Follow up on the potential of creating a dedicated disabled involvement group.</p> <p>Target consultation using viewpoint panel contacts. This can then lead to issue based focus groups.</p> | |

Age

When answers the following questions consider the needs of the wider age range of District

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| 15 | Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their age. <i>Individual procedure notes deal with equality of service issues the strategy under review gives a statement of intent</i> | |
| | 0-9 | No specific adverse impact identified |
| | 10-15 | |
| | 16-19 | |
| | 20-29 | No specific adverse impact identified |
| | 30-44 | No specific adverse impact identified |
| | 45-59 | No specific adverse impact identified |
| | 60-64 | No specific adverse impact identified |
| | 65-74 | |
| | 75-over | No specific adverse impact identified |
| 16 | Where do you think improvements could be made for people experiencing disadvantage because of their age? | |

Religion and Belief

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| 17 | Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their religion or belief. Individual procedure notes deal with equality of service issues the strategy under review gives a statement of intent. | |
| | Christian | 78.96% - source tenant profile 22/10/09 |
| | Buddhist | 0.26% |
| | Hindu | 0% |
| | Jewish | 0.02% |
| | Muslim | 0.13% |
| | Sikh | 0% |
| | Other | 3.51% |
| | No religion or belief | 17.11% |
| 18 | Where do you think improvements could be made for people experiencing disadvantage because of their religion? No identified adverse impact. | |

Sexuality

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| 19 | <p>Identify any adverse impact/barriers of policy, practice, service or function on people who may be disadvantaged because of their sexuality.</p> <p>Individual procedure notes deal with equality of service issues the strategy under review gives a statement of intent</p> | |
| | Lesbian, gay or bisexual people | Overarching anti-discrimination policy within the Single Equality Scheme. |
| 20 | <p>Where do you think improvements could be made for people experiencing disadvantage because of their sexuality?</p> <p>We are encouraging Tenants/staff to identify their profile, so that we can meet unmet needs. Tenant profile is not complete in this area.</p> | |

Other Categories

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| 21 | Rural/Urban No identified adverse impact. |
| 22 | Any other |

Customer Access

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| 23 | <p>How do customers currently access the service i.e. what are the access channels e.g. web, telephone, letter etc. <i>Individual procedures deal with this in the case of RHL a range of letters, personal visits and referrals to both internal and external support services.</i></p> <p>What improvements can be made? <i>The possibility of expanding the range of external support is a constant consideration</i></p> |
| | <p>Are there any physical barriers to accessing the service? <i>No</i></p> <p>How are they overcome? <i>N/A</i></p> |
| | <p>What customer involvement in setting the customer service standards i.e. opening hours, response times, availability etc. <i>These considerations are dealt with at procedural level a general statement of intent is given in section 8 of the strategy.</i></p> |

STEP 4 Collecting the information and data about how the policy, practice, service or function impact on communities

Please record your information and data below with reference to:

- Deciding what information or data you will need or desire
- Using both quantitative and qualitative data
- Ensuring that where possible there is information that allows all perspectives to be considered
- Identified any gaps in the information/data and what it can tell you

| Data or information | When and how collected | Source | What it tells you – please consider all 6 equality strands where possible | Gaps in information |
|----------------------------------|--|--|---|--|
| Customer feedback and complaints | Community Involvement Team, monthly reporting. | Balance Scorecard and directorate performance monitoring | As above when considering strands | Robust complaints analysis in place and monitored on a monthly and comprehensively each quarter. |

STEP 5 Monitoring

For this step it is important to refer to any monitoring information which is already held. As stated in the guidance notes arrangements need to be set up for effective monitoring if this is not already taking place.

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| | <p>How do we know whether our service is accessible to all groups?</p> <p>This strategy does not lend itself to monitoring in the terms expressed here</p> |
| | <p>If there is a lack of information, what research will be carried out, and for which groups?</p> <p>As above</p> |
| | <p>If this is a new policy, or one not currently monitored, what are the arrangements to begin monitoring the actual impacts of the policy?</p> <p>None</p> |

STEP 6 Consultation

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| | <p>What have service users/non-users or other stakeholders (including employees) already told you about the policy and negative impacts?</p> <p>Who has been consulted and what methods were used?</p> <p>User satisfaction survey for rent collection service</p> <p>Satisfaction levels very high.</p> |
| | <p>If you need to carry out further consultation, who will you be consulting with and by what methods?</p> |

STEP 7 Equality Action Plan

Problem/barrier identified

Actions to overcome problem/barrier

Resources required Responsibility Target date –

see SIPS – Business Plan 2009/10

See Corporate Services Action Plan