



City of Edinburgh Council Record of Equality and Rights Impact Assessment

Part 1: Background and Information

(a) Background Details

Please list ERIA background details:

ERIA Title and Summary Description: Debt Recovery Services

Service Area	Division	Head of Service	Service Area Reference No.
Resources	Customer	John McCann	2016CG16

(b) What is being impact assessed?

Describe the different policies or services (i.e. decisions, projects, programmes, policies, services, reviews, plans, functions or practices that relate to the Corporate ERIA Title):

Policies and Services	Date ERIA commenced
Mini tender for Debt Recovery Services which includes debt for Council Tax, Non Domestic Rates, Sundry Debt and Heritage Court debt (rent arrears)	21/9/16

(c) When is it due to be reviewed? (insert furthest away date if question relates to a number of review dates) 30/11/19

(d) ERIA Team

Please list all ERIA Team Members:

Name	Organisation / Service Area
Julia Sproul	Strategy and Insight Division/Chief Executive Office
Elaine Dickson	Customer -Transactions/Resources
Billy Robson	Customer -Transactions/Resources

Part 2: Evidence and Impact Assessment

(a) Evidence Base

Please record the evidence used to support the ERIA. Any identified evidence gaps can be recorded at [part 3a](#). Please allocate an abbreviation for each piece of evidence.

Evidence	Abbreviation
Issue of debt advice information pack	DAIP
The Council Tax (Administration and Enforcement) (Scotland) Amendment No.2 Regulations 2000	CTR
Existing contract and new specification.	ECS

(b) Rights Impact Assessment – Summary

Please describe all the identified enhancements and infringements of rights against the following ten areas of rights. Please also consider issues of poverty and health inequality within each area of rights:

- Life
- Health
- Physical security
- Legal security
- Education and learning
- Standard of living
- Productive and valued activities
- Individual, family and social life
- Identity, expression and respect
- Participation, influence and voice

Please indicate alongside each identified enhancement or infringement the relevant policy or service (see [part 1b](#)) and relevant evidence (see [part 2a](#)).

Summary of Enhancements of Rights

Compliance with recovery legislation, equitable treatment of all debtors.

Summary of Infringement of Rights

Can these infringements be justified? Are they proportional?

Negative consequences of recovery of debt could result in possible loss of home, breakdown in relationships, health issues and change to standard of living.

(c) Equality Impact Assessment – Summary

Please consider all the protected characteristics when answering questions 1, 2 and 3 below. Please also consider the issues of poverty and health inequality within each protected characteristic:

- Age
- Disability
- Gender identity
- Marriage / civil partnership
- Pregnancy / maternity
- Race
- Religion / belief

- Sex
- Sexual orientation

1. Please describe all the positive and negative impacts on the duty to eliminate unlawful discrimination, harassment or victimisation. Please indicate alongside each identified impact the relevant policy or service (see [part 1b](#)) and relevant evidence (see [part 2a](#)).

Positive Impacts
Ensure supplier is compliant with the Equality Act (2010) and complaints procedure is in place.
Negative Impacts
No negative impacts.

2. Please describe all the positive and negative impacts on the duty to advance equality of opportunity (i.e. by removing or minimising disadvantage, meeting the needs of particular groups that are different from the needs of others and encouraging participation in public life)? Please indicate alongside each identified impact the relevant policy or service (see [part 1b](#)) and relevant evidence (see [part 2a](#)).

Positive Impacts
Information regarding payment of charges is detailed within demand/invoice along with details on how to apply for any discounts. The statutory issue of a DAIP (see part 2a) provides information on how to seek money advice. Visits to debtors home to discuss debt situation and possible consequences if payment not made.
Negative Impacts
No negative impact.

3. Please describe all the positive and negative impacts on the duty to foster good relations (i.e. by tackling prejudice and promoting understanding)? Please indicate alongside each identified impact the relevant policy or service (see [part 1b](#)) and relevant evidence (see [part 2a](#)).

Positive Impacts
Ensure law firm has procedures/training in place for communication with debtors.
Negative Impacts
No negative impact.

Part 3: Evidence Gaps, Recommendations, Justifications and Sign Off

(a) Evidence Gaps

Please list all relevant evidence gaps and action to address identified gaps.

Evidence Gaps	Action to address gaps
Vision of Equality policy	Take up with successful tenderer

(b) Recommendations

Please record SMART recommendations which may include actions to

- (i) eliminate unlawful practice or infringements of absolute rights;
- (ii) justify identified infringements of rights; or
- (iii) mitigate identified negative equality impacts
- (iv) further advance equality and rights, and promote good relations.

Recommendation	Responsibility of (name)	Timescale
Ensure successful tenderer has an equal opportunity policy in place and is compliant with the Equality Act (2010)	Elaine Dickson	31/10/16
Check that evaluation in place for processing cases.	Elaine Dickson	31/12/16

(c) Sign Off

I, the undersigned, am content that:

- (i) the ERIA record represents a thorough and proportionate ERIA analysis based on a sound evidence base;
- (ii) the ERIA analysis gives no indication of unlawful practice or violation of absolute rights;
- (iii) the ERIA recommendations are proportionate and will be delivered;
- (iv) the results of the ERIA process have informed officer or member decision making;
- (v) that the record of ERIA has been published on the Council's website / intranet, or
- (vi) that the ERIA record has been reviewed and re-published.

Date	Sign Off (print name and position)	Reason for Sign Off (please indicate which reason/s from list (i) to (vi) above)
22/9/16	Neil Jamieson, Senior Manager Customer.	(i) -(vi)