

CAB – Provision of Advice to Herefordshire residents

NB Information from HCABx annual report 2012-13

Protected Characteristics identified under the Equality Act 2010	Considered impact of change. (positive, negative, neutral)	Information used to make judgement (consultation, user figures, cost ...)	Risk to organisation (financial, reputational, legal,)	Mitigation / exit route
Age	negative	12%+ clients aged 65+ 40%+ clients aged 50+	Reputational as supports older demographic particularly in accessing benefits	Website information (this demographic less likely to be PC literate) Signposting to AgeUK etc
Disability	negative	47.7% of clients have a disability or long term health problem	Reputational as much of this work is in terms of access to benefits and legal challenge to benefit decisions	Website information Signposting to disability charities
Gender Reassignment	neutral	No specific stats	Minimal	Website information
Marriage and Civil partnership	negative	9.6% of clients asking for support	Reputational	Website information
Pregnancy and maternity	neutral	No specific stats	Minimal	Website information
Race	negative	88.5% of clients were white British, 7.2% were 'white other' and there were clients for all the other ethnic groups prescribed by CAB nationally as needing to be recorded, although	Reputational as CAB clientele covers and is used by all racial groups	Website information

		these were all less than 1% each		
Religion or Belief	Neutral	No specific stats	minimal	Website information
Sex	negative	56.4% of clients are female	Minimal as advice given not gender specific	Website information
Sexual Orientation	neutral	No specific stats	minimal	Website information

The Equality Duty 2010 has 3 aims (general duty)

- Eliminate unlawful discrimination, harassment and victimisation and other conduct prohibited by the act
- Advance equality of opportunity between people who share a protected characteristic and those who do not
- Foster good relations between people who share a protected characteristic and those that do not.

The Public Sector Equality Duty (specific duty) requires us to consider how we can positively contribute to the advancement of equality and good relations, and demonstrate that we are paying “due regard” in our decision making in the design of policies and in the delivery of services.