



**IPSWICH**  
BOROUGH COUNCIL

# **Equality Impact Assessment**

## *Communicating with service users by Telephone*

**Ref:** EQIA2016062030

**Officer Name:** John Booty

**Service Area:** Shared Revenues Partnership

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**Title of report:** Communicating with service users by Telephone

**Reference:** EQIA2016062030

**What is the report trying to achieve?:**

To provide staff in SRP with guidance regarding communicating with customers/stakeholders by telephone

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

Customers complaints/comments

**Supporting documents (if available):**

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

- **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):**

Allowing customers/stakeholders to access information by telephone, which benefits those unable or having difficulty writing or typing to communicate with SRP by phone

**The report helps us to 'advance equality of opportunity...' in the following way(s):**

Opening all avenues of communication

**The policy helps us to 'foster good relations...' in the following way(s):** Allowing the customer/stakeholder's preferred communication method whilst also

\* Avoiding DPA breaches;

\* Avoiding breach of confidentiality