

**Swindon Borough Council and NHS Swindon
Diversity Impact Assessment for the deletion of the Intervention officer post**

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| 1 What's it about? | Refer to equality groups |
| What is it there for? What is it set up to deliver? What is the proposed change? This this post provides free consumer advice to vulnerable consumers or consumers who have complex cases. It also jointly runs the 'Buy with Confidence' scheme. Whilst, through the advice and assistance the post saves our residents over £100,000 per year, it is not a statutory function and consumers can access legal advice elsewhere, albeit for a fee. To mitigate the effect of losing this post the Senior Advice and Education Officer will assume responsibility for giving advice to vulnerable consumers, at the expense of the education role, which we believe has not been as effective as expected in helping people to resolve civil consumer disputes or preventing the disputes in the first place. We believe that a successful 'Buy with Confidence' scheme will be a more effective tool to helping consumers avoid the need for civil redress by giving them the power to choice honest traders over rogues, this will encourage more honest traders and drive the dishonest ones out of businesses. The 'Buy with Confidence' work will be transferred to another officer. | |
| What potential is there to meet the equality duties? The deletion of this post could lead to vulnerable members of society not having access to specialist advice and support to help them resolve their consumer issues. We have put measures in place detailed above to help mitigate the impact. | |
| What equality benefits does it create? None | |
| What are the barriers to meeting this potential? None | |
| 2 Who's it for? | Refer to equality groups |
| Who is expected to benefit or use the service (internal/external)? All elements of the community, but mainly elderly people living on their own | |
| What do you know about them (evidence)? Our services impacts on all elements of the community, from our contact records and diversity monitoring from our previous customers and Consumer Direct, we understand who our vulnerable people are. | |
| Who is missing or may find it difficult to use the service? We believe that some ethnic groups are reluctant to contact our service and prefer to resolve matters for themselves. We expect that 'Buy with confidence' will be a better way to engage with these groups and this proactive, self-protection option will be more appealing and offer better protection for these groups | |
| Do you know why? We believe it is culturally the way these groups choose to resolve matters | |
| 3 Impact | Refer to dimensions of equality |
| How will these services be successfully delivered to a diverse group of people? (positive impact) Promoting a proactive, self-protection solution is preferable to dealing with the matter after they have become victims, but we do recognise that this could have a detrimental impact on some vulnerable groups. | |
| Is there any innovative thinking, working or technology that could improve delivery? Yes, the promotion of 'Buy With Confidence' will provide a proactive, self-protection | |
| Is there anything about the way you deliver your service, which may stop people getting involved? (negative impact) Yes the removal of the post will have a detrimental impact on vulnerable groups accessing our services. However the by refocusing the role of senior advice and education officer to intervention work and the promotion of 'Buy with Confidence' I believe I can mitigate the impact of deleting this | |

post.

Is that reasonable? How can it be justified? How can it be resolved?

The deletion of the post has been done due to resource constraints. However with we have mitigated the impact as far as possible.

What consultation has taken place? How has the consultation influenced the service?

This will consulted on through the budgetary process

4 So what?

[Link to business planning process](#)

What changes have you identified?

As described in section 1.

What will you do now and what will be included in future planning?

We intend to work more closely with colleagues across Wiltshire and the old Avon authorities to see what services we can better share.

When will this be reviewed?

This will be reviewed during the a year after implementation

How will success be measured?

That we are satisfied that our services are still being applied consistently and that people are able to access our services.

For the record

Name of person leading this DIA – Phil Thomas

Names of people involved in consideration of impact As above

Date Completed 23.10.2011

Name of director signing DIA Phil Thomas

Date DIA signed 23.10.2011

Date approved by corporate group.