

Impact Assessment of: Total Communication Manual
Service/ Directorate: Leeds Revenues Service, Resources
Date Completed: 12.08.08
Lead Officer: Sanjeev Bali

Members of the assessment team:

Name	Organisation	Role on assessment team e.g. service user, manager of service
Sanjeev Bali	LRS	Equal Access Officer
Mark Amson	LRS	Manager of Service
Peter Hutchinson	LRS	Head of Service

Brief description of policy/ service:

- The Total Communication Manual sets out how the Revenues Division expects its staff to deal with contact from customers who may otherwise face communication barriers
- It details how staff are to deal with customers whose first language is not English and also customers who may have impairments including the deaf and blind
- The manual also sets out how data is to be collected and stored on customer needs. The data collected is used to identify gaps in service provision and to ensure these are adequately dealt with.

Brief account of how the impact assessment was carried out:

Full review of the Total Communication Manual, previous impact assessment, staff comments and findings from customer visits.

Brief description of any adverse affects found:

Translation Service – CITU no longer provide comprehensive translation system impacting on communication with potentially vulnerable groups.

Summary of Actions arising from Assessment

Actions	Responsibility	Timescale
To look at improving communication through e mail and e billing.	Equal Access Officer	31.03.09
Increase visits and links with groups such as single parents, lgb and new immigrant groups.	Equal Access Officer	31.03.09

Contacts for further information:

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