

<Council Tax and National Non Domestic  
Rates Moves, Discounts, Exemptions and  
Reliefs Telephone Call Recording Policy>  
03 March 2015

Equality Impact Assessment

# <Council Tax and National Non Domestic Rates Moves, Discounts, Exemptions and Reliefs Telephone Call Recording Policy>

**Contact:** <Rod Urquhart, Revenues and Benefits Service

**Updated:** <03.03.2015

## 1. What type of proposal / decision is being assessed?

A new or revised policy

## 2. What is the purpose of this proposal / decision, and what change (to staff or the community) will occur as a result of its implementation?

<To provide a telephone service to our residents, allowing them to report changes in their circumstances or put in new claims for discounts or exemptions

## 3. Does this proposal / decision require an equality impact assessment? If no, please explain why.

*Please note: if the proposal will have an impact on people (staff or the community) then an equality impact assessment **must** be undertaken*

No

<This policy will benefit all customers within DCC regardless upon age, gender, ethnicity, religion, belief, sexual orientation etc. because it is giving the customer an additional channel of communication to deal with the Council

## 4. Please provide a summary of the steps taken, and the information used, to carry out this assessment, including any engagement undertaken

*(Please refer to section 1 in the toolkit for guidance)*

<Type here>

## 5. Will this proposal / decision have a positive impact on any of the protected characteristics (age; disability; gender-

**reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation)?**  
*(Please refer to section 1 in the toolkit for a description of the protected characteristics)*

<It will enable citizens to interact with the Council from their home, having a positive impact on people who have difficulty in travelling

**6. Will this proposal / decision have a disproportionate negative impact on any of the protected characteristics (age; disability; gender-reassignment; marriage and civil partnership; pregnancy and maternity; race; religion or belief; sex; and sexual orientation)?**

<No

**7. Has the proposal / decision been amended to eliminate or reduce any potential disproportionate negative impact? If no, please explain why.**

<Please Select> <If yes, please provide detail>

**8. Have you identified any further actions to address and / or monitor any potential negative impact(s)?**

<Please Select> <If yes please complete the table below. If no, please explain here>

Action(s)	Owner	By when?
<Please describe>	<Enter Name>	<DD.MM.YY>
<Please describe>	<Enter Name>	<DD.MM.YY>
<Please describe>	<Enter Name>	<DD.MM.YY>
<Please describe>	<Enter Name>	<DD.MM.YY>
<Unrestrict editing to insert additional rows>	<Enter Name>	<DD.MM.YY>

## 9. Declaration

Every reasonable effort has been made to eliminate or reduce any potential disproportionate impact on people sharing protected characteristics. The actual impact of the proposal / decision will be reviewed at the appropriate stage.

Review Date: <03.03.2017

Name of Lead Officer for Equality Impact Assessment	Date
<Rod Urquhart	<03.03.2015

**Please note you will be required to publish the outcome of the equality impact assessment if you identify a substantial likely impact.**

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