

Stage one: Rapid Impact Assessment

Part 1: Description/Consultation

Date of Assessment: 0 February 2017	
Title of document being assessed: Housing Benefit, Overpayment Recovery and Debt Collection Procedure	
1. This is a new policy, procedure, strategy, or practice being assessed. (If yes please elaborate)	No Update of existing policy only. Following a review by DWP of our housing benefit Overpayment procedures a small number of changes have been introduced to the procedure manual. Now using Walker Love to pursue debts where no recovery is possible and no payments have been received following normal follow up. Reminders the reminder after 28 days - instead we go straight to final notice. Also introduced pro-active contact from the overpayment team to the debtor.
2. Please give a brief description of the policy, procedure, strategy or practice being assessed.	The procedure document sets out 7 types of overpayments that the Council can identify and recover. The Housing Benefit, Overpayment Recovery and Debt Collection Procedure Manual 2017. In all cases staff will follow the relevant legislation, treat all citizens fairly and encourage them to pay promptly and regularly.
3. What is the intended aim of this policy, procedure, strategy or practice?	The Housing Benefit, Overpayment Recovery and Debt Collection Procedure Manual 2017 sets out the Council's approach to identifying and classifying overpayments. The Council will continue to demonstrate its commitment to the delivery of quality services to our customers and will continue to work with the Housing Benefit, Overpayment Recovery and Debt Collection Procedure Manual 2017 to ensure that the Council's approach to identifying and classifying overpayments is clear and consistent. The Aims of the Procedure are to: <ul style="list-style-type: none"> Ensure that all staff involved in the recovery of overpayments operate a fair and consistent process; Set out a clear debt recovery strategy; Demonstrate the Council's commitment to the delivery of quality services to our customers; Minimise losses to the Council and the DWP from overpayments.
4. Please list any existing documents which have been used to inform this Rapid Impact Assessment.	Housing Benefit, Overpayment Recovery and Debt Collection Procedure Manual 2017 Report to Cllr on the Housing Benefit, Overpayment Recovery and Debt Collection Procedure Manual 2017 Update to the Housing Benefit, Overpayment Recovery and Debt Collection Procedure Manual 2017

Stage one: Rf

5. Have any of your research

interviews or focus group

protected characteristics

informed this assessment?

yes please

6. Please list

only

as

(e.g. name of focus

consultation, date of

meetings)

7. Is there a need to collect further

evidence of the following issues?

consultation with

groups

propagating it?

(Example of who

individual or group

known what will you do to

gather the information

and when will you do

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Part 2: Protected Characteristics

Which protected characteristics will be positively or negatively impacted by the proposed procedure or strategy?

NB Please place an X in the box which best describes the "likely" impact for all assessments to identify that a positive policy can have some negative impacts as well. All of the above please tick only once. Part 3 of this form:

If the impact is predicted to be negative, please state how you will gather evidence of any potential negative impacts in box 4 section 4 below.

If there is a negative impact that is not predicted to be negative, it should be completed.

Protected Characteristic	Positively	Negatively	Not Impact	Not Known
Age			X	
Disability			X	
Ethnicity			X	
Gender			X	
Gender reassignment			X	
Marriage and Civil Partnership			X	
Pregnancy & Maternity			X	
Religion			X	
Sexual Orientation			X	

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Part 3: Impact/Monitoring

<p>1. Have any positive impacts been identified?</p> <p>(We must ensure at this stage that no one is not adversely or unfairly affected by the strand of equality at the expense of someone else.)</p>	<p>Yes</p>	
<p>2. Have any negative impacts been identified?</p> <p>(Based on direct knowledge, published research, community involvement, etc.)</p>	<p>No</p>	
<p>3. What action is planned to address any negative impacts?</p> <p>(e.g. involving community groups in the development or delivery of the policy or practice, providing information in community languages etc.)</p>	<p>None</p>	
<p>4. Is there a justification for continuing with this policy even if it cannot be amended or changed to reduce inequality without compromising its intended objectives?</p> <p>(If the policy does create a potential unlawful discrimination, it must stop and seek to be changed.)</p>	<p>No</p>	
<p>5. Has a Full Equality Impact Assessment been completed?</p> <p>(If the policy is likely to have a major impact on protected characteristics, a Full Equality Impact Assessment may be required.)</p>	<p>No</p>	

<p>6. How will the policy be monitored?</p> <p>(How will you know it is doing what it is intended to do? e.g. data collection, customer survey etc:)</p>	<p>The Overpayment Officer will provide reports on the amount of credit recovery action taken and recording any errors in possibly identifying users.</p>
	<p>The Council aims to comply, wherever possible with guidance issued by the Department of Health and Social Care, such undertakes to review this procedure regularly in order to incorporate and update for best practice as and when necessary.</p>

Part 4: Contact Information

Name of Department: Customer and Complaints Services

Manager Responsible

Name: Fergus Walker

Designation: Revenue and Service Manager

Telephone: 01582 362227

Email: fergus.walker@royalshropshire.nhs.uk

Signature Lead Officer:  Date: 13/12/07

Signature of Director/Head of Service:  Date: 13/12/07

Name of Director/Head of Service: JUDY ORR

Date of Next Policy Review:

