

## SUMMARY

Date of EIA: **May 2007**  
 Service: **Customer Contact**  
 Function or policy to be assessed:

Is it a policy or function?	Functional Review.
Is it a new or existing policy or function?	
Aim/objective/purpose of the policy or function	Customer Contact provide the first point of public contact for the residents and businesses of North Dorset.
Who is responsible for the policy or function?	Ken Sharpe – Customer Services Manager.
With regard to the equalities themes, which groups might be <b>impacted</b> by the policy or function?	<input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Disability <input type="checkbox"/> Gender <input checked="" type="checkbox"/> Age <b>Potentially all of these groups</b> <input checked="" type="checkbox"/> Religion or Belief <input type="checkbox"/> Sexual Orientation
Which groups might be <b>adversely affected</b> ?	<input checked="" type="checkbox"/> Race <input checked="" type="checkbox"/> Disability <input type="checkbox"/> Gender <input type="checkbox"/> Age <b>Potentially all of these groups</b> <input type="checkbox"/> Religion or Belief <input type="checkbox"/> Sexual Orientation
What evidence has been found to indicate this? (include any consultation undertaken)	<ul style="list-style-type: none"> <li>• There is no evidence to suggest that Customers are treated differently (although access in rural areas may cause difficulties).</li> <li>• There is a need to monitor feedback and carry out consultation with targeted groups.</li> <li>• Review training provision</li> </ul>
On what grounds can adverse or differential impact be justified?	Not justified.
What changes are proposed to the policy or function to reduce or remove adverse or differential impact?	<ul style="list-style-type: none"> <li>• Review Customer Satisfaction forms to ensure all groups can be identified and feed back acted upon.</li> <li>• Carry out a consultation exercise specifically with target group.</li> <li>• Review training process.</li> </ul>
In to which plan or strategy has the necessary action been incorporated?	Customer Contact Business Plan.
What monitoring arrangements have been put in place?	The Actions will be monitored by the Customer Contact Manager.
What conclusions have been drawn or recommendations have been made?	<ul style="list-style-type: none"> <li>• Further research is required to identify base line feed back/consultation.</li> <li>• Training needs to be reviewed within the service</li> </ul>
Has the information in this EIA been made publicly available?	Intranet/Internet.

## PART II

<b>Further Actions</b>			
<b>Problem/barrier identified</b>	<b>Proposed actions to overcome problem/barrier</b>	<b>Responsibility</b>	<b>Target date</b>
Inadequate research to identify key issues.	In liaison with Research and Performance Team, revise consultation methods.	KS/MW	Nov. 2007
Training for front line staff requires to be revised.	Ensure Corporate Training Programme is revised to promote more relevant cultural training.	KS	Aug. 2007