

Name of project, policy, function, service or proposal being assessed:		Identification and Verification Policy			
The main objective of (please insert the name of accessed document stated above):		To ensure appropriate checks are made when customers are being provided with personal data			
<p>What impact will this (please insert the name) have on the following groups? Please note that you should consider both external and internal impact:</p> <ul style="list-style-type: none"> • External (e.g. stakeholders, residents, local businesses etc.) • Internal (staff) 					
Please use only 'Yes' where applicable		Negative	Positive	Neutral	Comments
<u>Gender</u>	External			x	
	Internal			x	
<u>Gender Reassignment</u>	External			x	
	Internal			x	
<u>Age</u>	External			x	It should be noted within the policy that where information is being requested in relation to children, IDV should still be undertaken with parents and if a child specifically

					requests their data not be shared with a parent this must be dealt with in line with the policy.
	Internal			x	

<u>Marriage and civil partnership</u>	External			x	
	Internal			x	
<u>Disability</u>	External			x	
	Internal			x	
<u>Race & Ethnicity</u>	External			x	
	Internal			x	
<u>Sexual Orientation</u>	External			x	
	Internal			x	
<u>Religion or Belief (or no Belief)</u>	External			x	
	Internal			x	
<u>Pregnancy & Maternity</u>	External			x	
	Internal			x	
Other Groups (e.g. any other vulnerable groups, rural isolation, deprived areas, low income staff etc.)	External			x	Online access to accounts through CRM will provide a much quicker route for information to be accessed through a password process. For those

Please state the group/s: _____					customers who do not have access to online accounts, this policy ensures that customer data is still safe by requiring certain confirmations from the customer either over the phone or in writing.
	Internal			x	

Is there is any evidence of a high disproportionate adverse or positive impact on any groups?	Yes	No	Comment
Is there an opportunity to mitigate or alleviate any such impacts?	Yes	No	Comment IDV can be performed through a number of methods and officers will ensure any customers struggling with the process receive support and assistance.
Are there any gaps in information available (e.g. evidence) so that a complete assessment of different impacts is not possible?	Yes	No	Comment This policy/procedure should be monitored to ensure that any accessibility issues are flagged with managers and addressed.
In response to the information provided above please provide a set of proposed action including any consultation that is going to be carried out:			
Planned Actions	Timeframe	Success Measure	Responsible Officer

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Authorisation and Review

Completing Officer	Deputy Chief Executive
Authorising Head of Service/Director	
Date	September 2025
Review date (if applicable)	