

## Equality Impact Assessment Summary

<b>Title</b>	<b>Provision of an Income Management Service</b>		
		<b>Reference</b>	URH
<b>EIA lead officer</b> (The person who developed the impact assessment)	TMO Managers HRE E&D		
<b>Brief description of business activity</b>	The income management policy explains how URH will ensure income is efficiently and effectively managed and maximised whilst rent arrears and other debts are minimised. The service policy contributes to the delivery of corporate business objectives, in particular excellent customer service and the level of income collected to ensure the financial stability of the organisation. The aim of the service policy is to maximise income for URH by ensuring that customer income is maximised and debt is dealt with pro-actively		
<b>Key inequality issues identified</b>	No inequality issues identified. However, Profiling information will need to be updated regularly to ensure that residents access this service through needs being met. It is also vital that opportunities to maximise tenants paying rent is facilitated and that access to welfare benefits and understanding of welfare benefits is also maximised. Also vitally important is keeping abreast with resident communication needs.		
<b>Key relevant data/research consultation</b>	12 responses were received and all were in agreement that the EIA fit with the Policy and that information contained within would improve income collection policies/and attempt to reduce debt		

### Potential impact identified – High

<b>Follow-up Action</b>	<b>Timeframe</b>	<b>Responsibility</b>
Continue to run disaggregated arrears reports on a 6 monthly basis/identify actions that will improve data and support	To be completed during 2010/11	Performance
Continue to pro-actively monitor on income collection/arrears cases	Ongoing business as usual activity	Estate managers
Ensure referral to debt agencies – Law Centre, Christians against Poverty, CAB and the Clapham Park Project and that internal recording mechanisms are kept	Development of financial inclusion strategy	Central URH
Continue to recognise financial climate will have an impact on this in low socio-economic groups and implications of benefit changes	Development of financial inclusion strategy	Central URH
Evaluate return on social investment of those accessing debt referral organizations	Development of financial inclusion strategy	Central URH

Raise awareness of support available in the local area and also ensure that Housing Benefits are optimized for long term hospitalisation	Development of financial inclusion strategy	Central URH
Ensure sustainable fuel initiatives are taken up to reduce costs for residents	Development of financial inclusion strategy/Working with Partners	Central URH

	<b>Sign-off date</b>
Equalities and Diversity Unit	September 2010

For full report please contact: [COdamo@urh.orh.uk](mailto:COdamo@urh.orh.uk)