Annex 2

CTS Exceptional Hardship Scheme / Equality Impact Assessment

Date of initial assessment	19/12/2016
Proposal to be assessed	Introduction of an Exceptional Hardship Scheme for CTS
New or existing policy or function?	New
External (i.e. public-facing) or internal?	External
Statutory or non-statutory?	Non-statutory
Your name	Mark Emery
Your job title	Acting Head of Customer Delivery
Your contact telephone number	01227 862 378
Decision maker (e.g. Full Council, Community Committee, Management Team etc.)	
Estimated proposal deadline	31/03/2017

<table>
<tr>
<td>Please outline your proposal, including:
• Aims and objectives
• Key actions
• Expected outcomes
• Who will be affected and how
• How many people will be affected</td>
<td>The Aims, Objectives and Expected Outcomes:
The aim is to introduce a scheme, in addition to CTS to help any applicant suffering exceptional hardship. Applicants will potentially be able to receive additional support up to the full level of their Council Tax.

The objective is to make changes and savings to the CTS scheme whilst also providing additional support to mitigate the impact of these changes and protect those that are most vulnerable.

It is intended to provide additional help for recipients of CTS in cases of extreme, intolerable levels of financial hardship. This will have a positive impact on those who make successful applications.

The table below shows the potential scope of the fund by detailing the total number of working age (WA) CTS claimants – any of which could apply for this support if they were suffering exceptional hardship as defined by the Exceptional Hardship Policy.

<table>
<tr><td>Council</td><td>Canterbury</td><td>Dover</td><td>Thanet</td></tr>
<tr><td>Total WA CTS claimants</td><td>5,486</td><td>5,464</td><td>10,922</td></tr>
</table>
</td>
</tr>
<tr>
<td>What relevant data or information is currently available about the customers who may use this service or could be affected? Please give details; for</td>
<td>Scope of the Equality Impact Assessment

<table>
<tr><td>Council</td><td>Canterbury</td><td>Dover</td><td>Thanet</td></tr>
<tr><td>Total WA CTS claimants</td><td>5,486</td><td>5,464</td><td>10,922</td></tr>
</table>
</td>
</tr>
</table>

example “x% of customers are female” or “x% of customers are aged over 60”	Data has been analysed for those protected characteristics where we hold data: disability, carers, sex and age. The review has found that: Canterbury • 38% of claimants have a disability. • 9% of claimants have a carer in the household. • 68% of claimants are female and 30% are male. • 6% of claimants are aged 18-24, 22% are aged 25-34, 26% are aged 35-44, 28% are aged 45-54 and 18% are aged 55-64. Dover • 37% of claimants have a disability. • 3% of claimants have a carer in the household. • 64% of claimants are female and 36% are male. • 8% of claimants are aged 18-24, 24% are aged 25-34, 24% are aged 35-44, 26% are aged 45-54 and 19% are aged 55-64. Thanet • 39% of claimants have a disability. • 5% of claimants have a carer in the household. • 62% of claimants are female and 38% are male. • 8% of claimants are aged 18-24, 23% are aged 25-34, 24% are aged 35-44, 26% are aged 45-54 and 18% are aged 55-64.

Is the decision relevant to the aims of the Public Sector Equality Duty, which are listed below? Guidance on the aims can be found in the EHRC’s PSED Technical Guidance		
Aim	Yes/No	Explanation
Eliminate discrimination, harassment and victimisation	Yes	Any CTS claimant suffering exceptional hardship can apply
Advance equality of opportunity between persons who share a relevant protected characteristic and persons who do not share it	No	Those with disabilities and their carers now receive slightly more benefits than those without which may reduce the potential for those with a disability to experience exceptional hardship as a result of the CTS scheme.
Foster good relations between persons who share a relevant protected characteristic and persons who do not share it	No	Groups including those on a low income or the long-term unemployed are the very groups for which this policy is designed to help if changes to the CTS scheme are contributing to them experiencing financial hardship.

Assess the relevance of the proposal to people with different protected characteristics, and assess the impact of the proposal on people with different protected characteristics. Your explanation should make it clear who the assessment applies to within each protected characteristic. For example, a proposal may have high relevance for young people but low relevance for older people; it may have a positive impact on women but a neutral impact on men.			
Protected characteristic	Relevance to proposal High/Medium/Low/None	Impact of proposal Positive/Neutral/Negative	Explanation
Age	High	Positive	High relevance for working age CTS claimants
Disability	Medium	Positive	Disregarding some incomes for people with disabilities and carers results in a higher council tax reduction which may reduce the potential for those with a disability to experience exceptional hardship as a result of the CTS scheme.
Gender reassignment	Low	Positive	
Sex	Low	Positive	
Marriage and civil partnership	Low	Positive	
Pregnancy and maternity	Low	Positive	
Race	Low	Positive	
Religion or belief	Low	Positive	
Sexual orientation	Low	Positive	
Other groups: for example – low income/ people living in rural areas/ single parents/ carers and the cared for/ past offenders/ long-term unemployed/ housebound/ history of domestic abuse/	High	Positive	This policy is intended to specifically target and assist those experiencing exceptional financial hardship. Therefore groups including those on a low income or the long-term unemployed are the very groups for which this policy is designed to help if changes to the CTS scheme are

people who don't speak English as a first language/ People without computer access etc.			contributing to them experiencing financial hardship. Disregarding some incomes for people with disabilities and carers results in a higher council tax reduction which may reduce the potential for those with a disability to experience exceptional hardship as a result of the CTS scheme.

Are you going to make any changes to your proposal as a result of these findings, in order to mitigate any potential negative impacts identified?	Actions to mitigate any identified impacts The identifiable impacts of this policy are all positive therefore mitigation is not required.
Is there any potential negative impact which cannot be minimised or removed? If so, can it be justified? (for example, on the grounds of promoting equality of opportunity for another protected characteristic)	There is an indirect negative impact due to the fact that the funds available will be finite and it may not be possible to assist all those experiencing exceptional hardship. It has the potential to assist any CTS claimant that is deemed to be experiencing exceptional hardship. It does not specifically target or solely affect any one of the protected characteristics although groups including those on a low income or the long-term unemployed are the very groups for which this fund is intended to support.

What additional information would increase your understanding about the potential impact?	An annual review of the fund including total number of applications, number successful/ unsuccessful and an analysis of the reasons for these decisions to establish patterns.

Date of revised assessment	**02/04/2018**
Have you made any changes to your initial assessment? If so, please give brief details	
Did you undertake consultation? – if yes, give date and the consultation results:	
Do you have new information which reveals any difference in views across the characteristics?	
Can any new conclusions be drawn	

as to how the proposal will affect people with different protected characteristics?	
Are you going to make any changes to your proposal as a result of these findings, in order to mitigate any potential negative impacts identified?	
Is there any potential negative impact which cannot be minimised or removed? If so, can it be justified? (for example, on the grounds of promoting equality of opportunity for another protected characteristic)	