

Equality Impact Assessment Report Template

Name of policy, procedure or function: Corporate Debt Recovery Policy				
Service Area: Financial Services	Team Members: Geoff Parker, David Platts, Eileen Mallon and Sarah Cromie			Date: 18th July 06
Findings				
<p>The aim of the Corporate Debt Recovery Policy is to reduce arrears and debt to the Council. It covers Council Tax and benefit over payments as well as Housing Rent Arrears. The recent housing inspection highlighted that there is a high level of rent arrears.</p> <p><u>Equality Issues</u> The policy contains a number of provisions for support for people with disabilities. The main issues are:</p> <ul style="list-style-type: none"> • To raise staff awareness of the support that we are able to provide people • To ensure people in arrears know the consequences of their arrears and are supported to clear their debt • Building a better understanding and picture of peoples needs including culture, disability and related economic circumstances • Developing better communication and relationships with people in arrears 				
Further Actions				
Problem/barrier identified	Actions to overcome problem/barrier	Resources required	Responsibility	Target date
Policy Statement not inclusive of Race	Add race to the policy statement	n/a	David Platts	Nov 06
Language barriers around the processes that sit below the policy	1. Ensure the translated statements is on all correspondence and communications include Language Line	Officer Time	Sally Bailey (Housing)	Dec 06
	2. Officers being proactive in using interpreters and Language Line with customers – Team Briefings	n/a	Sarah Cromie	Dec 06

Lack of support within the policy for customers whose first language isn't English	Include in policy list of those who can nominate a representative - The debtors whose first language isn't English	n/a	David Platts	Nov 06
Awareness of support provided within the policy to customers with a severe disability	Raise awareness with customers and staff – briefing staff on the contents of the policy	n/a	Geoff Parker	Dec 06
Lack of knowledge of customers needs	Capturing information about customers needs through CRM – Access to services project	CRM Budget	Steve Phipps	July 07
Awareness of peoples situations pre eviction for rent arrears	Ensure personal contact with housing tenants on the edge of being evicted to check they understand what is happening and assessing if they have any extra needs – include within procedure documents	Officer Time	John Delahunty	Dec 06
Protection of children and vulnerable adults effected by their own debt or that of their parents or guardians	For customers with dependant children and for the elderly and vulnerable ensure there is a link to the Council's Children and Vulnerable Adult Protection Policy	Officer Time	Sarah Cromie	Apr 07
Lack of awareness of cultural and religious practises	<ul style="list-style-type: none"> • Develop guides on cultures and religions • Brief staff • Ensure those providing services on our behalf also follow the guides - Dave speak to Rosendales 	Officer Time Officer Time	Sarah Cromie David Platts	Nov 06 Nov 06
Lack of monitoring information	Develop reporting system of equality monitoring information of debtors and enforcement actions	Officer Time	David Platts	March 07
Information for students exemptions	Information provided at Loughborough University	Officer Time	David Platts	July 07