

**Equality Impact Assessment
Level One
Initial Screening**

Service Area.....Benefits, Revenues & Customer Contact

**Title of policy procedure, strategy, function or working practice:
Provision of front-line enquiry service for Benefits and Revenues enquiries**

1. What are the aims, objectives and intended outcomes of the proposed policy, procedure, strategy, function or working practice to be assessed?

To ensure a fair and consistent approach for all customers who access the face to face enquiry service for Benefits and Revenues at the Town Hall, Accrington.

2. Who is intended to benefit from the policy, procedure, strategy, function or working practice and in what way? Think about who will benefit and how. This will prompt thoughts on who will not benefit and whether this can be justified.

All customers who access this service will be treated fairly and will all benefit from the advice and guidance provided. None of the Equality Target Groups will be disadvantaged or discriminated against when accessing this service.

3. Is there any evidence of impact on people on the grounds of Race, Religion, Gender, Disability, Sexual orientation and age as a result of this policy, procedure, strategy, function or working practice. If there is positive or negative impact then please indicate the levels.

a. Race

Impact : Positive Negative Neutral
 Level : High Medium Low

b. Religion

Impact : Positive Negative Neutral
 Level : High Medium Low

c. Gender

Impact : Positive Negative Neutral
 Level : High Medium Low

d. Disability

Impact : Positive Negative Neutral
 Level : High Medium Low

e. Sexual Orientation

Impact : Positive Negative Neutral
 Level : High Medium Low

f. Age

Impact : Positive Negative Neutral
 Level : High Medium Low

4. Has any positive/negative impacts been identified which cannot be justified?

NO No need to proceed to stage 2 or 3
 (go to question 7)

The Benefits and Revenues Service consults regularly with members of the community, the voluntary sector, private sector and other official bodies to ensure the Service provided is open, transparent and accessible to all service users.

The Customer Contact Service also promotes other access channels to deal with customer enquiries; email requests, responses received with 24 hours and E-

