

Equality Impact Assessment (EIA)

Housing Benefit outreach service

Equality impact, needs and requirements assessment form

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Question	Response/ findings
<p>What are the main aims and objectives or purpose of the policy, practice, service or function that you are assessing?</p>	<p>To provide an accessible, well trained knowledgeable and efficient Housing Benefit outreach service.</p> <p>To give our customers more choice about where they can get access to information about Housing Benefit, report changes and make claims.</p>
<p>Who implements, carries out or delivers the policy, practice, service or function? Please state where this is more than one person, team, department, or body – and include any outside organisations who deliver under procurement arrangements</p>	<p>The service is provided by the Housing and Council Tax Benefit front line team who are based in the Council House. The staff from that team provide an outreach service to a range of Housing Area offices throughout the City</p>
Question	Response/ findings

<p>Who is affected by the policy, practice, service or function, or by how it is delivered? Such as, who are the external and internal customers, groups, or communities?</p>	<p>Housing and Council Tax Benefit claimants who chose to visit the area offices Private landlords who chose to visit the area offices</p>
<p>What outcomes do we want to achieve, why and for whom? For example, what do you want to be providing, how well, what changes or improvements, and what should the benefits be for customers, groups or communities?</p>	<p>We want to provide the same level of service for customers who chose to visit the area offices as they would get if they visited the Council House We want to maximise take up of Housing Benefit by</p> <ul style="list-style-type: none"> • encouraging people to apply • Making sure that as many claims as possible reach a satisfactory conclusion and • Reaching customers who may not have otherwise have claimed <p>We want to provide a service that is accessible and convenient for customers</p>
<p>Question</p>	<p>Response/ findings</p>

<p>What existing or previous inspections of the policy, practice, service or function are there? For example, Best Value Inspections, policy reviews, research into the effects of a policy or practice.</p> <p>What did they tell you?</p>	<p>None</p>
<p>Identifying potential equality issues and factors</p>	
<p>Question</p>	<p>Response/ findings</p>
<p>What do you already know about the equality impact or need? For example, from research, feedback, consultation or any performance monitoring</p>	<p>We carried out a survey in December 2004, which indicated that 90% of the people surveyed thought that the service was more convenient. Details of disability and ethnic origin were included in the survey, but no significant trends appeared.</p>
<p>Question</p>	<p>Response/ findings</p>

<p>Is there any evidence of higher or lower take up under the policy or practice, or of the service or function for any particular groups? For example, who uses the service, who doesn't and why not?</p>	<p>The survey indicated a high customer satisfaction of the service, but no evidence of low take up of particular groups</p>
<p>Have there been any important demographic changes or trends locally? For example is the population changing, and if so, how and what might that mean for the service or function?</p>	<p>We know that there have been changes in the ethnic mix in the City, but it is difficult to quantify exactly how this is affecting our customers</p>
<p>Question</p>	<p>Response/ findings</p>

<p>Is there an indication that any of the policies or practices involved with the service or function creates particular problems or difficulties for any groups of customers or communities?</p>	<p>As this is an additional service to that already provided in the Council House this will not create particular problems or difficulties for any groups of customers or communities?</p> <p>However, the proposed reduction in service as a result of the closure of some of the Housing Area Offices may create problems for some customers, but these closures are out of our control</p>
<p>What information or data exists? For example, statistics, customer feedback, complaints, research, monitoring – who keeps it and can you get hold of it?</p>	<p>The customer survey included a breakdown by ethnic group and disability.</p> <p>We record the numbers who use the service, but this information is not broken down into ethnic group</p>
<p>Question</p>	<p>Response/ findings</p>

<p>Does any equality or diversity objectives already exist? If so, what are they and what is current performance like against them?</p>	<p>No specific equality or diversity objectives already exist</p>
<p>Is the service having a positive or negative effect on particular people in the community, or particular groups or communities?</p>	<p>There has been a very positive response to the service, but no significant difference between ethnic groups</p>

Collecting the information and data about how the policy, practice, service or function, impacts on communities

Please record your information and data in this table and think about:

what information or data you will need
 using both quantitative and qualitative data
 making sure that where possible there is information that allows all perspectives to be considered
 identifying any gaps in the information/ data and what it can tell you

Data or information	When and how was it collected?	Where is it from?	What does it tell you? You need to consider all six equality strands where you can	Gaps in information
Customer feedback and complaints	Feedback and complaints are collected in the same way as with the service delivered at the Council House – Have Your Say forms and the formal complaints procedure	Feedback and complaints are from the customers who use the service	Feedback and complaints have not identified any issues relating to the six equality strands	The opportunity to feedback or complain is open to all customers – no gaps appear evident. It may be advisable to ask derby Homes if they have had any complaints or feedback that the Service is unaware of.

Consultation and community involvement	Survey was carried out in 2004 to look into the need for this service. The outcome was the creation of the outreach service	2004	?	?
Performance information including Best Value	None collected			
Take up and usage data	Information is collected about the number of visits made at each LHO including drop in and pre booked appointments	Collected weekly/monthly	The information collected only gives information on numbers. No information is collected on the equality strands – this information is contained within the body of the benefits application form	

Comparative information or data where no local information	No comparative data is available as this is the only outreach service offered by the Benefits Service			
Census, national or regional statistics	Collected every ten years	National Government	Standard information accessible to all	The data held is out of date and does not reflect recent changes to demographics

Access audits or assessments such as DDA assessments	The LHO are the property of Derby Homes. The responsibility to complete these assessments lies with them - the Outreach Service have no access to these records without requesting them	Derby Homes	Information not available	Information will need to be requested before any gaps can be identified
Workforce profile	Collected at the time of recruitment	Various dates as staff are recruited	Information collected as a standard corporate procedure	
Where service delivered under procurement arrangements – workforce profile for deliverers	N/a			

<p>Monitoring and scrutiny outcomes</p>	<p>The outreach service is an extension of the service delivered from the Council House. As such it is open to the same scrutiny and monitoring procedures.</p>	<p>No outcomes</p>	<p>No information</p>	
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Analysing the information and data and setting equality objectives and targets

Please give your detailed findings in this table

Service or function	Policy or practice	Findings	Which groups are affected and how	Whose needs are not being met and how?
Benefits Outreach Service	To deliver an Outreach service to LHO that replicates the service given in the Council House	From the evidence available the service delivered achieves what it set out to do – replicate the service at LHO's	All benefits customers living in proximity to the LHO at which the services are delivered	The service increases it's accessibility by providing an Outreach Service at LHO's. None of the evidence available suggests that any of the six equality strands are disadvantaged by this service

Objectives - process, impact or outcome based

Please give your proposed objectives/ targets in this table

Objective/Target:	Produce a satisfaction survey for the Outreach Service for completion by customers who receive the service at LHO
Specific	Produce a survey that requests feedback on the service received that includes equalities information. The survey will not include personal details and should be returnable by post at no cost to the customer
Measurable	The results will provide information on satisfaction and equalities monitoring information
Achievable	The survey can be handed out to each customer seen at LHO's
Relevant	The results will provide feedback on accessibility issues that relate to equalities on the service provided
Timed	The survey can monitor across a designated period

Objective/Target:	
Specific	
Measurable	
Achievable	
Relevant	
Timed	

Objective/Target:	
Specific	
Measurable	
Achievable	
Relevant	

Timed	
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Monitoring and reviewing - incorporating into performance management

Please summarise your objectives and targets in this table with your proposed monitoring and reporting arrangements

Objective	Planned action	Target performance			Responsible lead officer	Reporting cycle, for example, quarterly
		2005/6	2006/7	2007/8		
Satisfaction Survey	Create and roll out a customer satisfaction survey that records information about service delivery relating to the specifics of the EIA framework	Information recorded reviewed and appropriate actions defined in order to remedy any negative impacts relating to equality issues	Information recorded reviewed and appropriate actions defined in order to remedy any negative impacts relating to equality issues	Information recorded reviewed and appropriate actions defined in order to remedy any negative impacts relating to equality issues	TBC – proposed lead Julie Sadler	Reporting one week each quarter from last quarter 2006
