

**Equality Impact Assessment  
Level One  
Initial Screening**

**Service Area.....Benefits, Revenues & Customer Contact  
Title of policy, procedure, strategy, function or working practice:  
Provision of telephone service for Hyndburn Borough Council.**

**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 contact the Council by telephone.

**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 switchboard enquiries, together with 16 key Council services are dealt with by the Customer Contact Centre. (Revenues and Benefits Enquiries, Waste Services, Local Land Charges, Payments etc)

All customers who contact the Council by telephone and access the Customer Contact Centre 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 Customer Contact 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-

