

## Template for Impact Assessment Level 1: Initial screening assessment

<b>Subject of assessment:</b>	Corporate Crisis Policy			
<b>Coverage:</b>	Cross cutting			
<b>This is a decision relating to:</b>	<input type="checkbox"/> Strategy	<input checked="" type="checkbox"/> Policy	<input type="checkbox"/> Service	<input type="checkbox"/> Function
	<input type="checkbox"/> Process/procedure	<input type="checkbox"/> Programme	<input type="checkbox"/> Project	<input type="checkbox"/> Review
	<input checked="" type="checkbox"/> Organisational change	<input type="checkbox"/> Other (please state)		
<b>It is a:</b>	<b>New approach:</b>	<input type="checkbox"/>	<b>Revision of an existing approach:</b>	<input checked="" type="checkbox"/>
<b>It is driven by:</b>	<b>Legislation:</b>	<input checked="" type="checkbox"/>	<b>Local or corporate requirements:</b>	<input checked="" type="checkbox"/>
<b>Description:</b>	<ul style="list-style-type: none"> <li>○ <a href="#">Key aims, objectives and activities</a></li> <li>○ The policy sets out how the Council will provide a framework for sets the criteria for dealing with residents in crisis, promoting a consistent and fair methodology to the council's approach to crisis, and encouraging working together and the sharing of information between supporting teams. It will also enable those in crisis to access the funds and support they require.</li> <li>○ <a href="#">Statutory drivers (set out exact reference)</a></li> <li>○ The Council has a statutory duty to make payments to Middlesbrough residents who are in crisis or hardship, or have experienced a disaster. The council also provides additional support to residents who fall within pre-defined situations.</li> <li>○ There is no legal driver for Crisis support, but there is a responsibility to support those in need through specific Government funding or our responsibilities as a council to support vulnerable groups.</li> <li>○ <a href="#">Differences from any previous approach</a></li> <li>○ Previous solutions were inconsistent, and resulted duplication in payments and support and the omission of a payment framework led to differing amounts of support for similar circumstances. This will be rectified by the proposed policy</li> <li>○ <a href="#">Key stakeholders and intended beneficiaries (internal and external as appropriate)</a></li> <li>○ The key stakeholders include customers of council services, staff, local partners and national government.</li> <li>○ <a href="#">Intended outcomes.</a></li> <li>○ To ensure a quick, efficient and consistent process for residents in crisis, which leads to good decision making,</li> <li>○ Provide for consistency in the amount of awards both in terms of goods and funds,</li> <li>○ Standardise the procedures for considering crisis support requests,</li> <li>○ Avoid the use of subjective judgement and criteria when considering cases for crisis, by providing clear objective criteria and procedures</li> <li>○ Introduce effective performance management arrangements,</li> <li>○ Help focus resources on those who do fit the council's definition of crisis,</li> <li>○ Support the Council's other policies where those in crisis need follow up help.</li> </ul>			
<b>Live date:</b>	February 2022			
<b>Lifespan:</b>	3 years. This is the first iteration of the policy. It will be reviewed quarterly during the first year,			
<b>Date of next review:</b>	Full review is Feb 2025. An Informal review will take place in April 2022 (and quarterly until February 2023) to ensure it is operating as expected. If there are adverse findings that review will be formalised.			

Screening questions	Response			Evidence
	No	Yes	Uncertain	
<p><b>Human Rights</b></p> <p>Could the decision impact negatively on individual Human Rights as enshrined in UK legislation?*</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>This proposed policy is designed to ensure that the Council operates a more consistent and joined up approach to crisis and / or emergency support, and considers the resident needs as a whole through a centralised offering. This policy is also designed to provide a payment framework when responding to residents who present themselves to the service when in need and will be applied across all directorates. There are no concerns that the policy could infringe qualified or absolute human rights.</p> <p>Evidence used to inform this assessment includes analysis of the various circumstances of the resident, and current support provisions from various council services across the council, and engagement to date with senior officers who have been involved in the development of the policy and supporting detailed delivery plans.</p>

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\* Consult the Impact Assessment further guidance appendix for details on the issues covered by each of these broad questions prior to completion.

Screening questions	Response			Evidence
<p><b>Equality</b></p> <p>Could the decision result in adverse differential impacts on groups or individuals with characteristics protected in UK equality law?            Could the decision impact differently on other commonly disadvantaged groups?*</p>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<p>The Public Sector Equality Duty (PSED) requires that when exercising its functions the Council must have due regard to the need to:-</p> <ul style="list-style-type: none"> <li>eliminate discrimination, harassment, victimisation and any other conduct that is prohibited by or under this Act;</li> <li>advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it; and</li> <li>foster good relations between persons who share a relevant protected characteristic and persons who do not share it.</li> </ul> <p>In having due regard to the need to advance equality of opportunity, the Council must consider, as part of a single equality duty:</p> <ul style="list-style-type: none"> <li>removing or minimising disadvantages suffered by persons who share a relevant protected characteristic that are connected to that characteristic;</li> <li>taking steps to meet the needs of persons who share a relevant protected characteristic that are different from the needs of people who do not share it; and</li> <li>encouraging people who share a protected characteristic to participate in public life or in any other activity in which participation is low.</li> </ul> <p>The proposed policy should provide consistency and efficiency in the council’s approach, whilst being mindful of a service user’s situation. Liaison between the various supporting services is in place so that where a wider support delivery is required, or signposting to other services, this can be put into place quite quickly. The Crisis policy also links into the Council’s overall Welfare Strategy and vulnerability policy, as well as the Council’s Corporate Debt Management policy which supports Social Inclusion and a customer’s ability to pay, should anyone presenting in crisis have any outstanding debt to the council.</p> <p>It is potentially relevant to all the protected characteristics. The aim of the policy is to address inequalities in outcomes experienced by residents / service users of the council when they are in crisis or require emergency support.</p> <p>This method of working is designed to understand the individual needs of the resident and ensure they get the support payments they are entitled to in a quick and easy manner. This will result in a more tailored service response, improving outcomes and the better identification of equality and fairness issues that may need to be addressed. There are no concerns that the policy could have a disproportionate adverse impact on individuals or groups because they hold one or more protected characteristics. The application of a case by case approach to crisis will support work to provide nuanced approaches.</p> <p>Evidence used to inform this assessment includes analysis of the various circumstances of the resident, and current support provisions from various council services across the council, and engagement to date with senior officers who have been involved in the development of the policy and supporting detailed delivery plans. It also links to the plan to combine all debt recovery, charging services, and payment of support across the council under one Service Head – Resident and Business Services.</p>

Screening questions	Response			Evidence
<p><b>Community cohesion</b></p> <p>Could the decision impact negatively on relationships between different groups, communities of interest or neighbourhoods within the town?*</p>	☒	☐	☐	<p>The proposed policy should provide a coordinated, joined up and consistent approach to crisis, and includes arrangements for a single service (Resident &amp; Business Support) administering payments which will prevent inconsistencies across customers who access support.</p> <p>Where there may be any different needs because of a protected characteristic or geography, this joined up approach will help to develop follow up actions focussed on addressing those unequal impacts. There are no concerns that the policy could have an adverse impact on community cohesion.</p> <p>Evidence used to inform this assessment includes analysis of the various circumstances of the resident, and current support provisions from various council services across the council, and engagement to date with senior officers who have been involved in the development of the policy and supporting detailed delivery plans. It also links to the plan to combine all debt recovery, charging services, and payment of support across the council under one Service Head – Resident and Business Services.</p>
<p><b>Next steps:</b></p> <p>➡ If the answer to all of the above screening questions is No then the process is completed.</p> <p>➡ If the answer of any of the questions is Yes or Uncertain, then a Level 2 Full Impact Assessment must be completed.</p>				

<b>Assessment completed by:</b>	Mark Symmonds	<b>Head of Service:</b>	Janette Savage
<b>Date:</b>	12/11/2021	<b>Date:</b>	12/11/2021