# Equality Impact Assessment Record

Date of EIA July 2010

Directorate CYPL - Performance and Resources

| **Initial Screening Record** | |
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| Activity to be assessed | **Children's Social Care Complaints** |
| What is the activity? | ☐ Policy/strategy x Function/procedure<br>☐ Project<br>☐ Review ☐ Service ☐ Organisational change |
| Is it a new or existing activity? | ☐ New x Existing |
| Aim / objective / purpose of the activity – who is the activity designed to benefit/target? | **The purpose of the activity is to: Implement the statutory complaints procedures under the Local Authority Social Services Complaints (England) Regulations 2006**<br><br>**The activity is designed for:**<br>**Those in receipt or eligible for services through children's social care who wish to express their concern or dissatisfaction.**<br>**Anyone eligible to make a complaint on behalf of the above.**<br>**Staff who may be the subject of a complaint or required to respond to a complaint**<br>**Promoting listening, responding and improving/learning** |
| Who is responsible for the activity? | The person/section/team responsible for this policy/function is:<br>**The Complaints Manager reports to the Head of Performance and Information** |
| Did Step 1: Initial Screening indicate that a full EIA was necessary? | Yes – full EIA completed and recorded below. |
| **Full EIA Record** | |
| Who are the members of the EIA team? | Mark Gittins and Patricia Morris |
| What evidence has been found to indicate that the | For the year 2007-8 there were 29 complaints. 8 complaints came from young people. Where the ethnicity was known (20) only one person was |

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| activity might need to be amended?<br>(Include any consultation undertaken) | non-white. We are developing the collection of on religious belief or sexual orientation. The complaints service was accessed by people with physical disabilities, mental heath problems and learning disabilities. Contact was made by telephone, letter, and e-mail.<br><br>Given the relatively small numbers, further analysis is required to assess if amendments are necessary to broaden access to the procedures. This will be done by developing a feedback sheet that complainants are asked to complete. Or they can opt for telephone/e-mail feedback. However, as the aim is to be available to all those eligible/in receipt of services it should be noted that:<br>The potential need for advocacy for all parents/carers of differing equality strands has not been addressed in terms of availability and cost<br>Independent Complaints Investigators are drawn from a fairly narrow group and it may be difficult to find someone from a minority group. | |
| 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** |
| | x Race and ethnicity<br>x Disability<br>x Gender<br>x Age<br>x Sexual Orientation<br>x Religion or belief | ☐ Race and ethnicity<br>☐ Disability<br>☐ Gender<br>☐ Age<br>☐ Sexual Orientation<br>☐ Religion or belief |
| What evidence is there to suggest an impact/adverse impact? | See above | As stated above complaints were received from all care groups suggesting no adverse impact. Recording of sexual orientation and religious belief is being developed and will be analysed when there is sufficient data. |
| On what grounds can impact or adverse impact be justified? | There can be no grounds to justify any adverse impact. | |
| Is there any current action that | Efforts are made to ensure that parents/carers have support and/or advocacy when a need is | |

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| addresses issues for any of the groups impacted/adversely impacted? | expressed or identified. A database of organisations willing to offer this service is being developed |
| What changes will you make to the activity reduce or remove any differential/adverse impact? | Analyse feedback sheets from complainants to identify changes which can be made<br><br>Develop the collection of data on religion and sexual orientation<br><br>Review the availability of advocates for all equality strands<br><br>Support colleagues in the Southern Region Complaints Manager's (SRCMG) group in the attempt to recruit Investigators from minority groups |
| Into which action plan/s will these actions be incorporated? | Departmental Service Plan<br><br>Complaints Managers Group (SRCMG) where applicable<br><br>Through response to national agenda and guidelines |
| 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? | All children are provided with advocacy and support to resolve complaint issues<br>We have an 0800 number and pre-paid for postcards to minimise the cost of making a complaint. |
| 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 Q2 10/11 |