

Equality Impact Assessment Record

Date of EIA December 2009

Directorate Adult Social Care and Health

Initial Screening Record	
Activity to be assessed	Adult Social Care Complaints
What is the activity?	x Function/procedure
Is it a new or existing activity?	x Existing
Aim / objective / purpose of the activity – who is the activity designed to benefit/target?	<p>The purpose of the activity is to: Implement the statutory complaints procedures under the Local Authority Social Services Complaints (England) Regulations 2006.</p> <p>The activity is designed for: Those in receipt or eligible for services through adult social care who wish to express their concern or dissatisfaction. Anyone eligible to make a complaint on behalf of the above. Staff who may be the subject of a complaint or required to respond to a complaint. Promoting listening, responding and improving/learning.</p>
Who is responsible for the activity?	<p>The person/section/team responsible for this policy/function is: The Complaints Manager reports to the Head of Performance and Information</p>
Did Step 1: Initial Screening indicate that a full EIA was necessary?	x Yes – full EIA completed and recorded below.
Full EIA Record	
Who are the members of the EIA team?	Mark Gittins and Nighinn Thomson
What evidence has been found to indicate that the activity might need to be amended? (Include any	<p>In the 2008/9 year, the Adult Social Care branch of Bracknell Forest Council dealt with 19 complaints. These were distributed across the various care groups as follows:</p> <p>7 were in respect of older people, 4 were in</p>

<p>consultation undertaken)</p>	<p>respect of people with learning disabilities, 7 were in respect of people with physical and/or sensory disabilities, and one was in respect of someone with mental health problems. Recording on religious beliefs is being developed. The complaints service was accessed by people in all care groups. Contact was made by telephone, letter, e-mail and personal visit.</p> <p>Access to complaints is fair and inclusive. Given the relatively small numbers, further analysis is required to assess if amendments are necessary to broaden access to the procedures.</p> <p>Complaints cover all the care groups who receive ASC support which suggests that no groups are being excluded. The aim is to be available to all those eligible/in receipt of services it should be noted that:</p> <ul style="list-style-type: none"> - An easy read version of the complaints leaflet - Minicom access for the hearing impaired - The potential need for advocacy for all service users/equality strands has not been addressed in terms of availability and cost - Independent Complaints Investigators are drawn from a fairly narrow group and it may be difficult to find someone from a minority group. 	
<p>With regard to the equalities themes, which groups might be impacted by the activity? Might any of these groups be impacted adversely?</p>	<p>Groups Impacted</p> <ul style="list-style-type: none"> x Race and ethnicity x Disability x Gender x Age x Sexual Orientation x Religion or belief 	<p>Groups impacted adversely</p> <ul style="list-style-type: none"> <input type="checkbox"/> Race and ethnicity <input type="checkbox"/> Disability <input type="checkbox"/> Gender <input type="checkbox"/> Age <input type="checkbox"/> Sexual Orientation <input type="checkbox"/> Religion or belief
<p>What evidence is there to suggest an impact/adverse impact?</p>	<p>See above</p>	<p>As stated above, complaints were received from all care groups suggesting no adverse impact. Recording of sexual orientation & religion/belief is being developed.</p>
<p>On what grounds can impact or adverse impact be</p>	<p>There can be no grounds to justify any adverse impact.</p>	

justified?	
Is there any current action that addresses issues for any of the groups impacted/adversely impacted?	The leaflets available from 1 st April 2009 have been simplified but there is more work to be done
What changes will you make to the activity reduce or remove any differential/adverse impact?	<p>Distribution of complaints have been analysed against one of our partners with little variation across care groups observed.</p> <p>Develop the collection of data on religion and sexual orientation.</p> <p>Simplify the complaints literature available to members of the public including those with special needs</p> <p>Review the availability of advocates for all equality strands.</p> <p>Support colleagues in the Southern Region Complaints Manager's (SRCMG) group in the attempt to recruit Investigators from minority group.</p> <p>Recommend the provision of a minicom to be available in Time Square reception and ensure that staff are trained pass on complaints promptly.</p>
Into which action plan/s will these actions be incorporated?	<p>Departmental Service Plan</p> <p>Complaints Managers Group (SRCMG) where applicable</p> <p>Through response to national agenda and guidelines</p>
Who is responsible for the action plan?	Complaints Manager and Head of Performance Management
Have any examples of good practice been identified as part of the EIA?	<p>Complainants with learning disabilities have been supported by an independent advocate. Another, with mental health issues, was offered an advocate but declined.</p> <p>We have a 0800 number and pre-paid for postcards to minimise the cost of making a complaint.</p>

Has the EIA been published on the Council website?	Yes
Who is the relevant Chief Officer and have they signed off the EIA?	David Watkins
Which PMR will this EIA be reported in?	PMR Q4 09/10