# Equality Impact Assessment

## *Communicating with service users by e-mail*

**Ref:** EQIA2016062019

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**Title of report:** Communicating with service users by e-mail
**Reference:** EQIA2016062019

**What is the report trying to achieve?:**
Guidance and policy for staff communicating with customers and stakeholders by e-mail.
Seeking to avoid:
* Breach of DPA
* Inappropriate use of information
* Breach of confidentiality
Whilst also:-
* Communicating with customers/stakeholders in their preferred manner
* Saving time and money (over traditional mail etc.)

**What evidence/data is being used to support this equality analysis?:**
Customers complaints/comments

**Supporting documents (if available):**
SRP initial response of refusing to communicate by e-mail, and replying to e-mails with letters, generated complaints and incredulity from customers/stakeholders

**<u>Is there potential for positive or negative impact on any of the protected characteristics?</u>**

- **Age:** *Positive*
- **Disability:** *Positive*
- **Marriage & Civil Partnership:** *Positive*
- **Race:** *Positive*
- **Pregnancy & Maternity:** *Positive*
- **Religion or Belief:** *Positive*
- **Gender Reassignment:** *Positive*
- **Sex:** *Positive*
- ***Sexual Orientation:*** Positive

**If 'No Impact' explain why**
N/a

**If you have identified any negative impacts (above) how can they be minimised or removed?**
N/a

**The report helps us to 'eliminate unlawful discrimination, harassment & victimisation' in the following way(s):**
There are customers/stakeholders who find e-mail easier than letters or telephone (e.g. the visually impaired using speech recognition software) enabling all customers/stakeholders to communicate in their preferred manner.
No one is forced to communicate by e-mail - it is a matter of choice or preference.

**The report helps us to 'advance equality of opportunity...' in the following way(s):**
Enabling communication by e-mail for those unwilling or unable to write letters or use the phone.

**The policy helps us to 'foster good relations...' in the following way(s):** Enabling all customers/stakeholders to communicate by their preferred route