

## Part 7 Equality impact assessment summary report

The results of equality impact assessments must be published. Please complete this summary, which will be used to publish the results of your impact assessment on the Service’s website, and return it to Business Support.

**Date of assessment:** 17/12/09

**Manager(s) name:** Simon Moore **Role:** Senior Manager Mobilising

**Business case, SOP, SIP, project or service, procedure, strategy or Service, that was impact assessed:**

Mobilising

### Summary of findings:

The current arrangements require verbal communication, which is perceived as a barrier to persons that have a hearing impairment and persons that do not have English as a first language.

### Summary of recommendations and key points of action plan:

The introduction of EISEC (auto caller location identification) next spring will reduce the impact, by aiding the quick identification of the location of callers where voice communication is proving difficult.

The issue has been raised with CLG for further action as part of the RCC project, and progress should be monitored.

Groups that this business case, SOP, SIP, projector service will impact upon *															
Race		Gender		Sexual Orientation		Age		Disability		Religion/ Belief		Other		All	
+	-	+	-	+	-	+	-	+	-	+	-	+	-	+	-
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\* This information should be transposed to the front page of the Business case, SOP, SIP, project or service/Procedural document