

## Equality Impact Assessment Form and Action Table 2015

(Expand the boxes as appropriate, please see guidance)

"I shall try to explain what "due regard" means and how the courts interpret it. The courts have made it clear that having due regard is **more than having a cursory glance** at a document before arriving at a preconceived conclusion. Due regard requires public authorities, in formulating a policy, to give equality considerations the weight which is **proportionate in the circumstances**, given the potential impact of the policy on equality. It is not a question of box-ticking; it requires the equality impact to be **considered rigorously and with an open mind.**"

**Baroness Thornton, March 2010**

**What are you completing the Impact Assessment on (which policy, service, MTFP reference etc)?**

Corporate Recovery Policy from 01/04/2021

**Version**

V1

**Date**

28/10/2020

### **Section 1 – Description** of what is being impact assessed

Enforcement and recovery of monies owed to Mid Devon District Council

### **Section 2A – People or communities that are targeted or could be affected** (taking particular note of the Protected Characteristic listed in action table)

The purpose of the policy is to collect debts in a 'firm but fair' way. It is not the intention of the policy to single out or target groups of customers protected or otherwise.

### **Section 2B – People who are delivering** the policy or service

Council officers collecting payments for Council Services and statutory obligations

### **Section 3 – Evidence and data** used for the assessment (Attach documents where appropriate)

Review of of the current policy and a change of procedures to better collect arrears. Procedures will be reviewed in-line with policy. A vulnerability protocol will be created to support customers and officers in the collection of arrears.

**Section 4 – Conclusions** drawn about the equalities impact (positive or negative) of the proposed change or new service/policy (Please use **prompt sheet** in the guidance for help with what to consider):

Whilst the policy does not target any one group or those in a protected characteristic by the very nature of the collection process customers will be approached to discuss and repay debts. However, customers will be treated in accordance with their circumstances in a fair and consistent way.

**If you have identified any negative impacts you will need to consider how these can be mitigated to either reduce or remove them. In the table below let us know what mitigation you will take.** (Please add rows where needed)

<b>Identified issue drawn from your conclusions</b>	<b>Actions needed – can you mitigate the impacts? If you can how will you mitigate the impacts?</b>	<b>Who is responsible for the actions? When will the action be completed?</b>	<b>How will it be monitored? What is the expected outcome from the action?</b>
<b>Age</b>			
Different approaches and mechanisms are required for engaging with and representing, people of different ages, in particular children and young people.	Ways to pay and contact remain flexible to customers. Calls to Customer Services, emails, SMS, on line portal and a Customer Welfare Officer.	As and when an action is required it will be picked up and looked into.	Officers and Managers will monitor customer interactions
<b>Disability</b>			
Different approaches and mechanisms may be required for engaging with and representing, people with a range of disabilities depending on their individual needs.	Online payments may adversely affect customers who are sight impaired or those with fine motor skill impairment meaning that an online solution is more problematic for them.  However, support can be given by Customer Services and Officers plus the Customer Welfare Officer. Online and paper DD's can be set up with or without assistance	As and when an action is required it will be picked up and looked into.	Officers and Managers will monitor customer interactions
<b>Gender Reassignment</b>			
It is very important that the specification does not discriminate against those who are or have undergone gender reassignment who currently use the service or may wish to use it in the future.	No specific impact identified	N/A	N/A

**Marriage and Civil Partnership**

No issues identified	No specific impact identified	N/A	N/A
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**Pregnancy and Maternity**

It is very important that the specification does not discriminate against those who are pregnant, who use the service or who wish to use it in the future.	No Specific impact identified	N/A	N/A
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**Race** (including ethnicity or national origin, colour, nationality and Gypsies and Travellers)

It is very important that the specification reflects the particular needs of people from all backgrounds who currently use the service or may wish to use it in the future.	Language issues may cause some problems with using the telephone payment services.  translation services are available to assist customers whose first language is not English Internet Access?	As and when an action is required it will be picked up and looked into.	Officers and Managers will monitor customer interactions
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**Religion and Belief**

It is very important that the specification reflects the particular needs of people irrelevant of their religions and beliefs who currently use the service or may wish to use it in the future.	No specific impact identified There are some implications for debt in Sharia Law	N/A	N/A
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**Sex**

It is very important that the specification reflects the particular needs of people irrelevant of their sex who currently use the service or may wish to use it in the future.	No specific impact identified	N/A	N/A
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<b>Sexual Orientation</b>			
It is very important that the specification reflects the particular needs of people irrelevant of their sexual orientation who currently use the service or may wish to use it in the future.	No specific impact identified	N/A	N/A
<b>Other</b> (including caring responsibilities, rurality, low income, Military Status etc)			
<b>Rurality</b>  It is important that the service is able to engage with and represent individuals who live in rural areas and / or have limited access to public transport.	Access to the internet may be a problem for some customers. However, customers can telephone customer services, use the online payment and come into the building to pay plus use 'payzone'	As and when an action is required it will be picked up and looked into.	Officers and Managers will monitor customer interactions

**Section 6** - How will the assessment, consultation and outcomes be published and communicated? E.g. reflected in final strategy, published. What steps are in place to review the Impact Assessment

Council's Website

<b>Completed by:</b>	Dean Emery
<b>Date</b>	28/10/2020
<b>Signed off by:</b>	Fiona Wilkinson
<b>Date</b>	23/11/2020
<b>Compliance sign off Date</b>	
<b>To be reviewed by:</b> (officer name)	
<b>Review date:</b>	