



# Everyday Equality

## challenging discrimination in welfare benefits

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# Everyday Equality



## Challenging discrimination in welfare benefits

- funded by EHRC Access to Justice funding
- a short project Jan to May 18
- a small team at EDF
- to create an online handbook: practical equality rights in welfare benefits advice

# Everyday Equality

## the problem we wanted to solve

- a significant discrimination advice gap
- there are rights in the Equality Act which could be used to help solve problems in welfare benefits
- many welfare benefits advisers do not feel confident in using equality rights in everyday advice work

# Everyday Equality: our solution



## Create a new online handbook: practical equality rights in welfare benefits advice

- how to use Part 3 (Services and Public Functions) of Equality Act 2010 in welfare benefits, alongside public law and human rights
- practical and technical information with everyday examples
- simple problem solving tools

# Everyday Equality: our solution



## Create a new online handbook: practical equality rights in welfare benefits advice

- for people working in welfare benefits advice who are less confident in using equality rights
  - problem-noticers and information providers
  - welfare benefits advisers
  - advice managers
- resources for advice managers on how to build equality rights into benefits advice delivery and show impact of advice

# Everyday Equality



## Create a new online handbook: practical equality rights in welfare benefits advice

- Information and knowledge sharing
- Collaboration between experts and generalists
- More recognition of discrimination issues
- More advisers able to give discrimination advice
- Make it easier to give discrimination advice about welfare benefits



# Everyday Equality: how?



# Everyday Equality: thank you!



- Editorial Board and user panel
  - amazing breadth and depth
  - knowledge and experience
- Fantastic collaboration between
  - equality specialists and welfare specialists
  - experts, caseworkers, advisers and advice managers
- Lots of enthusiasm and support for our project



# Everyday Equality: the handbook



**Beta version:**

**[www.edf.org.uk/PracticalEquality](http://www.edf.org.uk/PracticalEquality)**

- we've had great feedback and ideas
- we are keeping online handbook at beta for a little longer
- we've identified areas for further improvements
- we have kept online layout 'open' to enable improvements
- focus on navigation: simpler easier, more practical
- signup forms for quick easy user testing in conference packs





# Everyday Equality: the handbook

Beta version: [www.edf.org.uk/PracticalEquality](http://www.edf.org.uk/PracticalEquality)

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> How equality rights can help you solve problems in welfare benefits advice

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✓ Practical tools to help you use equality rights

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This section contains two practical tools: a discrimination interview checklist and an outline template letter to make a complaint to the DWP and raise Equality Act issues.

## **A discrimination interview checklist**

This checklist is designed to help busy advisers to ask the key questions to help them identify discrimination. The first half has nine short questions, about the reason for the discrimination and the kind of discrimination. The second half lists some of the short cut indicators that can help you to recognise discriminatory situations.

**[Download this checklist as a Word document.](#)**



# Everyday Equality: the handbook

Beta version: [www.edf.org.uk/PracticalEquality](http://www.edf.org.uk/PracticalEquality)

## **A-Z OF EQUALITY RIGHTS**

[A1P1 / Article One of the First Protocol](#)

[Age discrimination](#)

[Article 3 of the European Convention on Human Rights: Freedom from torture and inhuman or degrading treatment](#)

[Article 6 of the European Convention on Human Rights: right to a fair trial](#)

[Article 8 of the European Convention on Human Rights – right to respect for private and family life](#)

[Article 14 of the European Convention on Human Rights – non-discrimination](#)

[Burden of proof](#)

[Comparator](#)

[Compensation and other remedies in discrimination claims in the County Court](#)

[Compensation, special payments and the financial redress scheme of the DWP](#)

[Making a Complaint to the DWP](#)



# Everyday Equality: the handbook

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## SHOWING THE EQUALITY IMPACT

> About this section

✓ A three-step guide to your own Welfare Benefits Advice Equality Impact Tool

To show the equality impact of the welfare benefits advice that you provide, take these three simple steps:

**Step One:** Make a three-column blank table. Starting in the third, right-hand column, list the six equality themes of the Measurement Framework, e.g. standard of living. In the second, middle column, add the framework definition for each equality theme.

**Step Two:** Make a separate list of all the kinds of welfare benefits advice that you provide.

- **Tip:** This should include things like ‘advice on Universal Credit and work-related activity groups’
- **Tip:** Your list should also include the location or setting of your welfare benefits advice service, if it is relevant to the impact of the advice you provide. For example, if you provide advice in a GP surgery,

# Everyday Equality



# Thank you!

We would like to thank the Equality and Human Rights Commission who funded this event through their grants programme.