

STAGE ONE: RAPID IMPACT ASSESSMENT

Part 1: Description/Consultation

Date of Assessment: 8 February 2017	
Title of document being assessed: Sundry Debtors Policy Procedure Manual	
<p>1. This is a new policy, procedure, strategy or practice being assessed (If yes please check box) <input type="checkbox"/></p>	<p>No</p> <p>Update of existing policy only. Amends timeline when debt passed to legal (from 36 days to 50 days) and introduces quarterly debtor statements to improve communication with debtors.</p>
<p>2. Please give a brief description of the policy, procedure, strategy or practice being assessed.</p>	<p>The Sundry Debt Procedure Manual has been written in response to the Audit Commission Report entitled "Counting Down to Competition" which is a Management Handbook on Financial Support Services.</p> <p>The Council has a Corporate Debt Policy which is the overarching policy for recovery of all types of debt including sundry debt. This Sundry Debt Procedure Manual expands the high level policy framework set out in that document with specific reference to sundry debts. It is governed by the Council's Financial and Security Regulations and in particular regulations 7.39 to 7.47 under the heading of "Income".</p> <p>The procedure manual is a working document to be referenced on a daily basis by the Sundry Debtors team, all staff in service departments involved in raising sundry debts across the Council, the Corporate Debt Recovery team and Legal Services debt recovery staff.</p>
<p>3. What is the intended outcome of this policy, procedure, strategy or practice?</p>	<p>The objectives of the policy are to maximise the Council's income from sundry debts by:</p> <ul style="list-style-type: none"> • Ensuring sundry debtor accounts are only raised when it is appropriate; • Minimising the risk of granting credit to bad payers; • Ensuring accounts are issued accurately and timeously; • Ensuring that debtors are contacted as soon as they fall into arrears; • Establishing effective follow up procedures including legal action where appropriate; • Providing clear processes for handling queries and disputes; • Providing clarity on roles and responsibilities; • Be an effective point of reference for Service Providers and Service Users; • Be a working document, user friendly, clear and understandable.

<p>4. Please list any existing documents which have been used to inform this Equality Impact Assessment.</p>	<ul style="list-style-type: none"> • Sundry Debtors Procedure Manual • Report to Customer Services DMT 23 January 2017 – Update of Sundry Debt Procedure Manual 2017
<p>5. Has any consultation, involvement or research with protected characteristic groups informed this assessment? If yes please give details.</p>	<p>No</p>
<p>6. Please give details of council officers involvement in this assessment.</p> <p>(e.g. names of officers consulted, dates of meetings etc)</p>	<p>Judy Orr, Head of Customer and Support Services</p> <p>Fergus Walker, Revenues and Benefits Manager</p>
<p>7. Is there a need to collect further evidence or to involve or consult protected characteristic groups on the impact of the proposed policy?</p> <p>(Example: if the impact on an individual or group is not known what will you do to gather the information needed and when will you do this?)</p>	<p>No</p>

Stage one: Rapid Impact Assessment

Part 2: Protected Characteristics

Which protected characteristics will be positively or negatively affected by this policy, procedure or strategy?

NB Please place an X in the box which best describes the "overall" impact. It is possible for an assessment to identify that a positive policy can have some negative impacts and visa versa. When this is the case please identify both positive and negative impacts in Part 3 of this form.

If the impact on a protected characteristic group is not known please state how you will gather evidence of any potential negative impacts in box Part 1 section 7 above.

If there is a negative impact against a protected characteristic then a full EqIA (Stage 2) should be completed.

Protected Characteristic	Positively	Negatively	No 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: Impacts/Monitoring

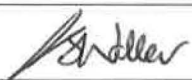
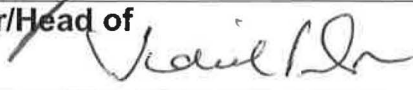
<p>1. Have any positive impacts been identified?</p> <p>(We must ensure at this stage that we are not achieving equality for one strand of equality at the expense of another)</p>	<p>No</p> <p>All debtors will be treated the same way unless they are deemed to be vulnerable.</p>
<p>2. Have any negative impacts been identified?</p> <p>(Based on direct knowledge, published research, community involvement, customer feedback etc.)</p>	<p>No</p>
<p>3. What action is proposed to overcome 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>N/A</p>
<p>4. Is there a justification for continuing with this policy even if it cannot be amended or changed to end or reduce inequality without compromising its intended outcome?</p> <p>(If the policy that shows actual or potential unlawful discrimination you must stop and seek legal advice)</p>	<p>N/A</p>
<p>5. Has a 'Full' Equality Impact Assessment been recommended?</p> <p>(If the policy is a major one or is 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 doing what it is intended to do? e.g. data collection, customer survey etc.)</p>	<p>The Revenues and Benefits Manager will issue monthly reports on performance and debt levels to each service and on a quarterly basis a summary report will go to the Strategic Management Team. There will be a quarterly meeting with Legal Services and Sundry Debtors staff to discuss reports and performance and feedback any operational issues.</p> <p>All Heads of Service are responsible for ensuring that their staff understand and carry out their roles as set out within the Procedure Manual.</p> <p>Internal Audit will provide full support to ensure that this procedure manual is adhered to.</p> <p>Any future amendments to the Procedure Manual must be authorised by SMT.</p>
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Part 4: Contact Information

Name of Department: Customer and Support Services

Manager Responsible	
Name:	FERGUS WALKER
Designation:	REVENUES AND BENEFITS MANAGER
Telephone:	01586 555237
Email:	fergus.walker@argyll-bute.gov.uk

Signature Lead Officer:		Date:	13/2/17
Signature of Director/Head of Service:		Date:	4/2/17
Name of Director/Head of Service:	JUDY ORR		
Date of Next Policy Review:			

