

Equality Analysis Template – Stage One

We need to ensure that our strategies, policies, functions and services, current and proposed have given due regard to equality and diversity.

Please complete the following questions to determine whether a Stage 2, Equality Analysis is required.

Name of policy, strategy or function:	Citizen's Advice Bureau
Version and release date of item (if applicable):	
Owner of item being assessed:	Andy Day
Name of assessor:	Andy Day
Date of assessment:	24 September 2015

Is this a:		Is this:	
Policy	No	New or proposed	No
Strategy	No	Already exists and is being reviewed	Yes
Function	No	Is changing	No
Service	Yes	Service provided by a third party which is being reviewed.	

1 What are the main aims, objectives and intended outcomes of the policy, strategy function or service and who is likely to benefit from it?	
Aims:	<p>Citizens Advice Bureau (CAB) provides, on behalf of the council, services for people in the District needing support and guidance with a range of financial advice relating to:</p> <ul style="list-style-type: none"> (i) debt worries (ii) benefits enquiries (iii) housing and employment problems (iv) Concerns about consumer or tax issues.

Objectives:	The objective of the service is to provide independent financial advice and support to any resident who requires these services. There is no charge for the service which is available to all residents.
Outcomes:	This service helps to improve the lives of local residents.
Benefits:	The benefits of the service are that residents will lead better and healthier lives knowing that they have access to independent advice and guidance on key financial matters.

<p>2 Note which groups may be affected by the policy, strategy, function or service. Consider how they may be affected, whether it is positively or negatively and what sources of information have been used to determine this.</p> <p>(Please demonstrate consideration of all strands – Age, Disability, Gender Reassignment, Marriage and Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex and Sexual Orientation.)</p>		
Group Affected	What might be the effect?	Information to support this.
Elderly	The elderly, particularly those that live alone and are not computer literate, may have to wait longer to see an advisor if CAB decide to reduce their opening times whereas many other people may be able to access the internet for initial support and guidance.	There are a host of websites which can be used to obtain initial advice and support. CAB has confirmed that they have seen a rise in people accessing the national Debt Advice website.
Disabled	As above	As above
Further Comments relating to the item:		
<p>This service will still be free to all at the point of access and it will be available to all residents. The proposed reduction in grant may result in CAB being open for fewer hours during the week although their triage service should help to mitigate any urgent cases.</p> <p>It is possible that the elderly or the disabled may be impacted if the opening times are reduced but the triage service is there to filter those issues which are deemed by CAB to be urgent and those which can wait. Furthermore, CAB has confirmed that a great deal of people now access financial advice and support online as a first step in helping themselves which may mean that the impact on waiting times to see an advisor may not be impacted greatly if at all.</p>		

3 Result	
Are there any aspects of the policy, strategy, function or service, including how it is delivered or accessed, that could contribute to inequality?	No

Please provide an explanation for your answer:

The service is free to all and although people requiring advice and guidance may potentially have to wait to see an advisor (if CAB decide that they have to reduce their opening times) CAB do operate a triage service which would help to filter those requiring immediate advice and support. CAB operate a policy of helping those in most need first so this should ensure that equality is not compromised.

Will the policy, strategy, function or service have an adverse impact upon the lives of people, including employees and service users?

No

Please provide an explanation for your answer:

The grant provided to CAB is being reduced but the service is not stopping. The impact for all residents may be that they have to wait a little longer for an appointment which can, in part, be covered off by the triage service offered by CAB or service users choosing to access online support.

If your answers to question 2 have identified potential adverse impacts and you have answered 'yes' to either of the sections at question 3, then you should carry out a Stage 2 Equality Analysis.

If a Stage 2 Equality Analysis is required, before proceeding you should discuss the scope of the Analysis with service managers in your area. You will also need to refer to the equality analysis guidance and Stage 2 template.

4 Identify next steps as appropriate:	
Stage Two required	No
Owner of Stage Two assessment:	Andy Day
Timescale for Stage Two assessment:	
Stage Two not required:	Not required

Signed: Andy Day

Date: 20 October 2015
