

Associated guidance for this document can be found [here](#). Each section has a link to the relevant section within the guidance document.

1 Details of the activity (i.e. the policy, strategy, service, project or function)

1.1 Directorate	Health, Housing and Communities
1.2 Service	Housing & Communities

1.3 Title of the activity (i.e. the policy, strategy, service, project or function):
Review of Welfare Rights operating model

1.4 Brief description of the activity:
To create a new delivery model to enable greater capacity and accessibility of the service within communities whilst generating efficiencies within in-house services

1.5 If the activity involves working with other directorates, partners or joint commissioning please state who is involved:
The Welfare Rights Service operates with first tier providers and the Macmillan Service in the delivery of the service along with direct delivery.

1.6 Will all or part of the activity be delivered through a provider external to the Council? If Yes, please refer to the Corporate Procurement Processes
Yes

1.7 If Yes, please explain what element(s) of the activity will be delivered through an external provider:
First Tier Advice Service are commissioned to provide a range of financial advice services to residents and this will need to be reviewed to widen and enhance in the future whilst the internal direct delivery service is reduced.

1.8 Which areas of the city will be impacted?	
Whole City	<input checked="" type="checkbox"/>
Coalfield	<input type="checkbox"/>
East	<input type="checkbox"/>
North	<input type="checkbox"/>
Washington	<input type="checkbox"/>
West	<input type="checkbox"/>
Internal Council Activity – Impact on employees	<input checked="" type="checkbox"/>

1.9 Is the activity targeted at protected characteristics or any other key groups?	
All of the below	<input type="checkbox"/>
Age (e.g. older people, younger people/children, a specific age group)	<input type="checkbox"/>
Disability (e.g. mobility, long term health conditions, sensory impairment or loss, learning disability, neurological diversity or mental health)	<input type="checkbox"/>
Marriage and civil partnership	<input type="checkbox"/>
Pregnancy and maternity (including breastfeeding)	<input type="checkbox"/>
Race	<input type="checkbox"/>
Religion or belief (including no belief)	<input type="checkbox"/>
Sex	<input type="checkbox"/>
Gender reassignment	<input type="checkbox"/>
Sexual orientation	<input type="checkbox"/>
Human Rights	<input type="checkbox"/>
Care Experienced People	<input type="checkbox"/>
Other vulnerable groups and people with complex needs (e.g. veterans, children and young people who are cared for or care experienced, carers, domestic abuse victims and survivors, ex-offenders etc.)	<input type="checkbox"/>
People vulnerable to socio-economic deprivation (e.g. unemployed, low income, living in deprived areas, poor/no accommodation, low skills, low literacy etc.)	<input checked="" type="checkbox"/>

Please complete the Completed By and Version Table below

Completed by:	
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Version	Status	Author	Comments	Date Issued
1.0	Complete	Graham Scanlon		19/12/2023

2 Data and Intelligence

[Guidance for this section](#)

2.1 What data and intelligence has informed the activity?
Welfare Reform is a non-statutory service. Delivering a contract through First Tier providers can be undertaken, maintaining the service, whilst reducing the direct council delivery.
2.2 Summary of data / intelligence / consultation outcomes to inform understanding of differences in:
<ul style="list-style-type: none"> the way people use, access or experience your activity; how the activity may impact; and/or outcomes for different groups?
The intention is to deliver a continuation of the service but delivery will be via a contract with First Tier Providers rather than through the council.

3 Equality and Human Rights

[Guidance for this section](#)

3.1 Eliminate discrimination, harassment and victimisation
What impact will the activity have?
Not Applicable
Explain how/why:
3.2 Advance equality of opportunity between people who share a protected characteristic and those who do not
What impact will the activity have?
Positive
Explain how/why:
Welfare Rights can be delivered differently through first tier providers and would ensure the continuation of service support for residents with a range of financial support and advice needs, the project does not focus on any protected characteristics and is accessible to all.
3.3 Foster good relations between people who share a protected characteristic and those who do not
What impact will the activity have?
Not Applicable
Explain how/why:
3.4 Age (older ages, children and young people, middle ages, an age range or a specific age)
What impact will the activity have?
Not Applicable
Explain how/why:
3.5 Disability (mobility, long-term health conditions, sensory, learning disability, neurological diversity or mental health)
What impact will the activity have?
Not Applicable
Explain how/why:

3.6 Gender reassignment (the process of transitioning from one sex to another)
What impact will the activity have?
Not Applicable
Explain how/why:

3.7 Marriage and Civil Partnership
What impact will the activity have?
Not Applicable
Explain how/why:

3.8 Pregnancy and maternity (including breastfeeding)
What impact will the activity have?
Not Applicable
Explain how/why:

3.9 Race (colour, ethnicity, country of origin, culture, etc.)
What impact will the activity have?
Not Applicable
Explain how/why:

3.10 Religion / Belief (including no belief)
What impact will the activity have?
Not Applicable
Explain how/why:

3.11 Sex (male or female)
What impact will the activity have?
Not Applicable
Explain how/why:

3.12 Sexual orientation
What impact will the activity have?
Not Applicable
Explain how/why:

3.13 Will the activity impact on an individual's Human Rights as enshrined in UK law?
What impact will the activity have?
Not Applicable
Explain how/why:

3.14 Other vulnerable groups and people with complex needs (e.g. veterans, children and young people cared for and care experienced, carers, domestic abuse victims and survivors, ex-offenders, homeless or multiple complexities/characteristics)
What impact will the activity have?
Positive
Explain how/why:
The Council will continue the service and commission other providers to deliver welfare rights services on its behalf across the city.

4 Reducing socio-economic and digital inequalities

[Guidance for this section](#)

Will the activity:

4.1 Impact on residents' financial circumstances	Positive
4.2 Impact on housing, including type, range, affordability, quality and/or condition	Positive
4.3 Impact on digital inclusion or access	Not Applicable
4.4 Impact on education, skills and lifelong learning	Not Applicable
4.5 Impact on employment, including quality and access	Not Applicable

4.6 Outline the impact your activity will have, including how you propose to mitigate any negative impacts and maximise positive outcomes
4.1 - Financial wellbeing is a key impact in the proposals and this would be mitigated by the changes in commissioning with the First Tier Services so that there is an enhanced service delivered by partners rather than the Council. 4.2 – There will be some service elements linked to housing advice and housing benefits which will be in place and available to all.
4.7 Outline how you will measure the anticipated impact(s)
Increased access to service, number of people helped and supported, level of debt recovery and welfare benefits secured for residents

5 Improving population health and reducing health inequalities

[Guidance for this section](#)

Will the activity:

5.1 Help promote healthy living	Positive
5.2 Help promote safe and inclusive environments	Not Applicable
5.3 Impact on children, young people and families	Positive
5.4 Impact on natural and built surroundings	Not Applicable
5.5 Impact on accessibility and active travel encouraging active behaviours	Not Applicable
5.6 Impact on living independently	Positive

5.7 Outline the impact your activity will have, including how you propose to mitigate any negative impacts and maximise positive outcomes
The service will support good health and wellbeing through the availability of services that can help people to be more financially well. Financial wellbeing helps to reduce socio-economic disadvantage and in turn supports healthy living and reduced health inequalities; emotional and mental wellbeing; improved quality of life; and access to healthy food, which is often more expensive than food of a lower nutritional value.

5.8 Outline how you will measure the anticipated impact(s)
Commissioned contracts will monitor performance and impact.

6 Carbon reduction and sustainability

[Guidance for this section](#)

Will the activity:

6.1 Adapting our behaviour (environmentally significant)	Not Applicable
6.2 Impact on biodiversity and natural environment	Not Applicable
6.3 Impact on energy efficient built environment	Not Applicable
6.4 Impact on renewable energy generation and storage	Not Applicable
6.5 Impact on travel and active transport	Not Applicable
6.6 Impact on the green economy	Not Applicable
6.7 Impact on waste, recycling and consumption	Not Applicable

6.8 Outline the impact your activity will have, including how you propose to mitigate any negative impacts and maximise positive outcomes
6.9 Outline how you will measure the anticipated impact(s)

7 Community wealth building

[Guidance for this section](#)

Will the activity:

7.1 Impact on community wealth and social value	Not Applicable
7.2 Impact on social inclusion, integration, and fostering good relations	Positive
7.3 Impact on crime reduction, anti-social behaviour and community safety	Positive
7.4 Impact on access to services	Positive

7.5 Outline the impact your activity will have, including how you propose to mitigate any negative impacts and maximise positive outcomes
7.2 – this enables people to access to support and advice on a range of financial areas that can assist in residents financial position and access to wider activities and social interactions and activities.
7.3 – with improved financial well-being people with available resources are less likely to turn to crime to sustain their independence
7.6 Outline how you will measure the anticipated impact(s)

8 Key Actions

Any key actions identified throughout the IIA should be recorded here. This will be the action plan linked to your activity and should be implemented to ensure all inequalities or negative impacts are mitigated.

Key Actions	Timescale	Responsible Officer	Review Date

Please complete the Responsible Officer information below

Responsible officer sign off:	
Name	Graham Scanlon
Job Title	Assistant Director Housing & Communities
Responsible officer for reviewing actions:	
Name	
Job Title	

To support the council's reporting processes in relation to IIA, please use the following naming convention: IIA_(Name_of_activity).

Once you have completed the IIA and it is signed off, please send the final document as an **attachment** to: IIA@sunderland.gov.uk

IIAs will be stored in this central database for corporate analysis. **No feedback will be returned on an individual basis as IIAs are received.**