## Equality Impact Assessment
### Validation Decision Notice

<table>
<thead>
<tr>
<th>EIA Reference Number</th>
<th>86</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Service, policy, or strategy</strong></td>
<td>BT Text Relay</td>
</tr>
<tr>
<td><strong>Element(s) assessed</strong></td>
<td>Replacement of current telephone with BT Text Relay</td>
</tr>
<tr>
<td><strong>Names of Assessors</strong></td>
<td>Access Officers, Contact Centre Team Leader, Customer Access Manager</td>
</tr>
</tbody>
</table>

**Consider:**
- Was discrimination or disadvantage identified? [No]
- Was the service promoting equality? [Yes]
- Could the service be improved in promoting equality? [Yes]
- Are the customers' needs understood and met? [Yes]
- Is there good evidence and/or reasoning to support the decisions on whether groups are/aren't affected? [Yes]
- Does the summary report properly reflect the key findings of the assessment? [Yes]
- Is the summary report clear and easy to understand? [Yes]
- If improvements have been identified, do they reflect and deal with the key findings? [Yes]

**The decision is to:**
- **Validate** [Yes]
- **Not validate** [No]

The reason/s for the decision are: 

*Please give details below*

- Validation given – information correct [Yes]
- Not validated – decision not to proceed as EIA incorrect [No]
- Not validated – screening error [No]
- Not validated – research/consultation error [No]
- Not validated – improvement error [No]

**Signed**

Karen Brimacombe

**Designation**

Corporate Director

**Date**

22/3/12
Briefing Note

<table>
<thead>
<tr>
<th>Name of service, policy, or strategy being considered</th>
<th>BT Relay/Textphone service in the Contact Centre</th>
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<tbody>
<tr>
<td>Element(s) being considered</td>
<td>Replacement of current textphone with BT Relay</td>
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<tr>
<td>Date of meeting</td>
<td>22/12/10</td>
</tr>
<tr>
<td>Name of assessors</td>
<td>Anne Gray, Kristy Parry, Katy Sallis</td>
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</table>

The Assessment

The Contact Centre currently operates a minicom system to allow customers who are hard of hearing or speech impaired to communicate with the council via this access channel. The number for the system is advertised on our website and in our publications.

The current system has very low usage by the customers it is intended to support and is used by customers who are not hard of hearing as an attempt to jump queues for Local Tax calls.

The new Relay system offers options for customers who have access to a text phone and also those who do not, making the service more accessible. If a customer has a text phone they would dial 1800101256844844 to access council services. For customers who do not have a text phone but have a PC an application can be downloaded to enable the PC to be used as a textphone.

If customers are struggling to connect a call they can access help from a Relay Assistant who will guide them through use of the system.

Assessment Findings

The briefing discussion highlighted that the new system would be more accessible than the current offering. Canvassing of the Access Group has taken place and the replies received were all favourable.

Justification

The decision not to proceed with a scoping/screening was taken as there were no negative impacts found.
Stage 6

<table>
<thead>
<tr>
<th>EIA ID (Sinbad reference number)</th>
<th>86</th>
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<tbody>
<tr>
<td>Date of assessment</td>
<td>22 December 2010</td>
</tr>
<tr>
<td>Name of assessors</td>
<td>Access Officer, Contact Centre Team Leader, Customer Access Manager</td>
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The Assessment

The new BT Relay telephone system was reviewed by the Access Officer, the Contact Centre Team Leader and the Customer Access Manager.

The Customer/Customer Group

Whilst no negative impacts were found the Access Officer consulted with the Access Group to gain their input.

Consultation and Research

Responses received from the Access Group were all positive.

Key Individuals and Organisations

The Access Group were consulted as part of this change to service.

Assessment Findings

That the change to the current text phone arrangements would be improved with the BT Text Relay product as the new Relay system offers options for customers who have access to a text phone and also those who do not, making the service more accessible. If customers are struggling to connect a call they can access help from a Relay Assistant who will guide them through use of the system, there is no assistance with current service.

Recommendations

Recommended for implementation.