

Equality Impact Assessment Toolkit (from May 2012)

Section 1: Your details

Council officer: Diane Eusoof

Email address: dianeusoof@wirral.gov.uk

Head of Service: Malcolm Flanagan

Chief Officer: Peter Timmins

Department: Finance

Date: 01.10.2012

Section 2: What Council proposal is being assessed?

Housing & Council Tax Benefits Service (including education welfare benefits)

Section 2b: Will this EIA be submitted to a Cabinet or Overview & Scrutiny Committee?

No If 'yes' please state which meeting and what date

.....

Please add hyperlink to where your EIA is/will be published on the Council's website (see your Departmental Equality Group Chair for appropriate hyperlink)

.....

Section 3: Does the proposal have the potential to affect..... (please tick relevant boxes)

- Services**
- The workforce**
- Communities**
- Other** (please state eg: Partners, Private Sector, Voluntary & Community Sector)

If you have ticked one or more of above, please go to section 4.

- None** (please stop here and email this form to your Chief Officer who needs to email it to equalitywatch@wirral.gov.uk for publishing)

Section 4: Does the proposal have the potential to maintain or enhance the way the Council (please tick relevant boxes)

- Eliminates unlawful discrimination, harassment and victimisation
- Advances equality of opportunity
- Fosters good relations between groups of people

If you have ticked one or more of above, please go to section 5.

- No** (please stop here and email this form to your Chief Officer who needs to email it to equalitywatch@wirral.gov.uk for publishing)

Section 5:

Could the proposal have a positive or negative impact on any of the protected groups (race, gender, disability, gender reassignment, age, pregnancy and maternity, religion and belief, sexual orientation, marriage and civil partnership)?

You may also want to consider socio-economic status of individuals.

Please list in the table below and include actions required to mitigate any potential negative impact.

| Which group(s) of people could be affected | Potential positive or negative impact | Action required to mitigate any potential negative impact | Lead person | Timescale | Resource implications |
|--|--|---|-------------|-----------|-----------------------|
| Disability | <ul style="list-style-type: none"> • Inclusion of Welfare Rights Unit in the service offering independent advice regarding disability benefits – positive impact • Availability of literature in large print & Braille - positive impact • Training in DDA included at induction & Equality & Diversity Training mandatory - positive impact • Home visits available to assist in form completion & information gathering- positive impact • e-enabled services -positive impact • Accessible network of One Stop Shops throughout the Borough-positive impact • Access to Call Centre with specialist advisors- positive impact • Safeguard policy for vulnerable claimants- positive impact • Dedicated named officer offering advocacy where required-positive impact • Convenient access to payments via Post | | | | |

| | | | | | |
|---------------------|--|--|--|--|--|
| | Offices-<i>positive impact</i> | | | | |
| Race | <ul style="list-style-type: none"> • Translation service available & access to interpreters if required-<i>positive impact</i> • Information leaflets can be provided in different languages-<i>positive impact</i> • There is the facility to translate any system generated correspondence into any language-<i>positive impact</i> • Accessible network of One Stop Shops throughout the Borough-<i>positive impact</i> • Access to Call Centre with specialist advisors-<i>positive impact</i> | | | | |
| Age | <ul style="list-style-type: none"> • targeted adverts for take up-<i>positive impact</i> • Partnership working with Age UK & The Pension Service-<i>positive impact</i> • Accessible network of One Stop Shops throughout the Borough-<i>positive impact</i> • Access to Call Centre with specialist advisors-<i>positive impact</i> • Convenient access to payments via Post Offices ,widely used by older people -<i>positive impact</i> • Liaison with young people's representatives-<i>positive impact</i> • Convenient access to payments via Post Offices (useful for young people who are more likely to have difficulty opening bank accounts) -<i>positive impact</i> • e-enabled services-<i>positive impact</i> | | | | |
| Gender reassignment | <ul style="list-style-type: none"> • Named officer as contact point for those have undergone gender reassignment-<i>positive impact</i> • e-enabled services-<i>positive impact</i> | | | | |

Section 5a: Where and how will the above actions be monitored?

Feedback from Forums , complaints , comments please forms and Departmental Equality Group.

Section 5b: If you think there is no negative impact, what is your reasoning behind this?

Reliance on partnership working with the voluntary sector in particular , and regular liaison to identify any issues which need to be addressed .

Monitor complaints to ensure that there is no dissatisfaction on grounds of equality .

Section 6: What research / data / information have you used in support of this process?

Previous EIA's for this service area and those undertaken as separate projects to improve service delivery

Section 7: Are you intending to carry out any consultation with regard to this Council proposal?

No – (please delete as appropriate)

If 'yes' please continue to section 8.

If 'no' please state your reason(s) why: The local authority administers Housing and Council Tax Benefits on behalf of the Department for Work and Pensions .

(please stop here and email this form to your Chief Officer who needs to email it to equalitywatch@wirral.gov.uk for publishing)

Section 8: How will consultation take place and by when?

Before you complete your consultation, please email your preliminary EIA to equalitywatch@wirral.gov.uk via your Chief Officer in order for the Council to ensure it is meeting it's legal requirements. The EIA will be published with a note saying we are awaiting outcomes from a consultation exercise.

Once you have completed your consultation, please review your actions in section 5. Then email this form to your Chief Officer who needs to email it to equalitywatch@wirral.gov.uk for re-publishing.

Section 9: Have you remembered to:

- a) **Add appropriate departmental hyperlink to where your EIA is/will be published (section 2b)**
- b) **Include any potential positive impacts as well as negative impacts? (section 5)**
- c) **Send this EIA to equalitywatch@wirral.gov.uk via your Chief Officer?**
- d) **Review section 5 once consultation has taken place and sent your completed EIA to equalitywatch@wirral.gov.uk via your Chief Officer for re-publishing?**