

Screening/scoping pro forma

Section	Neighbourhood and Housing Management Services Rent Collection	Officer responsible for the screening/scoping	David Bartlett and Steve Epsom		
Name of Policy to be assessed	Provision of overall service	Date of Assessment	Summer 2008	Is this a proposed new or existing policy/procedure/practice?	Existing
1. Briefly describe the aims, objectives and purpose of the policy/procedure/practice?	To correctly charge rent and other service charges for 5200 dwellings and 2000 garages. To correctly collect as much as possible				
2. Are there any associated or specific objectives of the policy/procedure/practice? Please explain.	Max customers income through direct advise and signposting to other agencies leading to sustainable tenancies and stable communities				
3. Who is intended to benefit from this policy and in what way?	Customers, Govt, potential customers, other statutory agencies				
4. What outcomes are wanted from this policy/procedures/practice?	Reduction in public perception of fear of crime and ASB				
5. What factors/forces could contribute/detract from the outcomes?	External General economic conditions Internal Housing Benefit				
6. Who are the main stakeholders in relation to the policy?	GBC staff All who pay rent or service charges Govt CAB	7. Who implements the policy, and who is responsible for the policy?	Implements Responsible Staff Head of N and HMS Rent Collection Manager		
8. Are there concerns that the policy <u>could</u> have a differential impact on racial groups?	Y	Please explain			

<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p>Low numbers and lack of information on individuals that would enable effective monitoring of (say) whether a disproportionate percentage of BME tenants need support/advice concerning (say) eviction action</p> <p>Lack of information in other languages although documents can be translated on request</p>	
<p>9. Are there concerns that the policy <u>could</u> have a differential impact due to gender?</p>	<p>N</p>	
<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p><i>Are there any issues around the probability that the majority of lone parent households are female tenants? Are they more likely to be in rent arrears? Do they need extra support? Analyse tenants by gender to enable you to determine whether there are differential impacts on grounds of gender.</i></p>	
<p>10. Are there concerns that the policy <u>could</u> have a differential impact due to disability?</p>	<p>N</p>	
<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p><i>Are there any issues around physical access to payment facilities? How much information is available on tenants who are disabled to enable conclusions to be drawn on whether or not there is not a differential impact?</i></p>	
<p>11. Are there concerns that the policy <u>could</u> have a differential impact due to sexual orientation?</p>	<p>N</p>	
<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p>No data is available on the sexuality of tenants and there is no reason to suppose that there is a differential impact in respect of rent collection.</p>	
<p>12. Are there concerns that the policy <u>could</u> have a differential impact due to their age?</p>	<p>Y</p>	
<p>What existing evidence (either presumed or otherwise) do you have for this?</p>	<p>Govt policy on reducing number of post offices. <i>Could it be the case that elderly tenants get more distressed than the average tenant if they receive a letter (or whatever the process) to inform them they are in arrears?</i></p>	

13. Are there concerns that the policy <u>could</u> have a differential impact due to their religious belief?	Y	
What existing evidence (either presumed or otherwise) do you have for this?	Lack of knowledge and information	
14. Are there concerns that the policy <u>could</u> have a differential impact due to them having dependants/caring responsibilities?	N	<i>As above – are there any 'lone parent' issues in relation to rent collection?</i>
What existing evidence (either presumed or otherwise) do you have for this?		
15. Are there concerns that the policy <u>could</u> have a differential impact due to them have an offending past?	N	
What existing evidence (either presumed or otherwise) do you have for this?	Absence of information on tenants who are ex-offenders makes it difficult to determine whether or not there is a differential impact on ex-offenders.	
16. Are there concerns that the policy <u>could</u> have a differential impact due to them being Transgender or transsexual?	N	
What existing evidence (either presumed or otherwise) do you have for this?	No data is available on transgender tenants but there is no reason to suppose that there is a differential impact in respect of rent collection should any of the Council's housing tenants be transgender.	

<p>17. Could the differential impact identified in 8-16 amount to there being the potential for adverse impact in this policy/procedure/practice?</p>	<p>Y</p>	<p>N</p>	<p>Tenants for whom English is not a first language may find it difficult to communicate/understand technical issues in respect of rent collection/rent arrears. Similarly for those who are blind or partially sighted.</p>
<p>18. Can this adverse impact be justified on the grounds of promoting equality of opportunity for one group? Or any other reason?</p>		<p>N</p>	
<p>Business improvement</p> <p>19. Is there any concern that there are unmet needs in relation to any of the above groups?</p>		<p>N</p>	<p>Lack of information on individual tenants.</p> <p><i>Does the rent collection service make home visits to tenants? If so, Is there any evidence to suggest that special arrangements need to be put in place when visiting certain religious groups, people of certain ethnic groups, lone females etc. Might they always require 'same sex' visitors?</i></p>
<p>20. Does differential impact or unmet need cut across the equality strands (e.g. elder BME groups)?</p>		<p>N</p>	<p>Possibly in relation to elderly members of BME groups with Post Office closures and English not being the first language</p>
<p>21. If yes, should the full EIA be conducted jointly with another service area/contractor/partner/agency?</p>		<p>N</p>	

22. Is there a missed opportunity to improve your business in relation to any of the policies, procedures or practices to promote racial, gender, disability, age, sexual orientation, religion or belief equality?		Need for more equality monitoring information
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23. Should the policy proceed to a full equality impact assessment?			Yes	No
24. If No, are there any changes required to the policy to improve it around the equality agenda?	Y	<p>Improve information on translation service.</p> <p>Develop equality monitoring of tenants to help identify where differential impacts occur.</p> <p>Develop a protocol for home visits (if home visits are a feature of the work)</p>		

Signed
(Completing officer)

Date March 2009 (final)

Signed
(Head of Section)

Date

Countersigned
HR representative

Date March 2009