

**Equality Impact Assessment  
Level One Assessment Form**

**Service Area:** Local Taxation (Council Tax and National Non Domestic Rate)

<b>1. What is the name of the proposed policy, procedure, project etc to be assessed.</b>	
Council Tax and NNDR (business rates) contacts / communications/ Interactions with customers, especially external customers	
<b>2. What are the aims or intended outcomes of the policy to be assessed.</b>	
Productive communication by or with customers to ensure accurate charging and resolve billing and CT/NNDR accounts administration queries.	
<b>3. Is there any potential public or staff concern that this function, policy or proposal may have a discriminatory impact</b>	
PUBLIC  No evidence	STAFF  No evidence
<b>4. Is there any other evidence (results of consultations, monitoring data etc) to suggest that the proposals could have an adverse/differential impact on the grounds of</b>	
<p>a. Race – No evidence*</p> <p>The Council Tax Leaflet up to &amp; incl'g 2008/09 gives information on how to obtain translated versions; for 2009/10 it will include, via HOAS, a new composite statement (rather than the 2 items of Bengali &amp; Urdu), as prescribed in modified HBC brand guidelines issued in meantime.</p> <p>b. Religion – No evidence*</p> <p>c. Gender – No evidence*</p>	

d. Disability – No evidence\*

The Council Tax Leaflet up to & incl'g 2008/09 gives information on how to obtain larger-print version; for 2009/10 will include, via HOAS, a new composite statement (rather than the 'large print' message), as prescribed in modified HBC brand guidelines issued in meantime.

e. Sexual Orientation – No evidence\*

f. Age – No evidence\*

- There is no evidence because currently the service is not monitored in relation to impact on ETGs and there has been no such consultation on the operation of the service.

**5. If there is no evidence are there any experts/ relevant groups who you can approach to explore their views on the issues**

The Principal Policy and Research Officer will be asked for advice because some of the consultation may be generic to other services e.g. corporate style of written communication/font and there may also have been similar research by other authorities

The Lancashire Revenue Officers' Group, under Lancs CFOs, may be able to provide some useful information re equalities and billing /administration?

**6. How will the views of these groups be obtained**

As agreed with PP&RO and via networking with Lancashire Revenue Officers Group

**7. Please detail the outcomes of these consultations**

To be reported back via Service Plan review

<b>8. What are the risks (if any) associated with the policy in relation to the adverse/differential impact on the ETG's</b>			
<p>None known apart from in the case of specific queries where a person may be offended by their treatment or believe their statutory equality rights have been breached.</p> <p>In general situation, every CT or NNDR payer in Hyndburn receives some communication about their Council Tax or business rates.</p>			
<b>9. Considering the evidence above what priority would you give this policy in relation to the Equality Target Groups. Please provide a rationale for your conclusions</b>			
	<b>High</b>	<b>Medium</b>	<b>Low</b>
<b>Disability</b>		<b>X</b>	
This may be an issue for those with partial sight, speech impediments, poor hearing and staff will try to use the best media in the circumstances			
<b>Race</b>		<b>X</b>	
No evidence – translations/translation service available up to now			
<b>Gender</b>			<b>X</b>
No evidence			
<b>Sexual Orientation</b>			<b>X</b>
No evidence			
<b>Age</b>		<b>X</b>	
The population generally is ageing and further information is needed to establish whether anything is problematic for particular age groups			
<b>Religion or Belief</b>			<b>X</b>
No evidence			
<b>10. If in your judgment the proposed service/policy etc does have an adverse impact? Can that impact be justified?</b>			
<p>Not aware of any adverse impact resulting from communications/interactions.</p> <p>There have not been any complaints from people saying they have been treated unfairly on the grounds of equality.</p>			
<b>11. What steps will you take to address any unjustified impact</b>			
N/A			

<b>12. Are there any additional resource implications for the steps that need to be taken, both in terms of time and finances</b>	
N/A	
<b>13. How will you monitor the effect of this function, policy etc on the equality target groups</b>	
<i>For further consideration by Local Taxation Officer and Head of Benefits and Customer Services</i>	
<b>14. (HR Policies Only) Is the Policy consistent with employment Codes of Practice on Race, Gender and Disability? If not what else needs to be included</b>	
N/A	
<b>15. Does this Policy need to be fully impact assessed? Please give reasons</b>	
No	

Name  
Signed

Service: Local Taxation  
Dated 12<sup>th</sup> August 2008



**Service Manager Signature**

HOAS

Approved by Corporate Equalities Planning and Scrutiny Group

**Signed**

**Date**