

Equality Impact Assessment Form

Revised June 2009



(Equality target groups are those which cover the 6 equality strands: race, disability, gender, age, sexual orientation and religious belief)

Part 1 Aims & implementation of the service, policy, procedure, practice or project

1.1 What is being assessed

Isle of Wight Council's Complaints Process

1.2 Officer(s) and section or service responsible for completing the assessment

Sharon Kingsman, Corporate Policy & Complaints Manager

1.3 What is the main purpose or aims of the service, policy, procedure, practice or project

The aims and objectives of this Policy are to:

- Improve the quality of the services we provide
- Improve our relations with service users
- Encourage best practice by our staff who will be aware of the day-to-day concerns of our service users
- Operate within the statutory, regulatory and legal framework
- Value diversity recognising and valuing all and ensuring that everyone can use the complaints policy.
- Encourage service users to tell us when they are not happy with our services
- Learn from any complaints made by users to improve our services
- Ensure service users have their views heard; receive a good quality service that includes prompt action when our performance is below standard.

The aim of our complaints procedure will:

- be easy to access - when things do go wrong we will put things right quickly, informally and without fuss
- make it clear to service users what they should expect, a time limit for replying to their complaint and any right of appeal
- provide a code of practice for handling complaints
- ensure we communicate effectively and efficiently with our service users at all stages
- ensure we monitor complaints, identify and apply learning from complaints

1.4 Who is affected by the service, policy, procedure, practice or project? Who is it intended to benefit and how?

Anyone can make a complaint if they believe that the Council has:

- done something wrong
- failed to do something it should have done
- done something it should not have done
- provided a poor standard of service

1.5 Has the service, policy, procedure, practice or project been promoted or explained to those it might affect directly or indirectly?

Yes, via the website and through the customer charter

1.6 How does the service, policy, procedure, practice or project contribute to better community cohesion?

The policy is in line with the Eco-Island Sustainable Community Strategy 2008-2020, the

Council's Corporate Plan 2010-2013 and specifically the council's priority of 'delivering better services'.

1.7 How does the service, policy, procedure, practice or project fit in with the council's wider aims?

As above

1.8 What is the relevance of the aims of the service, policy, procedure, practice or project to the equality target group and the council's duty to eliminate unlawful discrimination and promote equality of opportunity?

The policy aims to value diversity recognising and valuing all and ensuring that everyone can use the complaints policy and removing barriers whenever possible.

1.9 How is, or how will the service, policy, procedure, practice or project be put into practice and who is responsible for it?

The Corporate Policy & Complaints Team is responsible for the delivery of the Complaints Policy and ensuring this is put into practice across the services.

Part 2 Consideration of data and research

2.1 List all examples of qualitative and quantitative data or any consultation information available that will enable the impact assessment to be undertaken

CRM system(used by customer services and complaints team), Isle of Wight Council Annual complaints report, Management reports, LOG Annual Report, EIA focus group, NCO meetings, Internal team meetings.

2.2 Equalities profile of users and beneficiaries

Island residents and visitors

2.3 Evidence of complaints against the service, policy, procedure, practice or project on the grounds of discrimination

None

2.4 What does the consultation, research and/or data indicate about the negative impact on the service, policy, procedure, practice or project

Potential to impact on different groups if there are any barriers to making a complaint.

2.5 What does the consultation, research and/or data indicate about the positive impact on the service, policy, procedure, practice or project

Improve procedure of the Isle of Wight Council services and ensuring everyone can use the complaints procedure.

Part 3 Assessment of impact

3.1 Complete this section with the following information – relating to all of the identified groups:

Complaints form and Making a complaint leaflet: Refer to attached document

Complaints Policy: Refer to attached document

Part 4 Measures to mitigate disproportionate or adverse impact or improve on neutral or positive impacts:

4.1 If there is any negative impact on any target equality group identified in part 3, is the impact intended or legal?

Yes on race and disability groups this is not intended and is legal.

4.2 Specify measures that can be taken to remove or minimize the disproportionate or adverse effect identified in part 3. if none were identified, identify how disproportionate or adverse effect could be avoided in the future

Improve communication to complainant when applying the Habitual or Vexatious Complaints Policy and amend the form/ leaflet to reflect changes highlighted.

4.3 If there is no evidence that the service, policy, procedure, practice or project promotes equality, equal opportunities or improves relations within equality target groups, what amendments can be made to achieve this?

As 4.2

4.4 If a neutral or positive impact has been identified, can that impact be improved upon (continuous improvement)?

Ensure that accessibility to the complaints area of the website is maintained, that the policy can be made available for the individual and made specific to their needs, ensuring that the policy is available in all formats, and adapt individual section for children's services.

4.5 How will any service, policy, procedure, practice or project be implemented?

Through the nominated complaints officer Network and by the Corporate Complaints & Policy team

4.6 As 4.5 above please identify training requirements

Ongoing sharing of best practice using NCO network and training opportunities as appropriate.

Part 5 Conclusions & recommendations

5.1 Does the service, policy, procedure, practice or project comply with equalities legislation?

Yes

5.2 What are the main areas requiring further attention?

Amendments to the form / leaflet

Communication to be improved to complainants when applying the Habitual or Vexatious Policy Work to continue via the nominated complaints officer network.

5.3 Summary of recommendations for improvement

Communication improvements to be made.

Other comments raised on wider council issues to be highlighted (usage of CRM).

5.4 What equality monitoring, evaluation, review systems have been set up to carry out regular checks?

Review of policy August 2010, monthly reports to directors' team, NCO meetings and quarterly learning outcomes reports.

5.5 When will the amended service, policy, procedure, practice or project be reviewed?

August 2010

Part 6 Action / improvement plan

The table below should be completed using the information from the equality impact assessment to produce an action plan for the implementation of the proposals to:

1. Lower the negative impact, and/or
2. Ensure that the negative impact is legal under anti-discriminatory law, and/or
3. Provide an opportunity to promote equality, equal opportunity and improve relations within equality target groups, i.e. increase the positive impact

Please ensure that you update your service/business plan within the equality objectives/targets and actions identified below:

Area of negative impact	Changes proposed	Lead officer	Timescale	Resource implications	Comments
Race	Amendments to leaflet and form	Sharon Kingsman / Brigitte Hawkins	August / September 2010	Amy Phillips to assist	
Disability	Amendments to leaflet and form NCO meeting- methods of communication and availability of forms on the intranet Methods of communication- review	Sharon Kingsman / Brigitte Hawkins	August / September 2010	Amy Phillips to assist	
Age					
Religious and Philosophical belief					
Gender	-				
Sexual orientation					
Geographical location					

All of the above	Revise Complaints Policy Call centre queries Utilizing CRM fully / Acetates / Blue emails	Brigitte Hawkins Keiley Chubb Diversity Officer	End of September 2010		
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Part 6 continued – Equality Impact Assessment – Summary report

The results of equality impact assessments must be published. Please complete this summary and the publish your report using the Equality and Diversity pages of the Intranet. Your summary information and a copy of your completed report will then be made available to the public on the Council’s website.

Date of assessment

Officer’s name **Role**

Service, policy, procedure, practice or project that was impact assessed

Summary of findings

Summary of recommendations and key points of action plan

Groups that this policy will impact upon

Race	<input checked="" type="checkbox"/>	Gender	<input type="checkbox"/>
Sexual Orientation	<input type="checkbox"/>	Age	<input type="checkbox"/>
Disability	<input checked="" type="checkbox"/>	Religion or belief	<input type="checkbox"/>
Other	<input type="checkbox"/>	All	<input checked="" type="checkbox"/>