

## Equality Impact Assessment Report

<b>Name of policy, procedure or function: Council Tax Function</b>				
<b>Service Area: Revenues and Benefits</b>	<b>Team Members: Steve Phipps, Dave Platts, Bill Robinson and Sarah Cromie</b>			<b>Date: 2<sup>nd</sup> Nov 2006</b>
<b>Findings</b>				
<p>The main aims of the Council Tax function are to:</p> <ul style="list-style-type: none"> <li>- To assess Council Tax and NNDR liability and collect amounts due</li> <li>- Ensuring people get the correct assessment</li> <li>- To maximise the tax collection within government regulations</li> </ul> <p>With the outcomes being:</p> <ul style="list-style-type: none"> <li>- Maximisation of the collection the Council Tax and NNDR</li> </ul> <p>Many practical aspects of this function (criteria, exceptions, applications forms and information) are set out in legislation. Therefore, the main areas for improvement are around how we publicise the service and raise awareness of it.</p> <p>The other way that this service can improve the overall customer experience is through raising awareness of other Council services. Every household receives information at least annually from the Council Tax function, using this to inform people of other services we provide would be a way of raising awareness of the variety of services we provide. The service also has a disablement officer who assesses people for disability discount. Providing this Officer with information on our other disabled facilities would help raise awareness of what other services people with disabilities are entitled to.</p>				
<b>Further Actions</b>				
<b>Problem/barrier identified</b>	<b>Actions to overcome problem/barrier</b>	<b>Resources required</b>	<b>Responsibility</b>	<b>Target date</b>
Revamped Council Tax leaflet	<b>Leaflet to include:</b> <ul style="list-style-type: none"> <li>- Plain English/Easy Info</li> <li>- Include our other services</li> <li>- Other languages strapline</li> <li>- Dear householder section</li> <li>- Frequently asked questions</li> </ul>	Comms Budget	David Platts	Feb 07

	<b>- Communication channels</b>			
<b>Raising awareness of the Councils range of services for people with Disabilities when visiting people</b>	<b>Include a tick list of other services on the disablement visit</b>	<b>Officer Time</b>	<b>Sarah Cromie Lyn Mc Eaney</b>	<b>Apr 07</b>
<b>Raising awareness on our services with peripatetic services</b>	<b>Develop factsheet on all the Councils services for people with disabilities</b>	<b>Officer Time</b>	<b>Sarah Cromie</b>	<b>Apr 07</b>
<b>Lack of monitoring of enforcement actions</b>	<b>Development of enforcement monitoring</b>	<b>Officer Time</b>	<b>Bill Robinson</b>	<b>Jul 07</b>