

EQUALITIES IMPACT ASSESSMENT QUESTIONNAIRE

SERVICE: Revenues & Benefits	DIRECTORATE: Policy, Performance & Partnerships
Responsible Officer: Sharon Betts	Date of Assessment: 26 September 2006

Introduction:

As a requirement under the Race Relations (Amendment) Act 2000 all of the council's services have to undergo an impact assessment (IA) to determine their potential impact on the promotion of equalities.

The IA looks at how a service promotes, monitors and consults in their area to ensure that equalities are promoted. Completion of the IA will help the organisation understand what areas need assistance and where best practice can be shared. The information will be used to determine the extent to which services meet the requirements of the Equality Standard for Local Government, the Race Relations (Amendment) Act 2000 and the Disability Discrimination Act 1995. On completion of the IA action plans will be developed which will link to teams service plans. For the year 2006/07 the IA process will be integrated into the service planning process.

In order to complete the IA questionnaire, the following questions, which will enable you to measure your service, will need to be answered.

Where you can provide information and examples please do so, as this will help you to judge the level of impact your service has on the promotion of equalities.

Should you need any help / advice when completing the questionnaire, please refer to the guidance notes issued with this questionnaire or contact Rosie Barnard 520600 ex 2236.

Q.1 Is your service accessible to all groups /individuals within the community? (i.e are there for example, physical, cultural, linguistic, or geographical barriers to persons wishing to use your service)

Group	Yes	To some extent	No	If yes, what evidence do you have to demonstrate this?	If no, what do you plan to do?
Racial (inc. culture and nationality)	X			Demand notices for council tax and National Non Domestic Rates together with benefit notifications can be translated into most languages upon request.	
Religious Belief	X				
Gender (inc. transvestite, transgender & transsexual)	X				
Sexuality (e.g. homosexuality, lesbian & bisexuality)	X				
Disabled (i.e a physical and or mental impairment)	X			Copies of all documentation can be made available in large print or Braille. In addition some customers prefer audio tapes detailing a change in circumstances of a benefit claim or their council tax account.	
Age	X				

Geographical Location	X			Staff are based at a variety of locations across the Island to make the service more accessible, however a visiting officer will always visit customers at home if required.	
Any other status (e.g. people with dependants and/or caring responsibilities or people with criminal record/an offending past)	X			As above	

Q.2 (a) For whatever reason, does your service treat any group differently from its other customers?

Yes

To some extent

No

If you have answered 'yes' or to 'some extent', please specify those individuals or groups affected and whether the impact has the potential to be adverse.

We can profile vulnerable groups eg Elderly Clients and those with Learning Disabilities so that the debt recovery process is tailored to meet their needs.– Not adverse

Q.2 (b) Where the impact is considered to be adverse, can it be justified, for example, on grounds of promoting equal opportunity for another group?

Q.3. (a) Do you promote equality within your service? (e.g. through the use of briefings at team meetings or the circulation of leaflets and/or other equalities related awareness raising materials)

- ✓ Yes
- To some extent
- No

(b) How often do you take the opportunity to promote equality within your service?

- Regularly
- Occasionally

As issues arise

Not at all

Q.4. Are there plans in place within your service to promote equality more effectively?

Yes

No

If yes, please outline what you intend to do:

Staff have attended the equality and diversity training. We are working with the DWP working group to tailor our service to meet local and individual needs.

Q.5 Have you consulted in the past three years with any of the following groups regarding the delivery of and access to your service?

Group	Yes	To some extent	No		If no, what do you plan to do?
Racial (inc. culture and nationality)			X		

Religious Belief			X		
Gender (inc. transvestite, transgender & transsexual)			X		
Sexuality (e.g. homosexuality, lesbian & bisexuality)			X		
Disabled (i.e a physical and or mental impairment)			X		
Age			X		
Geographical Location			X		

Any other status (e.g. people with dependants and/or caring responsibilities or people with criminal record/an offending past)			X		
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Q.6 Do you train your staff on equality issues?

Yes

To some extent

No

If you have answered yes, or to some extent, what training is available, who provides/delivers it and what areas does it cover? (e.g. Disability, Race, Gender, Age, Sexual Orientation, Religious Belief or location)

Awareness training provided by the Garnett Trust
 All staff have read and are aware of the Isle of Wight Council Equality Plan

If you have answered no, have you explored the availability of suitable training for your staff? Who have you consulted with?

Q.7 Have you received any equality/diversity complaint/comment about your service?

Yes

No

If yes how was this dealt with:

What changes were made as a result of any action taken:

Q.8 Is there any evidence to suggest that policies/strategies/practices through their implementation that there is (a) higher or (b) lower participation or uptake by different minority ethnic groups?

(a)

See additional comments

(b)

If you answered (a) please provide further information and give examples including monitoring data:

9 Any additional comments:

There is no evidence to support either a or b as currently the ethnicity of our customers is not recorded. It is envisaged that at the next reprint of our application form for Housing & Council tax Benefit we will include a questionnaire to start recording this data and will be able to develop the service accordingly.

List of useful contacts:

CRE – Commission for Race Equality – www.cre.gov.uk

DRC – Disability Rights Commission – www.drc.gb.org

Disability info – www.disability.gov.uk

Equal opportunities Commission – www.eoc.org.uk

Employers Organisation – www.lga-employers.gov.uk

Local Government Association – www.lga.gov.uk

RNIB – Royal National Institute for the Blind - IW contact - Olive Light 522205

RNID – Royal National Institute for the Deaf – IW contact Sound Advice – Joyce Love 529533

Victim Support IW – 530530

DIAL – Disability information IW – The Riverside Centre – 522823

WIM (Women Into Management) Network – IWC Prue Grimshaw (82)3411 Claire Shand (82)3002

DDA (Disability Discrimination Act) Task Group – IWC Rosie Barnard – 520600 ex 2236

BME (Black Minority Ethnic) Cross Directorate Group – IWC Prue Grimshaw (82)3411 Rosie Barnard 520600 ex 2236

Race & Diversity Standing Forum – IWC Rosie Barnard 520600 ex 2236

Unison – Equality Rep – Louise Biggs 3768

HR – Equality & Diversity Policy related to employment – Ginny Gledhill 3120

Vectis Equality Group (BME Group representing IW Communities and individuals) jane.mckean@iow.nhs.uk