

Equality Impact Assessment (EIA) Form
'Knowing your customers needs'

Title of the policy	Corporate Complaints Policy
Is it new or existing?	Existing – reviewed and refreshed
Date	8 th January 2016
Officer undertaking EIA	Sarah-Jane O'Connor
Who else is involved in undertaking this assessment?	Team Leaders and Head of Communications

1. Overview of policy/function being assessed

A. Outline: What is the purpose of this policy? (specify aims and objectives)
The aim of this policy is to ensure complaints are dealt with proactively, efficiently and timely. Complaints are a vital way of monitoring service quality and can often highlight areas that require improvement and learning for the Council.
B. What specific groups is the policy designed to affect/impact?
All customers of MBC
C. Which groups have been consulted as part of the creation or review of the policy?
Internal consultation with Management Team, third tier managers and service champions

2. What we already know and where there are gaps

A. What existing information/data do you have/monitor about different diverse groups in relation to this policy? This could consist of previous EIA's, reports, consultation, surveys, demographic profiles etc.
No data held.
B. What does this information/data tell you about diverse groups? If you do not hold or have access to any data/information on certain/all diverse groups, what do you need to begin collating/monitoring? (please list)

3. Do we need to seek the views of others and if so, who?

A. In light of the answers you have given in question 2, do you need to consult with specific
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groups? If not please explain why.

4. Assessing the impacts

<p>In light of any data/consultation/information and your own knowledge and awareness, please identify whether the policy has a positive or negative on the groups specified and whether there is evidence of discrimination. Provide an explanation for your decisions. (please refer to the general duties on the front page)</p>				
<u>Diversity Groups</u>	<u>Positive impacts</u> Intentional / Unintentional	<u>Negative impacts</u> Intentional / Unintentional	Is there evidence of direct/indirect discrimination?	<u>Comments/explanation</u> Use data to evidence
Age	Recognise any special requirements and therefore have multiple access options available.	There is anecdotal feedback that older people find it more difficult to use digital services however there is no specific evidence for this.	No	Quarterly complaints report shows complaints being received by all access routes e.g. post, email, telephone, internet and face to face.
Disability (physical, visual, hearing, learning disability, mental health)	The increased availability of digital services may help improve accessibility of this service for example a group with limited mobility.	Some groups may find it more difficult to access digital services	No evidence	The website has been redesigned with accessibility in mind. It uses high contrast colours, limits caps and italic text, is written in plain English, allow use of Browsaloud screen reader and the option to customise the text and screen colours. Staff receive training on matters relevant to their role for example Mental Health Awareness
Gender / Sex	Recognise any special requirements for effective service delivery	No evidence	No evidence	
Religious Belief	Recognise any special requirements for effective service delivery	No evidence	No evidence	
Racial Group	An assumption could be made that some			A translation service is being delivered by Pearl Linguistics for

	customers from different racial groups may have not have English as their first language and therefore require a translation service.			written and face to face services corporately.
Sexual Orientation	Recognise any special requirements for effective service delivery	No evidence		
Transgender	Recognise any special requirements for effective service delivery	No evidence		
Other protected groups (pregnancy & maternity, marriage & civil partnership)	Recognise any special requirements for effective service delivery	No evidence		
Other socially excluded groups (low literacy, offenders, priority neighbourhoods, etc)	Recognise any special requirements for effective service delivery	No evidence		
All				

5. Action Plan

Please include any identified concerns/actions/issues in this action plan: <i>The issues identified should inform your Service Plan and, if appropriate, your Consultation Plan</i>			
Question Number (Ref)	Action	Responsible Officer	Target Date
	To promote the new translation service available to all customers and monitor its usage	Customer Services	Ongoing
	To ensure that all feedback whether positive or negative is recorded and that action is taken to improve any shortfall in service levels.	Service Managers	Ongoing
	To advertise the access channel available to customers and the service standards along with the Complaints Policy and Procedure and time scales.	Customer Services Manager and service managers	Ongoing

6. Who needs to know about the outcomes of this assessment and how they will they be informed

	Who needs to know (Please tick)	How they will be informed (we have a legal duty to publish EIA's)
Internally (employees & EIA Scrutiny group)	All staff	Published on the website and circulated via the corporate messenger
Externally (service users, stakeholders etc)		
Others		
To ensure ease of access, what other communication needs/concerns are there?		

7. Conclusion (to be completed and signed by the [Head of Service](#))

Please delete as appropriate
I agree / disagree with this assessment / action plan
If <i>disagree</i> , state action/s required, reasons and details of who is to carry them out with timescales:
Signed (Head of Service):
Date:

8. Internal Scrutiny (to be completed and signed by the check and challenge group)

Please delete as appropriate
I agree / disagree with this assessment
If <i>disagree</i> , state action/s required, reasons and details of who is to carry them out with timescales:
Signed (behalf of the Check & Challenge group):
Date:

[Please ensure that this EIA is publicised on the Internet](#)