

Equality Impact Assessment Record

Date of EIA **March 2009**
 Directorate **Corporate Services**

Initial Screening Record		
Activity to be assessed	Corporate complaints procedure	
What is the activity?	<input type="checkbox"/> Policy/strategy <input checked="" type="checkbox"/> Function/procedure <input type="checkbox"/> Project <input type="checkbox"/> Review <input type="checkbox"/> Service <input type="checkbox"/> Organisational change	
Is it a new or existing activity?	<input type="checkbox"/> New <input checked="" type="checkbox"/> Existing	
Aim / objective / purpose of the activity – who is the activity designed to benefit/target?	The purpose of the activity is to: Provide a corporate approach to complaints handling and to resolve any complaint at the earliest opportunity.	
Who is responsible for the activity?	The person/section/team responsible for co-ordinating this policy/function is: Keith Woodman, Chief Officer : Customer Services	
Did Step 1: Initial Screening indicate that a full EIA was necessary?	<input checked="" type="checkbox"/> Yes – full EIA completed and recorded below. <input type="checkbox"/> No – full EIA not completed therefore record ends here.	
Full EIA Record		
Who are the members of the EIA team?	Alison Sanders, Keith Woodman, Toni Ball	
What evidence has been found to indicate that the activity might need to be amended? (Include any consultation undertaken)	Initial screening as outlined in the EIA Guidance document, identified that the complaints procedure could have the potential to cause adverse impact or discriminate against different groups in the community. This is because some residents may not be able to access the procedure due to language or disability difficulties. It also identified that the complaints procedure does make a positive contribution to equalities as outlined in 'examples of good practice below. Customers whose complaints were recorded within the corporate complaints procedure for the last two years is as follows: 2007/8 - 138 2006/7 – 115	
With regard to the equalities themes, which groups might be impacted by the activity? Might any of these groups be impacted adversely ?	Groups Impacted	Groups impacted adversely
	<input checked="" type="checkbox"/> Race and ethnicity <input checked="" type="checkbox"/> Disability <input checked="" type="checkbox"/> Gender <input checked="" type="checkbox"/> Age <input checked="" type="checkbox"/> Sexual Orientation <input checked="" type="checkbox"/> Religion or belief	<input checked="" type="checkbox"/> Race and ethnicity <input checked="" type="checkbox"/> Disability <input type="checkbox"/> Gender <input type="checkbox"/> Age <input type="checkbox"/> Sexual Orientation <input type="checkbox"/> Religion or belief
What evidence is there to suggest an impact/adverse impact?	None – there is however, a general careful approach to complaints handling so that there is no adverse impact.	
On what grounds can impact or adverse impact be justified?	The Council's medium term objective, MTO 7, seeks to ensure that every resident feels included and able to access the services they need.	

<p>Is there any current action that addresses issues for any of the groups impacted/adversely impacted?</p>	<p>The refreshed corporate booklet entitled "Comments, Compliments and Complaints" was published in August 08, following an extensive review of the complaints procedure. This review and a Charter for Customers were endorsed by CMT in June 08. The booklet includes a monitoring section as part of the complaint form.</p> <p>Each town centre reception area has a list of contacts for translation services and special needs (known as the Communication Factsheet). Translation services are available to those residents who need language support.</p> <p>A Minicom service is available.</p> <p>Copies of some leaflets are available in Braille or larger print.</p> <p>The top ten languages are to be refreshed to reflect the composition of the Borough's population.</p>
<p>What changes will you make to the activity reduce or remove any differential/adverse impact?</p>	<p>To maintain the new procedure and deliver the statements made to customers in the Charter.</p> <p>Explore how best to further improve the monitoring of equalities information in relations to complaints in each department.</p>
<p>Into which action plan/s will these actions be incorporated?</p>	<p>Complaints monitoring and any lessons learnt from individual complaints are to be reported in the quarterly Performance Monitoring Report (PMR).</p> <p>The Assistant Chief Executive is to prepare an annual report about complaints handling which is to include reference to any complaints referred to the Ombudsman.</p>
<p>Who is responsible for the action plan?</p>	<p>Directors through the PMR's.</p> <p>Assistant Chief Executive, through the annual report about complaints, both internally managed and also those escalated to the Local Government Ombudsman.</p>
<p>Have any examples of good practice been identified as part of the EIA?</p>	<ul style="list-style-type: none"> • The Customer Contact Strategy aims to improve service delivery to all residents and service users, which will help keep complaints to a minimum • The recent review of corporate complaints procedure • The introduction of a Charter for Customers • Induction loops at receptions • Communications Fact Sheet (list of contacts for Translations and Special Needs) • Web site accessibility (including AA Compliance)
<p>Has the EIA been published on the Council website?</p>	<p>Yes</p>
<p>Who is the relevant Chief Officer and have they signed off the EIA?</p>	<p>Keith Woodman, Chief Officer : Customer Services</p>
<p>Which PMR will this EIA be reported in?</p>	<p>CS Q1 2009-10</p>