

**Equality Impact Assessment
Initial Assessment Form**

Appendix 1

Service Area.....Benefits, Customer Services & Contact Centre.....

1. What is the name of the proposed policy, procedure, project etc to be assessed.	
Campaigns for Benefit up-take	
2. What are the aims or intended outcomes of the policy to be assessed.	
Increasing Benefit up-take to all citizens within the Borough, promoting Services and monitoring effectiveness of campaigns.	
3. Is there a public or staff concern that this function, policy or proposal may be have a discriminatory impact	
PUBLIC Campaign targets all groups of citizens throughout the Borough.	STAFF No applicable for this EIA

<p>4. Is there any other evidence (results of consultations, monitoring data etc) to suggest that the proposals could have an adverse/differential impact on the grounds of</p>	
<ul style="list-style-type: none"> a. Race Promotion of use of language line and use of translators where appropriate (Community Advice Officers) b. Religion Awareness of the requirements of different religions including observations of holy days, and cultures when arranging campaigns. c. Gender Timing of meetings may have to be considered for attendance at campaign groups d. Disability Ensure appropriate access channels, including availability to loop, Minicom, ramped access to public venues. e. Sexual Orientation No difference in treatment of same sex and heterosexual couples. All citizens targeted and dealt with in accordance with Benefit legislation 	

f. Age

The Young and Elderly age groups will not be discriminated against as the Service works in partnership with the Pension Service, Jobcentre Plus, Social Services, CAB, Connexions and stakeholders who care for the young and elderly.

5. If there is no evidence are there any experts/ relevant groups who you can approach to explore their views on the issues

Regular consultation is undertaken with customer, landlords and stakeholder groups during the year including visitors to the enquiry counter and Capita Call Centre.

Consultation exercises conducted annually by Policy Team.

Pension Service and the Department for Works and Pensions carry out consultation exercises with a wide spectrum of groups.

6. How will the views of these groups be obtained

Consultation exercises conducted by various methods, surveys, attendance at specific groups, material supplied by DWP and Pension Service.

7. Please detail the outcomes of these consultations			
Generally satisfaction with the Benefits Service remains high.			
8. What are the risks (if any) associated with the policy in relation to the adverse/differential impact on the ETG's			
No evidence of adverse impact, but regular consultation, monitoring and research will be carried out to investigate this further.			
9. Considering the evidence above how relevant is this proposal to the equality Target Groups. Please provide a rationale for your conclusions			
	High	Medium	Low
Disability			X
Race	X		
Gender			X

Sexual Orientation.	X
Age	X
Religion or Belief	X
10. If in your judgment the proposed service/policy etc does have an adverse impact? Can that impact be justified?	
Not applicable to this EIA.	
11. What steps will you take to address any unjustified impact	
To be identified if any impact arises and seek advice from Corporate Centre.	
Draw up action plan to address areas of concern or issue that arise.	

12 No. 12 cannot find the question in my pack of documents

13. How will you monitor the effect of this function, policy etc on the equality target groups

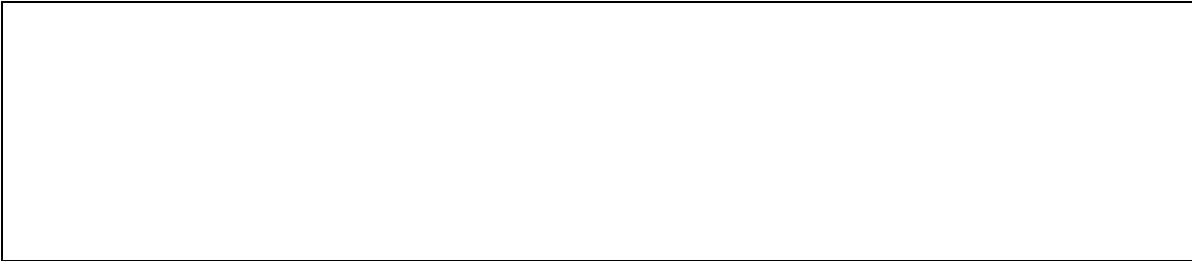
Monitoring will take the format of:-

- Measuring areas of increased take-up of benefit
- Measuring groups where increase has been effective
- Measuring profiles and adjusting target formats for future campaigns.

14. Does this policy need to be fully impact assessed? Please give reasons

There is no requirement to carry out a full impact assessed on this policy.

A relevant amount of consultation has already taken place and evidence gathered to inform this EIA.



Name Pauline M. Duckworth
Signed

Service Benefits, Customer Services & Contact Centre
Dated 29 November 2007

Community Cohesion and Equality Opportunities Group

Review/approval

Date

APPENDIX 2

Service Area

Function/Policy	Relevance - Race Gender Disability	High – Year One Medium – Year Two Low – Year Three	
	Race	Gender	Disability
