

EQUALITY IMPACT ASSESSMENT

Service Area - Arts Development, Legal services, Environmental Health services, Human Resources. etc.

Customer Services – Benefits Administration

Detailed activity – Development of the Pound Arts Centre, marketing industrial starter units, food hygiene courses, recruitment. etc.

Administration of Housing and Council Tax Benefit

Lead Officer –

Julie Higinbotham

Provide a broad description of the detailed activity and explain what the main aims of the activity are

1 What are the aims of the activity?

Main aim of the activity is to ensure that benefit is paid accurately and timously

2 Which sections of the community will this activity have an impact on?
eg. general population, young people, older people, people with disabilities, ethnic minority groups:

General population

3 How and where will information be disseminated about:

a) The need for the activity? eg Community Strategy, Improving North Wiltshire, People's voice

People Voice
Council Tax Information Leaflets
Council Website
Take up campaigns

b) Collecting views of particular groups and/or the public? eg People's voice, groups representing ethnic minority groups, organisations such as Age Concern Wiltshire, budget consultation

Peoples Voice
Citizen Advice Bureau
Registers Social Landlords
Caller surveys in customer service reception

c) Details of the activity? (If already existing or if being amended)

Regular meetings
Surveys

4 Has any research or consultation been carried out into the need for the activity AND the ability of various community groups to access it?

This is a statutory service. However national surveys are undertaken every three years. Caller surveys are also undertaken. Regular consultation with other stakeholders e.g. DWP, CAB and Registered Social Landlords

5 Has any evidence of access or compliance difficulties emerged as a result of

Yes – Access can sometimes be difficult for:
Older people
Disabled
Mentally impaired
Individuals where English is not the first language

previous monitoring?

6 Does the activity have the potential to lead to:

Yes, potentially those groups mentioned in 5. However the following services are available to assist access to service:
Visiting service
Interpretation service
Drop in service
Monthly surgery facilitated by the Pension Credit Service

a) direct or indirect discrimination Yes No

b) an adverse affect or other negative impact upon any community group?

Yes

No

c) a disproportionately positive impact on one community group over another?

Yes

How?

No

7 If there is likely to be direct or indirect discrimination, or a disproportionately

positive impact on any particular group, can this be justified? Please state how (eg statutory, results from monitoring, other evidence etc)

8 If (in 7) it cannot be justified, please state what measures, and/or reasonable adjustments (eg the DDA), will be put into place to address the in-equality

9 Is there an opportunity to promote equality of opportunity and good community relations through the activity?

- 10 Will there be a requirement for equality/diversity training to equip staff to deliver the activity?

- 11 Does the information available about this activity need to be revised? (eg literature, website, internal documents, etc)

Plans to update website
Further work to be undertaken of benefit take up

- 12 Please explain what forms of consultation you will be using or have used to inform the answers you have given above?

Consultation with CAB
Customer Surveys
Consultation with stakeholders – DWP, Registered Social Landlors

