

EQIA Register

Name of Service Unit: CUSTOMER SERVICES AND COMMUNICATIONS

Date: 9TH November 2007

Function ¹	Screening Date	Relevant equality Issue ²	Level of Impact ³	Full EQIA Needed	Date of Full EQIA (Nov 08- Nov 11)	Review date ⁴	Lead Officer	Performance Measure ⁵
Customer Services	October 2007		Medium/ Low	N		October 2010	Ken Hunter	
CRM System	October 2007		Low	N		October 2010	Kate Symons	
Website & Self Service	October 2007		Medium / Low	N		October 2010	Kate Symons/Toby Mc Connell	
Corporate Service Standards	October 2007		Low	N		October 2010	Chris Owens	
Service Enhancements	October 2007		Low	N		October 2010	Kate Symons	
Media Relations	October 2007		Low	N		October 2010	Ian Turner/Ruth Lawson	
Internal Communications	October 2007		Medium	N		October 2010	Julie Purkiss	
Communication Planning	October 2007		Medium	N		October 2010	Carole Tiller	
External Communications	October 2007		Low	N		October 2010	Julie Snow /Ruth Lawson	

¹ This listing should include a) existing functions, b) functions that will require a review, c) new policies that are to be developed. The Unit's Summary Business Plan and EQIA Registers from 2005 can be used as a guide for existing functions. The latter needs to be checked for accuracy and completeness

² Categories: All issues, gender, race, disability, sexual orientation, faith/religious belief, and/or age.

³ **HIGH/ADVERSE IMPACT, MEDIUM, LOW or DON'T KNOW** – See [Guidance](#) to determine extent of impact that the policy has on the relevant equality issue(s).

⁴ Guidance advises at least every three years after the first screening or full EQIA.

⁵ See Full EQIA Record

This is a living document that should be regularly updated and sent to the [Improvement and Policy Officer – Equalities](#) when updates are made.