

EQUALITY IMPACT ASSESSMENT SUMMARY TEMPLATE

WEST LoTHIAN COUNCIL EQUALITY IMPACT ASSESSMENT SUMMARY

West Lothian Council Revenues and Benefits Unit. Areas covered during assessment:

- **Council Tax benefit and housing benefit**
- **Council Tax**
- **Rent accounting and service accounts**
- **Business Rates**

<p>Assessment made by:</p>	<p>Kenny Gray – Customer Service Team Leader (Revenue & Benefits Unit)</p>
<p>Others involved in assessment:</p>	<p>Pamela Bell – Accounting Support Moira Currie – WL Disability Equality Forum Kenny Selbie – Equality Officer Iain Kefferty – Customer Liaison Officer (Revenue & Benefits Unit)</p>
<p>Summary of assessment (this will be published).</p> <p>What you did</p> <p>What evidence you used</p> <p>What you found</p> <p>What consultation you undertook</p> <p>What changes you made</p>	<p>The assessment reviewed the West Lothian Council Revenues and Benefits Unit. (Consultation to be concluded).</p> <p>Edinburgh interpretation and translation service is used as required for any customers facing barriers to services due to language difficulties. The council tax information leaflet which is issued on an annual basis includes details of translation and alternative format facilities offered by the revenues unit to support access to this service. The impact assessment panel recommended that this practice be adopted for all public information issued by the unit. The unit has been working directly over the recent past to produce guidance for migrant workers in relation to the work of the unit, and the issues that need to be taken into consideration around revenues related issues.</p> <p>Some but not all public documents produced by the Unit highlight the fact that information can be made available on</p>

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What will happen next	<p>request in alternative formats. As for alternatives languages, the Panel suggested that this be standardised within the function. The Unit has customer facing staff based in four separately location across West Lothian. These staff have engaged in visual disability awareness training specifically and disability awareness training generally in order to support service provision for people with disabilities. All publicly accessible offices are situated within accessible buildings. "Video Link" facilities have been built into public offices that assist to support the customer needs of people with disabilities. The Unit has two officers who can visit people who are incapable of visiting offices at their home. This is specifically designed to meet the needs of individuals with severe disabilities and older people. It was recommended by the Panel that a representative of the Revenues Unit could attend a meeting of the West Lothian Disability Equality Forum to conduct positive action work regarding reductions and exemptions available to people with disabilities in relation to Council Tax.</p> <p>Specific poster campaign to highlight the availability of benefits and reductions for older people has been carried out in West Lothian. In addition, a "one-stop shop" approach has been devised so that integration is achieved between service providers to ensure clarity on available benefits to older people coming into contact with the Unit or partners.</p>
<p>For a copy of the detail of this Equality Impact Assessment, please contact:</p> <p>Kenny Gray kenny.gray@westlothian.gov.uk Tel: 01506 776736</p>	