

Stage one: Rapid Impact Assessment

Part 1: Description/Consolidation

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 steps and the Council's commitment to the Housing Benefit Recovery and Debt Collection Strategy 2013-2017. 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 Recovery and Debt Collection Strategy, in line with the customer and their needs in the recovery of identified and classified Housing Benefit, Debt and Discretionary Housing Payments. out a clear Debt Recovery strategy 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 Procedure Report to Councillors on the DWP to Council, 2017 Update to the Housing Benefit Overpayment Recovery and Debt Collection Procedure

Stage one: Rf

5. Have any of your research

interviews or focus groups
protected characteristics
informed this assessment?
yes please

6. Please list

any
as
(e.g. name of focus
consulted, date of
meetings)

7. Is there a need to collect further
evidence of
consultation with
groups?
propose a strategy?

(Example: who is the
individual or group?
known what will you do to
gather the information?
and when will you do

Stage one: Rapid Impact Assessment

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 other boxes please tick only if you are sure. 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 predicted, a "Mitigation Plan" 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	

Stage one: Rapid impact assessment

Part 3: Impact monitoring

<p>1. Have any positive impacts been identified?</p> <p>(We must ensure at this stage that no one are 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 or 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 further reduce inequality without compromising its intended objectives?</p> <p>(If the policy does not have a clear potential unlawful discrimination impact, it must stop and seek to be replaced.)</p>	<p>No</p>
<p>5. Has a Full Equality Impact Assessment been completed?</p> <p>(If the policy is a major initiative likely to have a major impact on protected characteristics communities 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 being worked? Is it 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 receipts in respect of such action.</p>
	<p>The Council aims to comply, wherever possible, with guidance issued by the Department of Health through its various agencies such as 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 or Support Organisation: Revenue and Benefits Services

Manager Responsible

Name: Fergus Walker

Designation: Revenue and Benefits Manager

Telephone: 01582 362227

Email: fergus.walker@royalshropshire.gov.uk

Signature Lead Officer: [Signature] Date: 13/12/07

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

Name of Director/Head of Service: JUDY ORR

Date of Next Policy Review: _____

